METAGE 邁達特

To become a best partner in IT intelligentization

2022 Sustainability Report

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About the Report

MetaAge Corporation (MetaAge, the Company, or We), as a world citizen, proactively seeks advancement in corporate governance, society, and the environment while addressing the Sustainable Development Goals (SDGs) of the United Nations. We issue the Sustainability Report periodically on a yearly basis as a means to examine developments of internal ESG and to engage important stakeholders. This Report is prepared with reference to the latest Universal Standards 2021 released by the Global Reporting Initiative (the GRI Standards) and the Task Force on Climate-related Disclosures (TCFD) released by the Financial Stability Board (FSB) and also to the Sustainability Accounting Standards of the Sustainability Accounting Standards Board (SASB) and other related international regulations, such as the UN Global Compact, the Social Responsibility Guidance (ISO 26000) in order to reinforce the integrity and communicative nature of the information disclosed herein. MetaAge is devoted to the implementation of its corporate social responsibilities (CSRs) and treats all stakeholders in integrity so that a mutual-trust and reciprocal sustainability bond may be created.

Reporting Period

MetaAge released its first CSR Report in 2016 and started to refer to the GRI Standards in 2020 for the first time while preparing the Report. The Sustainability Report has been released since 2021 when the Sustainability Accounting Standards were included. In order to cope with the challenges brought about by climate change, potential impacts of climate change on the finance of MetaAge are reported this year in compliance with the TCFD framework so that the soundness and adequacy of information disclosure can continue to be enhanced. The reporting period covered is from January 1, 2022 to December 31, 2022 and the Report is updated once a year.

Scope of Report

This Report focuses on the MetaAge Group and mainly covers the Company and the two subsidiaries under the Company as covered in the Annual Report of the Company, that is, MetaAge, Global Intelligence Network Co., Ltd., and Epic Cloud Co., Ltd. Due to the fact that the companies differ in size and system, respective sustainability topics apply to varied extents. The contents disclosed are somewhat adjusted reflective of each company's operational status. If disclosed items do not cover all three companies, on the other hand, clarifications will be provided under the specific disclosed item. The financial data herein, on the other hand, answer to those shown on the Consolidated Financial Statement of MetaAge, which covers the remaining subsidiaries and second-tier subsidiaries of MetaAge. All data are indicated in New Taiwan Dollar. Social and environmentally applicable statistics, on the other hand, are based on internationally accepted units.

External Assurance

External assurance is outsourced to the independent third-party verifier, TUV NORD Taiwan Co., Ltd. (TUV NORD). The latter assures contents of the Report with reference to the 2021 disclosure requirements of the GRI Standards and AA 1000/Type 1/Moderate of the Accountability Principles. The complete Statement of Assurance is appended to the end of this Report.

Contact Information

If you have any question and advice about this Report, you are welcome to contact us. The contact information is provided below:

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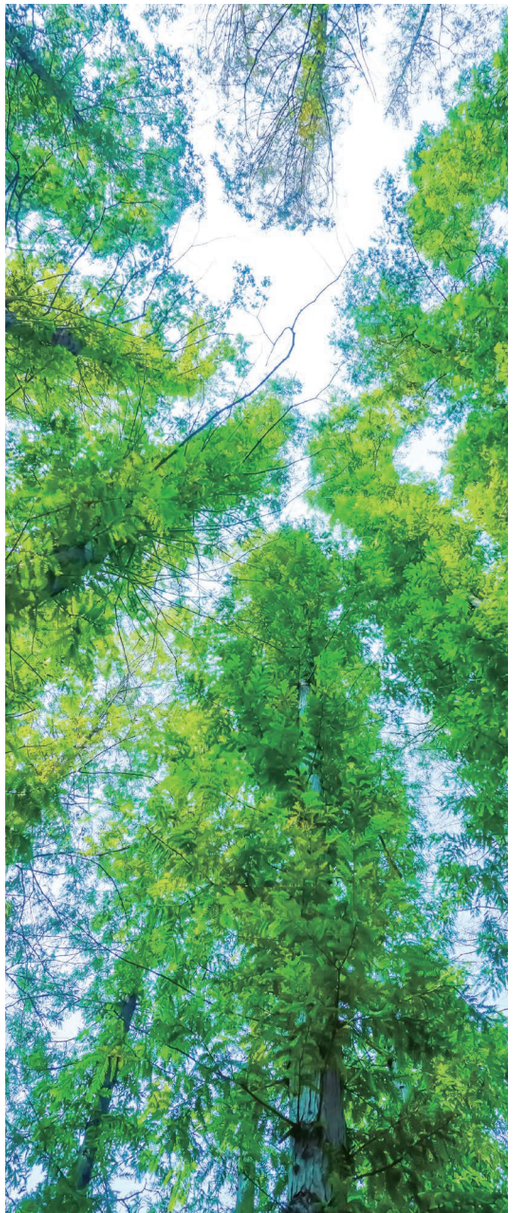
Message from Chairman

In 2022, MetaAge started a new page from its former name “SYSAGE Technology” to demonstrate its strategy and determination to deploy on the digital market in the future. MetaAge, with its new name, aims to become the best partner of businesses in smart IT and is devoted to increasing the per capita production value of businesses by means of smart automation.

As the world enters the post-pandemic era, businesses are quickly transforming digitally and paying even more attention to sustainable development. The post-pandemic era has also contributed to the rise of the overall awareness of health in society. While riding along the contemporary new economic wave for digital transformation, MetaAge is breaking away from the operational framework of traditional dealers by proactively integrating the powerful resources over the Cloud and those on the ground, connecting the overall applied ecology in series, reinforcing the growth momentum for future operations, and welcoming a future that is “cloud-based, digital, international, and on the move” with other businesses to have ready for use by customers the most needed software-hardware integration tool to allow digital transformation for the coming 5 to 10 years.

With more than 20 years of experience in dealership and distribution, MetaAge is constantly reinforcing the deployment of public and private clouds and combining further the cloud platforms that we resell, including cloud adoption, could-ground integration, and cloud application in order to meet the multi-construct IT needs of corporate customers.

The revenue of MetaAge throughout 2022 reached NTD 12.113 billion. We thank our colleagues for their contribution and effort to make this possible despite the pandemic yet to ease. To show its gratitude to all staff for their hard work and business innovations, MetaAge introduced quality benefits such as employee shareholding trust, flexible working hours, and employee assistance solutions, among others; they will help realize comprehensive care and the care for all staff.



The Qisda Group that MetaAge belongs to became an RE100 member in 2022, demonstrating its sustainable ambition to follow international standards. As a member of the Qisda Group, we have our corporate social responsibilities (CSR) to fulfill and are also obligated to do something for society to make it and the environment better. By proactively assisting corporate users in digital transformation, it helps to not only boost the operational efficacy of corporations but also effectively enforce carbon reduction as a whole, which contributes to global environmental protection, making a difference in society.

MetaAge, an information and communication dealership brand that aims to connect with the world, needs to answer to the expectations that international heavyweights, customers, investors, and other stakeholders have towards us by not only constantly enforcing energy-saving and carbon reduction measures internally but also proactively playing the role of green enterprise in the global supply chain. It deals with smart energy-saving digital tools that help businesses move forward in low-carbon digital transformation and hopes to join hands with respective stakeholders in realizing low-carbon operations with digital economy at the core while marching towards a net zero era together.

Corporate social responsibilities shall be proactively fulfilled during corporate operations. Fulfilling corporate social responsibilities is not only a developmental trend in the international society but also improving the quality of life of employees and even the society directly or indirectly with the promotion of related civil issues; it contributes to even more normalized developments throughout society and mankind welfare. The practice and policy of MetaAge in CSR and sustainable development follow four major themes, namely, accountable governance, smart future, digital talent, and green operation.

We hope that by reinforcing and consolidating each ESG aspect, it helps not only improve the quality of life of employees and the general public and lead people towards accumulation of wealth but also enable them to reinforce and enjoy a quality life. We also hope to lead the general public to effectively take advantage of resources available in society and guide through and improve the life of disadvantaged groups with the devotion of corporate resources, which is likely to inspire all colleagues and their families on the significance of life. We firmly believe that anyone can be an important start of a virtuous cycle, too.

Chang-Hung Lee, Chairman of
MetaAge Corporation

METAGE 邁達特
COREX
啟迪國際
EpiCloud
前進國際
MetaGuru

QUICK VIEW: About MetaAge

Established in

April 1998

Listed

August 2001

(Ticker Symbol: 6112)

Joined the Group

August 2019

Joined the BenQ/Qisda Group.

Name Change

June 2022

The name was changed from "SYSAGE Technology" to "MetaAge"

Revenue

Revenue throughout 2022 NTD 12.113 billion

Number of employees

Number of employees > 500 people

Company Positioning

The goal is to become the best partners of businesses in smart IT

To enhance the per capita production value by means of smart automation and accordingly corporate competitive advantages

Honor and Recognition

MetaAge, an ICT solution provider, plans as a whole and integrates systematically in the setup of corporate networks, network system security, network management, data processing and analysis, and backup systems. We introduce various products to customers and develop professional application software that suit the needs of customers. We also provide related technical advisory and educational training programs. We are one of the few professional service providers of total solutions for corporate networks in the nation. Products that MetaAge resells include network and system software and hardware of world-famous companies such as Cisco, Oracle, and IBM. Meanwhile, we develop total solutions in different fields with the products we resell and proactively plan the overall network hardware framework, host system, network safety mechanism, database, and related corporate application software from customers' perspective in order to improve their additional value. Unlike ordinary dealers, the application software integration center of MetaAge is capable of and experienced in developing online application software so as to help corporations turn global, optimize their quality, and make their services more efficient.

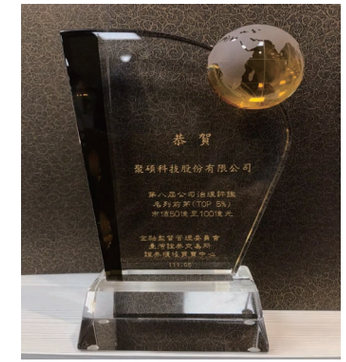
In 2022, MetaAge continued to be inspired on all fronts, including the awards and recognitions it had won, such as the "9th Corporate Governance Evaluation - Small-to-Medium Market Value - Top 5%", the "TCSA Taiwan Corporate Sustainability Award - Information Technology Service - Silver Medal for Sustainability Report", and the "Young Awards - Total Human Resources Digital Transformation Solution - Honorable Mention". In the "CRIF TAIWAN 'Computer System Integration Service Sector' Survey", in particular, MetaAge has secured the first place for 7 years in a row. The recognition is positive and inspiring for us. We will continue with the effort to improve our corporate competitive advantages and strengthen our market share so as to provide our customers and all stakeholders with better-quality services and contributions.

Honorable mention as total human resources digital transformation solution in the "Smart Application Category" of Young Awards

Digital talent academy Innovation facilitator and National Taiwan University alumnus

TCSA Taiwan Corporate Sustainability Award - Information Technology Service - Silver Medal for Sustainability Report

One of Top5000 Businesses chosen by CRIF TAIWAN and first place in "Computer System Integration Service Sector"



Ninth Corporate Governance Evaluation [Small-to-Medium Market Value]- Top 5%

Manufacturer's recognition and historical awards

ESG Highlights and Accomplishments

Governance

- Ninth Corporate Governance Evaluation [Overall Listed] 6%-20%
- Ninth Corporate Governance Evaluation [Small-to-Medium Market Value] Top 5%
- TCSA Taiwan Corporate Sustainability Award - Information Technology Service - Silver Medal for Report
- Honorable mention as total human resources digital transformation solution in the “Smart Application Category” of Young Awards
- Creation of the ISO 27001 Information Security Management System
- Customer satisfaction scoring over 90% for the fourth year in a row
- The first English Sustainability Report is released
- Optimization of the English website devoted to ESG

Social

- Female to male employee ratio close to 1:1
- Female supervisors accounting for 40%
- Application of developed RPA (robotic process automation) to HR operations
- Introduction of employee shareholding trust
- Implementation of flexible working hours
- 4-day fully paid leave for newcomers, effective as soon as they report to work
- Employees allowed to apply for working from home to suit special needs
- Establishment of the digital talent academy
- Introduction of the YouTube video entitled--MetaAge in Progress
- Implementation of the corporate internship program, with a total of 6 interns
- Employee satisfaction survey for two years in a row
- Implementation of the Employee Assistance Program (EAP)
- Creation of the ISO 45001 Occupational Health and Safety Management System
- Donation of 117 bags of blood by employees
- Donation of NTD 3 million to the BenQ Foundation

Environment

- Preparation of the Report with reference to the TCFD (e-related Financial Disclosures)
- Creation of the ISO 14064-1 Organizational GHG Management System
- Introduction of the energy transformation solution by the subsidiary Epic Cloud
- Undertaking of Dropbox Sign by the subsidiary Epic Cloud
- Utilization of AI tools in fulfillment of paper-less recruitment and hiring
- HR digital solution: Automatic archiving of resumes and paper-less hiring process
- Addition of two energy-saving and carbon reduction measures

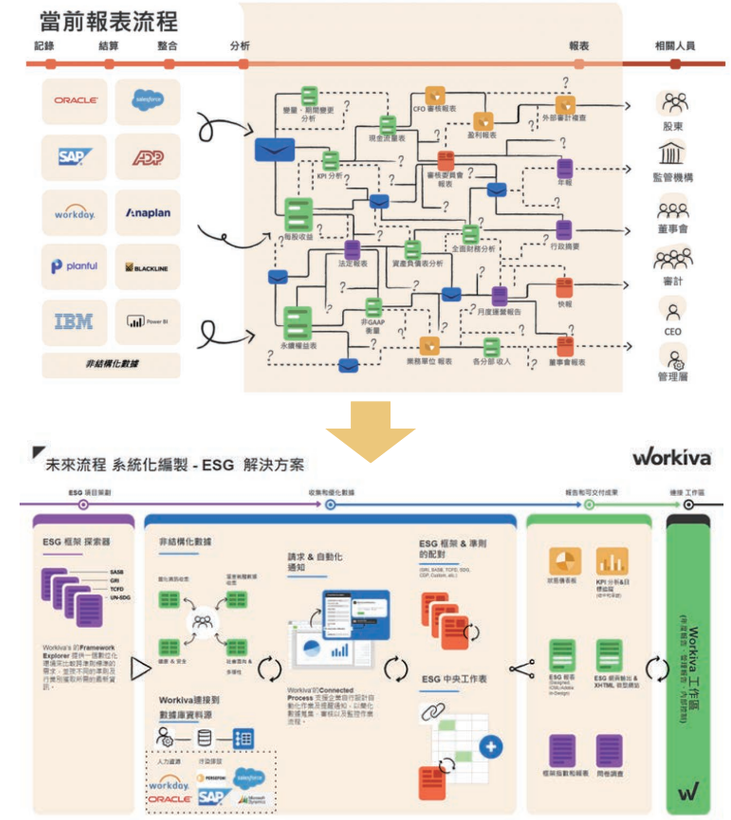
Digital Transformation and ESG Wave

Cloud data collection platform Workiva enables highly efficient self-preparation of ESG and financial statements!

To cope with the quick changes on the capital market and to expedite internationalization of corporate governance in our country, the Financial Supervisory Commission, in honor of the essence of constantly pursuing excellence, with every 3 years as a period, plans the “Corporate Governance 3.0: Sustainable Development Roadmap” whose core visions are to help consolidate corporate governance and build a sound ESG Ecosystem for enhanced corporate sustainable development and reinforced competitive advantages on the international capital market. Due to the unsmooth operating procedure and the complex steps involved in the integration of related organizational information, most domestic enterprises suffer overly slow preparation of statements and reports. In order to effectively build the capabilities of preparing a financial report independently, besides empowering finance and accounting departments, enterprises need to comprehensively smoothen the procedure for preparing financial statements as well and help enhance corporate agility and ensure consistency and accuracy taking advantage of the IT system because they help improve quality of reports and statements and the ability to prepare quality financial statements while at the same time minimizing the risk.

In light of the foregoing challenges facing enterprises, the cloud service provider under MetaAge, namely Epic Cloud, has introduced the “Workiva Cloud Reporting Platform”, which is a business solution that covers “self-preparation of financial statements through the ESG Sustainability Report” to help businesses and accounting firms in Taiwan so that the latter can grow in the momentum of preparing financial statements independently and providing consulting service and to also help corporate customers in respective sectors prepare reports in a multi-collaboration model so that financial statements may be announced by enterprises and ESG information disclosure may be reinforced.

Workiva is a global leader in cloud reporting and is devoted to providing solutions for conforming reports and for supervising the reporting process that aim to address breakpoints in data, procedures, and staff collaboration. Corporate users can import databases and documents from different sources into a single cloud report-integrating platform, such as the enterprise resource planning (ERP) system, the human resources system, and governance, risk, and compliance (GRC), excel files, and email information. The Workiva cloud report preparation platform can connect heterogenous IT systems in series and optimize the report preparing process to effectively reduce the time needed for preparing reports. Numbers shown in reports can be cross-audited and be updated automatically to significantly reduce the operating time needed for preparing reports artificially and to also minimize errors and enhance efficiency.



Source: **https://www.epicloud.com.tw/workiva-news-esg/**

Digital Transformation and ESG Wave

MetaAge subsidiary introduces the intelligent cloud solution to help with optimization of ESG, remote collaboration, and talent utilization

The IDC report shows constantly climbing SaaS demand in the country. The domestic SaaS market size will grow at an annual rate of 33.8% and reach USD 850 million by 2022. Corporate demand for SaaS is widespread in domains such as consolidation of ESG management, enhancement of remote collaboration efficiency, realization of project management visibility, optimization of digital customer acquisition and customer relationship, and precise talent utilization by the human resources department. In light of this, your best partners in IT intelligentization, the subsidiaries under MetaAge, namely Epic Cloud and MetaGuru jointly introduced solutions for the three major corporate departments, that is, operation, sales, and human resources. Based on the required corporate systems BPM, CRM, and HCM, they successfully smoothened processes in operation, sales, and personnel management by helping them create an agile and flexible IT operational structure.

Chang-Hung Lee, Chairman of MetaAge, indicates that the digital first principle is the match and fire needed for contemporary businesses to boost their operational momentum. Despite the shrinking macroeconomics, expenditure on IT application among enterprises remains steady and even rises marginally. There are three reasons for this: First, it is uneasy for large enterprises to be impacted by the macro-environment in how they prepare IT budget. Second, despite the susceptibility of small-to-medium-sized enterprises to macroeconomics, the subscription-based cloud and SaaS services help them avoid a huge lump-sum expenditure and they benefit accordingly in terms of financ ng. Third, with the emergence of the ESG wave, disclosing reported reports has become a requirement for enterprises. How to solve procedural breakpoints, break through data barriers, and obtain real-time and reliable data so that conforming reports and statements may be produced require the introduction of various types of IT technologies. In light of this, Chang-Hung Lee indicates that MetaAge, playing the role of the “best partner in IT intelligentization”, remain promising.

For operational governance of ESG that is gaining prominence each day, MetaGuru introduced the solution, Workiva, a platform for collecting BPM serial data, to help businesses solve issues such as procedural breakpoints and data silos; there is no need to manually collect data anymore and conforming financial reports and ESG statements can be prepared independently without the need for outsourcing, either. In terms of team management, on the other hand, Epic Cloud offers SaaS products such as Dropbox Sign, Asana, and the multi-purpose CRM platform called HubSpot. Respectively, they help enterprises realize paperless signatures, visualized project status, and agile tracking of sources of customers and business opportunities. For talent management, MetaAge and its ISV introduced the one-stop solution” of human resources that combines “screen, hire, educate, retain in one. It covers RPA and AI, among other familiar technologies to empower the HR Department on all fronts to better prepare it for the digital age.

Source: **https://www.metaage.com.tw/news/latest/406**

01

Sustainability Strategy

Value and Action

MetaAge answers to the UN SDGs by including the four major sustainability visions in its core and creating Top 10 ESG values; they are “responsible governance”, “smart future”, “digital talent”, and “green operation”. Respective climate-related risks and opportunities are also checked through introduction of climate-related financial disclosures (TCFD) in order to reinforce the resilience against climate-related risks.

SDGs and Sustainability Strategy

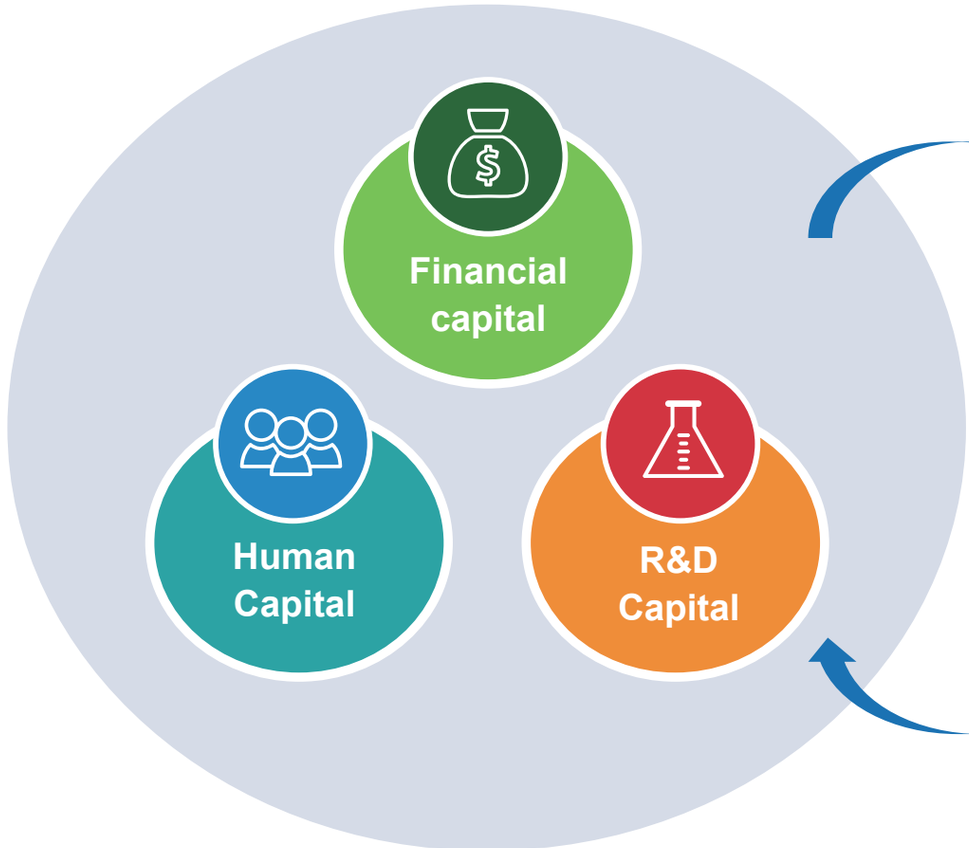
MetaAge answers to the UN SDGs and connects with international ESG dynamics while consolidating ESG as part of its corporate governance, information security, talent development, human right protection, climate-related action, and charity events on the basis of its core business and proactively addresses the expectations of respective stakeholders and the general public.

As a world-known dealer, MetaAge steadily pursuits support and trust from its customers and manufacturers. With the constant expansion in the application of technology products, we will provide higher quality products and technical services. We will screen and obtain dealership of outstanding international brands, optimize our solutions, add professionalism and attainments to our service representatives, and constantly enhance various corporate ESG deeds to assure our customers and to make MetaAge one of the most trustworthy brand dealers.

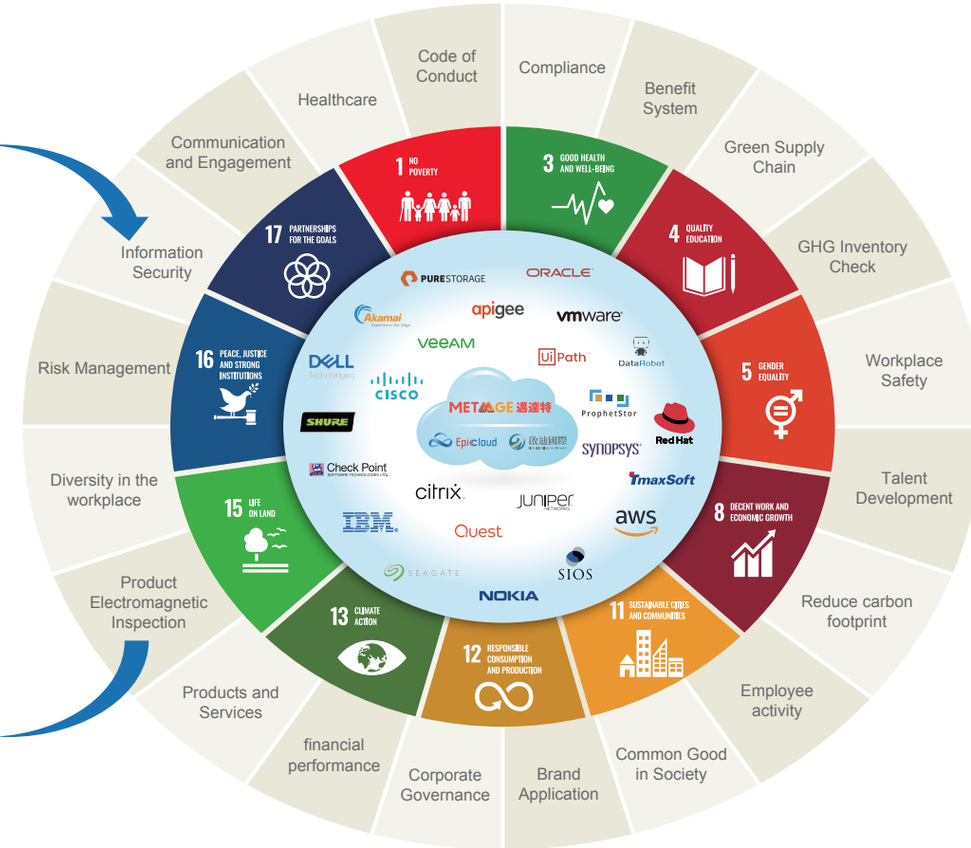
In addition, climate change has become a challenge that enterprises must deal with over the past few years and can no longer wait. MetaAge, for the sake of examining its own capability to cope with climate-related risks, also develops remission and adaptation strategies reflective of the potential impacts of climate change on the Company's finance according to the TCFD framework in order to strengthen the resilience of the Company in the face of climate-related risks and march towards the goal of net zero emissions by 2050 in Taiwan.

On the four sustainability visions, namely, accountable governance, smart future, digital talent, and green operation, we are reinforcing corporate governance, advancing smart solutions, and continuing with talent nurturing to have digital professionals ready to meet future demand in society. While securing sustainable corporate operations, we are hoping to also contribute to society and to prosper and become better together with society.

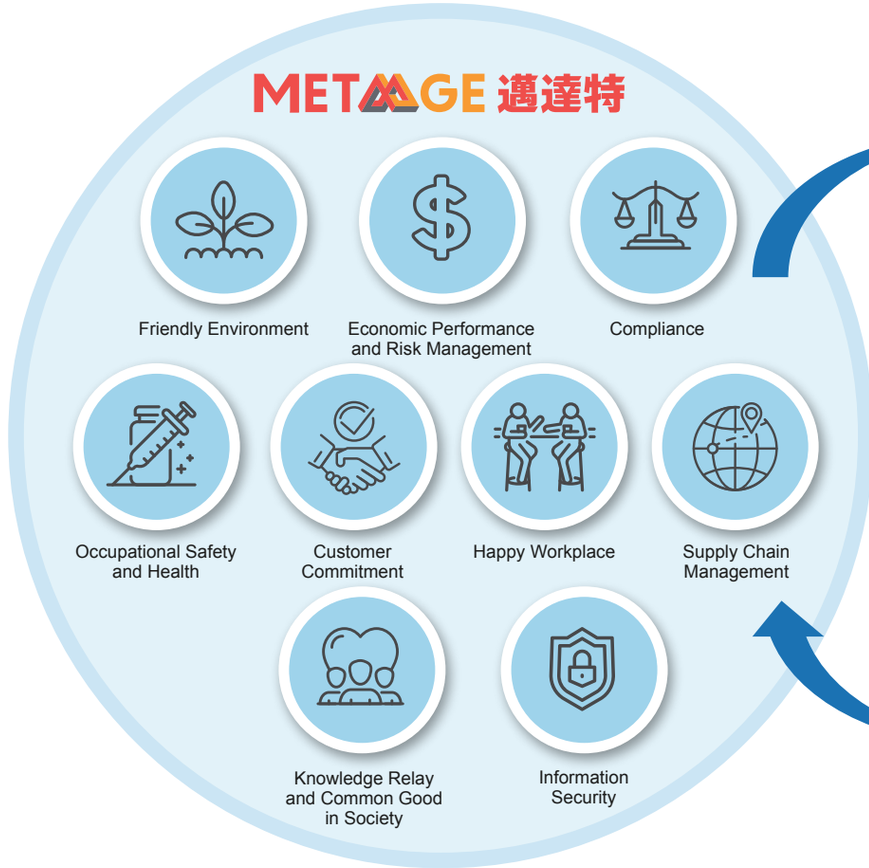
Investment in three major types of assets



Connect with 11 SDGs



Create Top 9 ESG values



Respond to six major stakeholders

Involvement in International Initiatives

SUSTAINABLE DEVELOPMENT GOALS

Inclusion of UN SDGs;
a total of 11 goals are linked.

Compliance with the GRI Standards to reflect the international trend.

Initial reference to the TCFD framework while disclosing climate-related information.

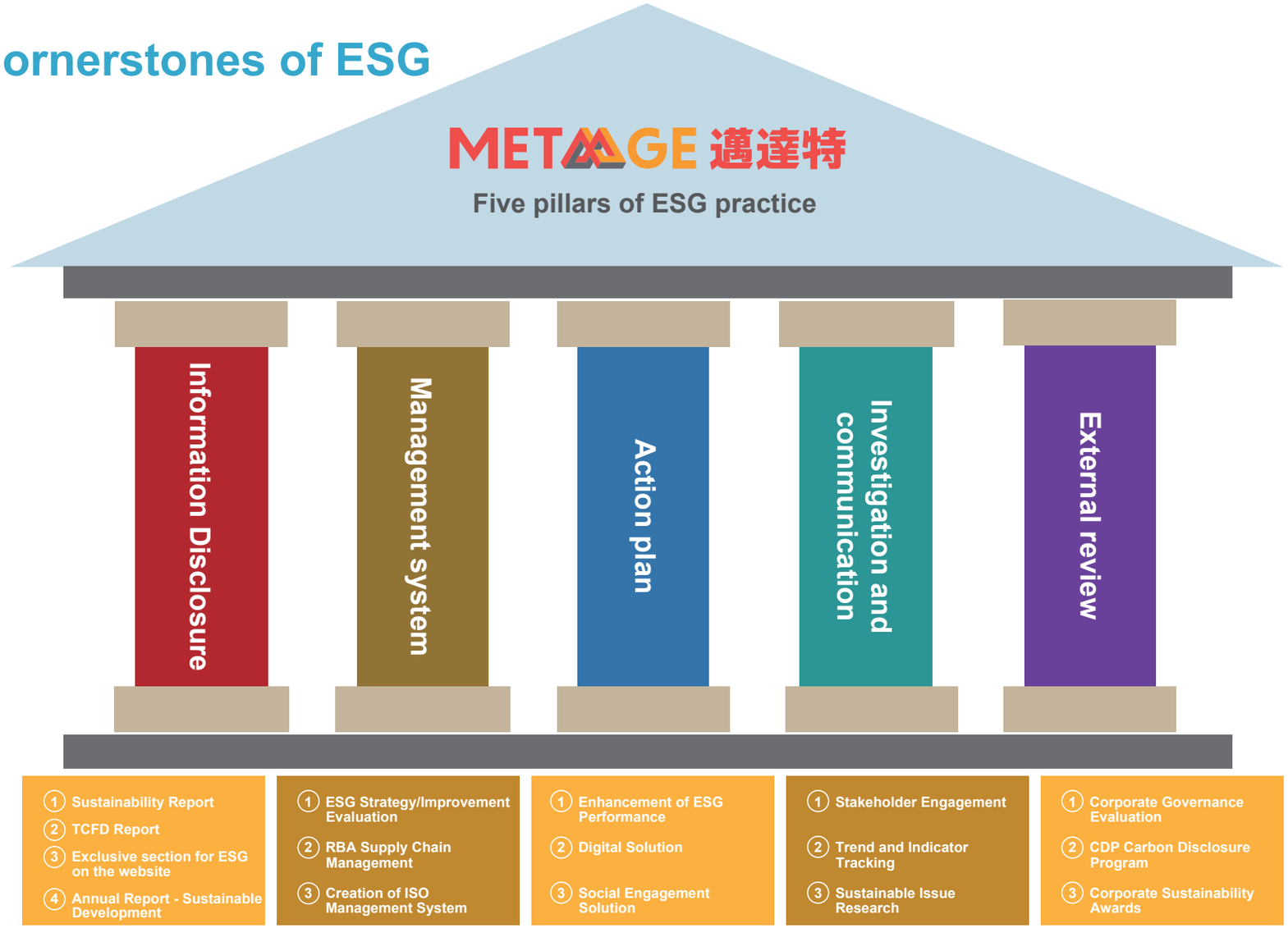
Inclusion of the UN Global Compact, SASB Standards, and ISO 26000 Social Responsibility Guidance Standard for improved communicative nature of information herein.

Compliance with the RBA Standards and consolidation of human rights and environmental management in the supply chain

Participation in the Carbon Disclosure Program (CDP)

The Company is a member of the following associations/organizations:
Cloud Computing and IoT Association in Taiwan
Taipei Computer Association
Information Service Industry Association of ROC
Information Management Association

Five Major Cornerstones of ESG



Short-term, Mid-term, and Long-term Development Goals of MetaAge

Domain	Development Priority	2022 (Accomplishments: ☺/☹)	Short-term 2023	Short-term 2024	Mid-term (3-5 years)	Long-term (5-8 years)	Sustainable development
Governance	Corporate Governance Evaluation [Small-to-Medium Market Value]	Top 5% ☺	Top 5%				
	Ninth Corporate Governance Evaluation [Overall Listed]	6%-20% ☺	6%-20%				
	Customer Satisfaction	9X% ☺	94%		95%	95%	
	Sustainability Report	Refer to the international common framework (SASB, UN GLOBAL COMPAC, ISO 26000) ☺	Approved for Type 2 high level of assurance of AA1000	Persistent innovation and optimization of information quality			
	Exclusive section for ESG on the website	Optimization of information quality ☺	Creation of a sub-website	Addition of multi-media audiovisuals	Addition of multi-media interaction zone	Persistent innovation and optimization of website contents	
	ISO 27001 Information Security Management System	Completed ☺	Certified by an impartial third party	Consolidation of PDCA and persistent improvement			
Society	Optimization of human resources operations	Optimization of HR digital solutions ☺	Introduction of smart HR systems	Extension of smart HR systems to affiliates	Extension of smart HR systems to counterparts	Becoming a strategic partner in human resources	
	Performance Evaluation System	Trial operation ☺	Officially implemented	Optimization of the evaluation system and the digital system	Persistent optimization of incentives	Persistent optimization of incentives	
	Employee satisfaction	8.1 ☺	8.2		8.3	8.5.	
	Compensation and welfare	Employee shareholding trust ☺ Flexible working hours ☺ 4 days of paid leave available for newcomers and 1 for volunteers ☺	• No make-up days • Automatic meal service facilities (ramen machines and lunch box machines) • Volunteer activities	Optimization of welfare measures	Enhancement of compensation level		
	Digital talent academy	Established ☺ Collaboration with the Accounting Department of the National Taiwan University (Finance combined with RPA) ☺	• Collaboration with the National Taiwan Normal University in nurturing 50 talented people in digital technology (human resources combined with RPA) • Creation of digital certification of human resources • MetaAge FUN Summer Science Camp	• Collaboration with universities in nurturing 50 talented people in digital technology • Human resource digital certification of 30 employees • MetaAge FUN Winder Science Camp	• Collaboration with universities in nurturing 100 talented people/year in digital technology • Human resource digital certification of 50 employees/year		
	Corporate Internship Program	6 openings ☺	10 openings	20 openings	30 openings/year	40 openings/year	
	ISO 45001 Occupational Health and Safety Management System	Completed ☺	Certified by an impartial third party	Consolidation of PDCA and persistent improvement of occupational safety and health			
Environment	ESG Solution	Energy Transformation Solution ☺	Persistent dealership and introduction of innovative ESG digital solutions				
	Climate-related Financial Disclosure	Disclosure of climate-related information with reference to the TCFD framework ☺	• Release of Independent Report • Approved for Type 1 medium level of assurance of AA1000	Persistent innovation and optimization of information quality			
	Low-carbon office	Paper-less operational procedure (Hiring, signature-based approval management) ☺	Evaluation of the feasibility of using renewable energy	CDP performance improved to C-	CDP performance improved to C	CDP performance improved to B-	
	ISO 14064-1 Organizational GHG Inventory Check	Completed ☺	Authenticated by an impartial third party	Persistent promotion of energy-saving and carbon reduction measures			

ESG Management Framework

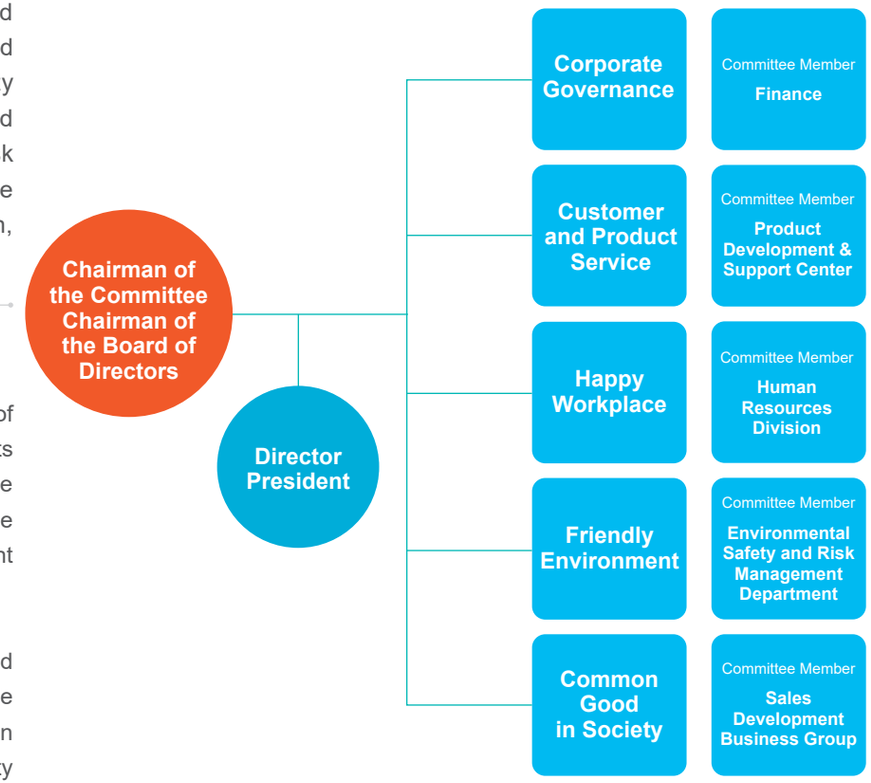
ESG Policy

Based on the laws and regulations of the competent authorities, international global ESG trends, and the requirements of customer and supplier social and environmental responsibilities, we have established the “Corporate Social Responsibility Best Practice Principles” to be followed in policy promotion and implementation. In order to consolidate corporate social responsibilities and to improve the quality of information disclosed, MetaAge divides corporate sustainability topics into eight major ones and manage and disclose the information accordingly, that is, anti-corruption, economic performance and risk management, customer privacy, compliance with socioeconomic laws and regulations, employer-employee relations, evaluation of supplier impacts on society and the environment, occupational safety and health, and greenhouse gas emissions.

ESG Committee

The “ESG Committee” is the unit at MetaAge for promoting corporate sustainable development. The Chairman of the Board of Directors serves as the Chairman of the Committee while the Chief Operating Officer serves as its executive secretary. Under the Committee are several working groups whose operations are compliant with the “Sustainable Development Best Practice Principles". Each working group gathers related issues within its scope of responsibility and includes important issues in the implementation plan and routine operations after assessment and analysis. Then, the Committee will present a report to the Board of Directors on a quarterly basis.

Meanwhile, answering to the sustainable development trend, all ESG members of MetaAge have completed corresponding 3 hours of training courses on ESG. MetaAge, in particular, takes part in the 2-hour sustainable development and corporate risk management meetings (ESG & ERM) called for by its parent company Qisda on a monthly basis to help improve its ESG knowledge and skills through the exchange with respective sustainability units throughout the Group and training courses.



ESG Development Chronicle

2014

- Implementation of responsible supply chain management in compliance with the EICC (former of RBA)

2016

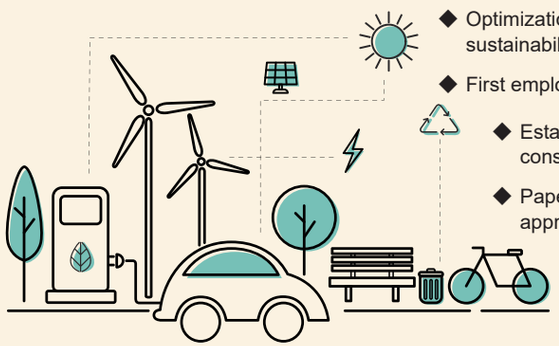
- Release of First Sustainability Report

2018

- Disclosure of climate-related information in compliance with the CDP

2020

- Sustainability Report prepared with reference to the GRI Standards
- Sustainability Report qualified by third party
- Preparation of the BCP
- Creation of HR screen-hire-educate-retain digital solution



2021

- Eighth Corporate Governance Evaluation [Overall Listed] 6%-20%
- Eighth Corporate Governance Evaluation [Small-to-Medium Market Value] - Top 5%
- Sustainability Report with reference to the SASB Standards
- Linkage with United Nations Sustainable Development Goals (SDGs)
- Establish the Risk Management Committee
- Optimization of the section devoted to sustainability on Chinese and English websites
- First employee satisfaction survey
- Establishment of substantial energy conservation and carbon reduction goals
- Paperless hiring and signature-based approval management

2022

- Ninth Corporate Governance Evaluation [Overall Listed] 6%-20%
- Ninth Corporate Governance Evaluation [Market Value of $5 to 10 Billion] Top 5%
- TCSA Taiwan Corporate Sustainability Award - Information Technology Service - Silver Medal for Report
- Introduction of the ISO 27001 Information Security Management System
- Honorable mention as total human resources digital transformation solution in the “Smart Application Category” of Young Awards
- Establishment of the digital talent academy
- Introduction of employee shareholding trust
- Implementation of the Employee Assistance Program (EAP)
- Introduction of the ISO 45001 Occupational health and safety management system
- Preparation of the first climate-related financial disclosure (TCFD) report
- Introduction of the ISO 14064-1 Organizational GHG Management System
- Introduction of the energy transformation solution by the subsidiary Epic Cloud
- Undertaking of Dropbox Sign by the subsidiary Epic Cloud

Business Continuity Planning (BCP) - Response to COVID-19

	Scenario question	Information on corporate response procedure
Level 1	◆ Suspicious positive case at the Product Department	Suspected colleague at the Product Department and the contacts isolate themselves spontaneously (Environmental disinfection on the day)
Level 2	◆ Counter (Employee Relations Department) AOO tests positive	The positive colleague is to be placed in isolation and all the other colleagues started to work from home (Environmental disinfection on the day)
Level 3	◆ Cluster infections at the Employee Relations Department (AOO and BOO test positive) ◆ Cross-floor cluster infections (COO at the Legal Affairs Department on 11F and DOO at Sales Division 1 of Sales Business Group 1 on 8F test positive)	Everyone continues to work from home (Environmental disinfection on the day)
Level 4	◆ Alert level 3 announced for Taipei City	Working from home according to assigned shift as instructed in the governmental notice (Environmental disinfection on the day)
Level 5	◆ Return to office for work once it is downgraded	Rotational work in office first -> Rolling adjustment of shifts assigned

The COVID-19 pandemic swept through the world with constantly increasing numbers of confirmed diagnoses, which deeply impacted corporate operations.

To realize sustainable operation and fulfill business continuity management (BCM), MetaAge set its BCP to cope with the pandemic in Taiwan. It simulates corporate management policies and countermeasures in different scenarios and all were actually operated and rehearsed among the Company's staff. Possible responses, reactions, and solutions to be activated under the circumstances shown in the figure on the lef, for example, are provided to keep important operations and services going at respective departments and to evaluate impacts on the throughput and adjust the auxiliary measures accordingly.

The BCP helps MetaAge get ready so that in the face of the pandemic, we can normalize corporate operations and staff operations within the shortest period of time possible.

02

Sustainability Topics and Stakeholders

Value and Action

The ESG Committee of MetaAge, in honor of accountability principles, identifies 8 significant sustainability topics relevant to corporate operation and concerning stakeholders. MetaAge continues to interact with respective stakeholders through communication channels regularly and irregularly to brainstorm diversified values.

Material Sustainability Topics Evaluation Method and Procedure

Know the organizational context and identify stakeholders

Identify six major stake-holding populations of MetaAge: shareholders, employees, customers, suppliers, government agencies, and charity groups reflective of the industrial position and operational model and in honor of the two major principles in the Accountability Principles Standard, that is, inclusivity and responsiveness.

The ESG Committee of MetaAge refers to respective applicable sustainability initiatives and standards, including SDGs, GRI, SASB, TCFD, RBA, and CDP reflective of the ESG developmental status for the current stage and, based on feedback from practical experience, collects and identifies sustainability topics of interest for our stakeholders. A total of 22 sustainability topics were screened and were discussed and communicated during the reporting period.

Identify actual and potential impacts

Identify the actual and potential impacts that the screened 22 sustainability topics have on corporate operations according to the Accountability Principles Standard: materiality.

Evaluate the significance of impacts

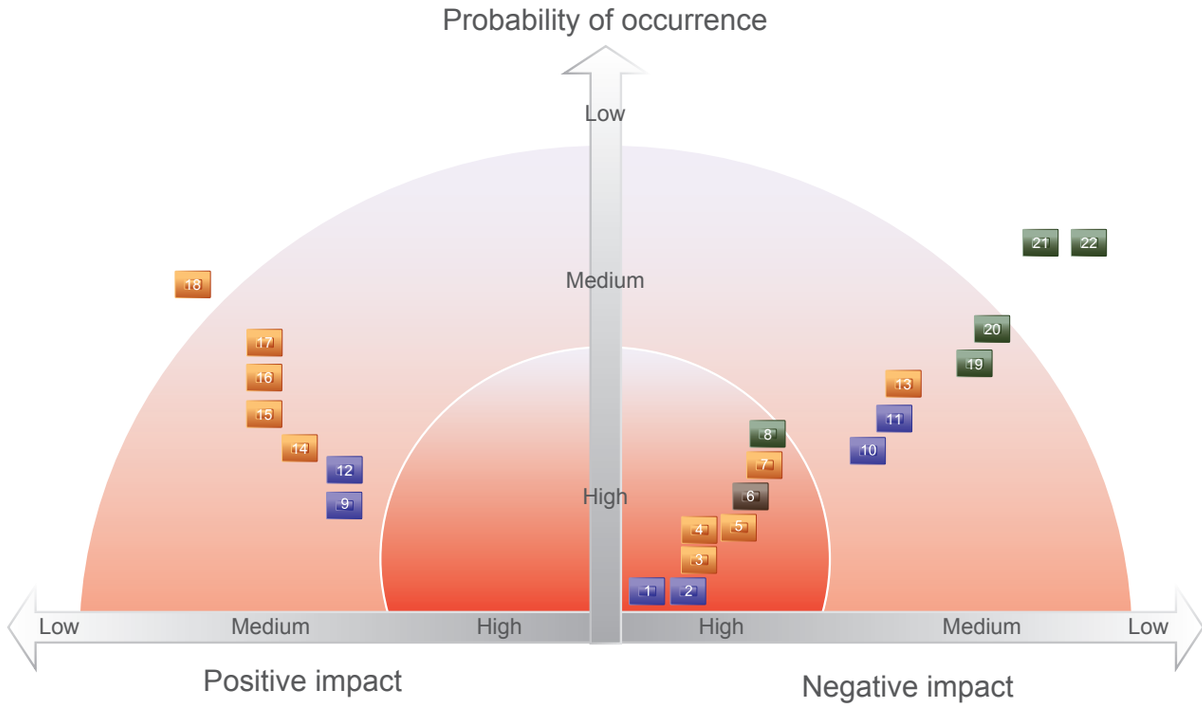
Further evaluate the impacts that the 22 sustainability topics have on the operations of MetaAge and weigh the impacts and the probability in positive and negative scenarios. Examine the impacts on MetaAge and scope of influence through quantitative analysis of each sustainability topic and set the management goals for control purpose. The goals are examined on a yearly basis and the accomplishments are disclosed later in compliance with the Accountability Principles Standard, impact.

Generate the materiality matrix and prioritize

In order for stakeholders to know the annual material sustainability topics of the Company and the scope of their impacts as well as extended substantial contents, MetaAge identified 8 annual material sustainability topics according to the horizontal score (extent of impact) and longitudinal score (probability) of each topic and disclosed and described each topic thoroughly in order to engage stakeholders effectively and to schedule the priorities of respective topics. Provide complete disclosure and descriptions of each topic to effectively engage stakeholders.

Matrix of Material Sustainability Topics

The ESG Committee of MetaAge sorted out a total of 22 sustainability topics according to the four major steps mentioned above. The ESG Committee, by communicating with stakeholders, prioritized sustainability topics that are important to corporate operations while at the same time concerning stakeholders, evaluated the positive or negative impacts that may result from the 22 sustainability topics, and scored the impact and probability. Refer to the figure below for results of the material sustainability topic matrix analysis. This part will be included in the engagement with technical experts in the future reflective of the demand and the momentum.



Corporate Governance

- 1 Anti-corruption
- 2 Economic Performance and Risk Management
- 9 Sustainability Strategy
- 10 Market Share
- 11 Stakeholder Engagement
- 12 Information Transparency

Environmental Protection

- 8 GHG Emissions
- 19 Energy Management Compliance with Environmental
- 20 Protection Laws and Regulations
- 21 Waste Disposal
- 22 Water Resource Management

Employee and Society

- 3 Customer Privacy
- 4 Compliance with Socioeconomic
- 5 Laws and Regulations Employment
- 7 Occupational Safety and Health
- 13 Labor-Management Relations
- 14 Educational Training
- 15 Diversified and Equal Employment
- 16 Human Right and Non-discrimination
- 17 Health Management
- 18 Social Care

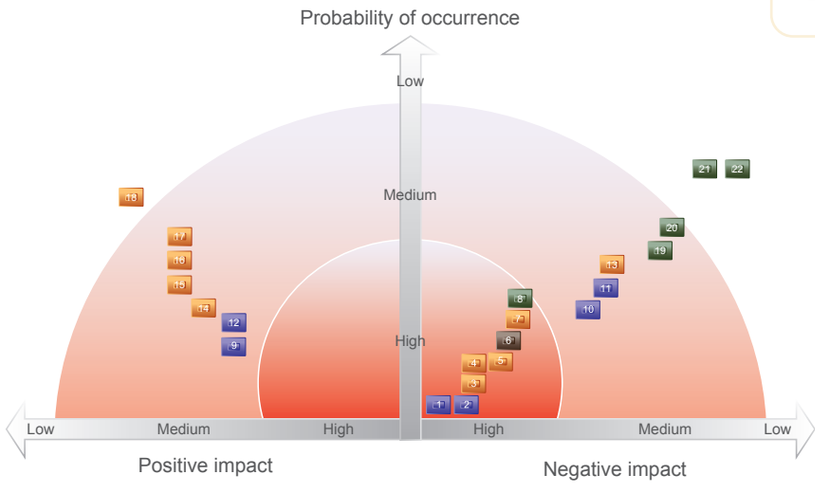
Responsible Supply Chain

- 6 Supplier Social and Environmental Impact Evaluation

In the listing of 22 sustainability topics of the Company, Items 1 to 8 were the material sustainability topics of the Company during the reporting period.

Scoring Based on the Matrix of Material Sustainability Topics

In the rating by materiality, the ESG Committee of MetaAge defined those with an extent of impact of 30 and above and probability of 7 and above as material sustainability topics of the Company: The 8 sustainability topics that need to be prioritized by the Company by the score were, respectively, anti-corruption, economic performance and risk management, customer privacy, compliance with socioeconomic laws and regulations, employer-employee relations, supplier social and environmental impact evaluation, occupational safety and health, and greenhouse gas emissions. Based on the evaluation findings, MetaAge evaluated information disclosure and impacts with the negative impacts caused by the 8 material sustainability topics with a greater level of materiality while at the same time gradually increase the room from improvement reflective of corporate growths.



Materiality-based Prioritization

Corporate Governance

- 1 Anti-corruption
- 2 Economic Performance and Risk Management

Employee and Society

- 3 Customer Privacy
- 4 Compliance with Socioeconomic Laws and Regulations
- 5 Employment
- 7 Occupational Safety and Health

Responsible Supply Chain

- 6 Supplier Social and Environmental Impact Evaluation

Environmental Protection

- 8 GHG Emissions

Positive Impact

- 9 Sustainability Strategy
- 12 Information Transparency
- 14 Educational Training
- 15 Diversified and Equal Employment
- 16 Human Right and Non-discrimination
- 17 Health Management
- 18 Social Care

Negative Impact

- 1 Anti-corruption
- 2 Economic Performance and Risk Management
- 3 Customer Privacy
- 4 Compliance with Socioeconomic Laws and Regulations
- 5 Employment
- 6 Supplier Social and Environmental Impact Evaluation
- 7 Occupational Safety and Health
- 8 GHG Emissions
- 10 Market Share
- 11 Stakeholder Engagement
- 13 Labor-Management Relations
- 19 Energy Management
- 20 Compliance with Environmental Protection Laws and Regulations
- 21 Waste Disposal
- 22 Water Resource Management

Those highlighted in yellow were newly added topics in 2022.
Economic performance are combined with risk management because of climate-related financial disclosures while greenhouse gas emissions are a topic that shall be closely monitored both domestically and internationally given the climate change tendency. Occupational safety and health, on the other hand, are included because the Company has more than 500 employees. Customers promise that they will demonstrate constant concerns through customer satisfaction survey this year.

2021 Material Sustainability Topics	2022 Material Sustainability Topics
• Anti-corruption	• Anti-corruption
• Economic Performance	• Economic Performance and Risk Management
• Customer Commitment	• Customer Privacy
• Customer Privacy	• Compliance with Socioeconomic Laws and Regulations
• Compliance with Socioeconomic Laws and Regulations	• Employer-employee Relations
• Supplier Social and Environmental Impact Evaluation	• Supplier Social and Environmental Impact Evaluation
• Employer-employee Relations	• Occupational Safety and Health
	• GHG Emissions

Evaluation of Substantiality and Potential Impacts of Material Sustainability Topics

Material Sustainability Topics	Value Chain					
	Upstream	Outside the organization		Inside the organization		Downstream
	Supply Chain	Government Institutions	Charities groups	Shareholders	Employees	Customers
Anti-corruption	○	○	X	○	○	○
Economic Performance and Risk Management	○	○	○	●	●	○
Customer Privacy	○	X	X	○	○	●
Compliance with Socioeconomic Laws and Regulations	○	○	X	●	●	○
Supplier Social and Environmental Impact Evaluation	●	X	X	○	○	○
Employment	○	○	X	○	●	○
Occupational Safety and Health	●	●	X	●	●	○
GHG Emissions	●	●	●	●	●	●

● : Substantial impacts ○ : Potential impacts X : No impacts

Material Sustainability Topics Significance for MetaAge

METAAGE 邁達特

GHG Emissions

MetaAge follows the GHG inventory check roadmap of the FSC and has established the ISO 14064-1 Organizational GHG Management System to examine corporate GHG emissions and plan reduction goals and measures.

Report Chapter: Friendly Environment

Supplier Social and Environmental Impact Evaluation

MetaAge follows the RBA social and environmental responsibility management system and strictly abides by environmental protection laws and regulations in Taiwan to reduce impacts of the supply chain on the environment.

Report Chapter: Accountable Supply Chain

Anti-corruption

MetaAge is devoted to avoiding corporate losses as a result of unethical acts and avoiding illegal behaviors such as influence peddling and bribery as such.

Report Chapter: Ethical Corporate Management

Customer Privacy

For the sake of ensuring that customers' privacy and confidentiality are respected and protected, MetaAge strictly manages customer privacy information and creates robust trustworthy relations with customers.

Report Chapter: Information Security

Economic Performance and Risk Management

With direct impacts on shareholders, investors, and all staff of the Company and direct and indirect impacts on the overall operation of the Company as evaluated

Report Chapter: Economic Performance and Risk Management

Compliance with Socioeconomic Laws and Regulations

In order to avoid corporate losses and impacts as a result of corruption, unethical acts, among other illegal behaviors, MetaAge strictly controls over compliance with socioeconomic laws and regulations.

Report Chapter: Ethical Corporate Management

Employment

To boost sound interactions between the Company and employees, there are unfettered communication channels inside MetaAge to help employees know news of the Company in real-time and employees are encouraged to give advice on corporate operations and developments for decision-makers' reference.

Report Chapter: Happy Workplace

Occupational Safety and Health

MetaAge had more than 500 employees in 2022 and hence had to create the ISO 45001 Occupational Safety Management System in order to minimize occupational hazards and to answer to the requirement of a sustainable supply chain.

Report Chapter: Occupational Safety and Health

Stakeholder Engagement

	Custom Topics of Interest/ GRI Sustainability Topics	Significance for MetaAge	Communication channel and frequency
Shareholders	Anti-corruption Economic Performance and Risk Management	Maintaining the rights and interests of shareholders has always been important to MetaAge. Besides proactively informing shareholders of the status of operations and finances, we are also committed to protect the rights and interests of shareholders.	•Shareholders' meeting - yearly •Investor conference - quarterly •Corporate Website - irregularly
Employees	Employment Occupational Safety and Health Economic Performance and Risk Management	Employees are our long-term capital and the cornerstone of innovation. Improper management and training of and communication with employees will result in employee turnover, affecting corporate competitiveness.	•Educational training - to be conducted according to the training program •Email - irregularly •HR mailbox - irregularly •Safety and health meeting - semi-annually •Sales meeting - irregularly •Welfare Committee meeting - monthly •Labor-management meeting - quarterly •Case interview - irregularly •Health examination - once every two years
Customers	Anti-corruption Customer Privacy Compliance with Socioeconomic Laws and Regulations Supplier Social and Environmental Impact Evaluation	We are devoted to improving customer satisfaction and understanding what customers need better in order to help address their problems.	•Customer service hotline - as needed •Product service hotline - as needed •Official Website [Contact Us] - as needed •Telephone/email - as needed •Customer Thematic Report - as needed

	Custom Topics of Interest/ GRI Sustainability Topics	Significance for MetaAge	Communication channel and frequency
Supply Chain	Anti-corruption Compliance with Socioeconomic Laws and Regulations Supplier Social and Environmental Impact Evaluation	MetaAge is responsible for creating a supply chain together with suppliers that protects the environment, human rights, safety, health, and sustainable development.	•Audit of RBA Code of Conduct - quarterly •Telephone/email - irregularly
Government Institutions	Anti-corruption Compliance with Socioeconomic Laws and Regulations Occupational Safety and Health GHG Emissions	Complying with the regulations set by the government is the minimum requirement for corporate operation. MetaAge has a control system in place and ensures that operations are carried out in compliance with applicable requirements through audits.	•Random inspection - irregularly •Visit - irregularly •Official letter - irregularly •Labor inspection - irregularly •Announcement system - irregularly
Charities groups	Economic Performance and Risk Management	By teaming up with employees, based on our core competitiveness, and coordinating with various local care programs and voluntary employee activities, we substantially repay society.	•Telephone/email - irregularly •Financial disclosure - yearly •TCFD - yearly

03

MetaAge

Value and Action

MetaAge realizes corporate governance according to strict standards in order to normalize the functions of the Board of Directors and strengthen the management system and proactively protects the harmonious relations between investors and related stakeholders while they march towards common goals that allow sustainable corporate developments.

Company History and Chronicle

Before 2000

- April 1998 Hsinchu office established upon approval by the Ministry of Economic Affairs, with a paid-in capital size of NTD 34.3 million.
- May 1998 Obtained distribution dealership for network products of Cisco.
- July 1998 Taichung office established.
- January 1999 Kaohsiung office established.
- January 1999 Obtained distribution dealership for workstation products of Dell.
- September 1999 Obtained distribution dealership for databases of Oracle.

2001-2010

- August 2001 Officially available for trading at Taipei Exchange (Ticker Symbol: 6112)
- June 2002 Purchased 8 to 11 floors of office buildings at No. 512, 514, and 516, Section 1, Neihu Road, Neihu District to meet the needs for integrating marketing, R&D, testing and warehousing.
- July 2003 Obtained exclusive dealership for Citrix corporate information application access platforms.
- August 2003 Transferred from Taipei Exchange to Taiwan Stock Exchange (from being traded over the counter to being listed)
- April 2007 Officially became Oracle-authorized educational training center (OAEC)
- August 2007 Obtained EMC dealership for Taiwan.
- August 2008 Obtained distribution dealership of IBM Cognos.
- December 2008 Obtained distribution dealership of HDS.
- February 2009 Obtained distribution dealership of Informatica.
- March 2009 Obtained distribution dealership of Novell.
- October 2009 Obtained Falconstor dealership for Taiwan.
- July 2010 Obtained VMware dealership for Taiwan.

2011 - 2020

- January 2013 Obtained SafeNet dealership for Taiwan.
- July 2013 Obtained Red Hat dealership for Taiwan.
- November 2013 Obtained Quantum dealership for Taiwan.
- March 2014 Officially obtained the dealership of the CPS Systems security control audit system.
- January 2015 Officially obtained the dealership of Eaton products.
- January 2016 Became an authorized corporate distributor of Apple.
- February 2016 Became the authorized distributor of the global corporate management software supplier SAP.
- May 2016 Became the authorized distributor of the Germany data center precision air-conditioning supplier STULZ.
- April 2017 Became a member of Dell's "DIGI-CLOUD Alliance"
- May 2018 Obtained Akamai dealership for Taiwan.
- September 2019 Joined the Qisda Group.
- January 2020 Obtained apigee dealership.
- February 2020 Obtained SecurityScorecard dealership.
- March 2020 Obtained datto dealership.
- May 2020 Obtained UiPath dealership.
- June 2020 Obtained Hubspot dealership.
- October 2020 Obtained SYNERGIES dealership.

2021 to date

- March 2021 Qisda Corporation acquired 16.37% of the Company's shares to bring the total shareholding ratio to 51.41%.
- May 5, 2022 Acquired MetaGuru
- June 23, 2022 Name changed to MetaAge

Company Profile

Business Vision

To become a best partner in IT intelligentization

MetaAge expected it to be a “professional IT application service provider” as soon as it was established in 1998 and has been focusing on the introduction of the various types of IT service software and hardware products that are leading in the world in order to satisfy corporate customers’ needs in the field of IT systems on all fronts. The various types of smart technologies are the most effective way for enterprises to enhance their competitive advantages. MetaAge, with its solid experience accumulated in the field of IT service, continues to become a best partner in IT intelligentization by constantly introducing IT solutions that are leading in the world and reinforcing the momentum in technical service.

Taipei Warehouse Management Center

2F, No. 29, Lane 15, Section 6, Minquan East Road, Taipei City.

Hsinchu Office

9A, No. 1, Section 3, Gongdao Fifth Road, East District, Hsinchu City

03-5437168

03-5437169

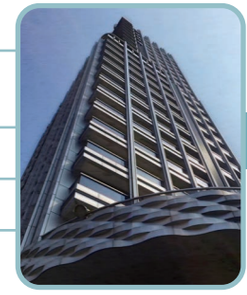
Taichung Office

13F-B1, No. 51, Section 2, Gongyi Road, Nantun District, Taichung City

04-2327-1151

04-2327-1152

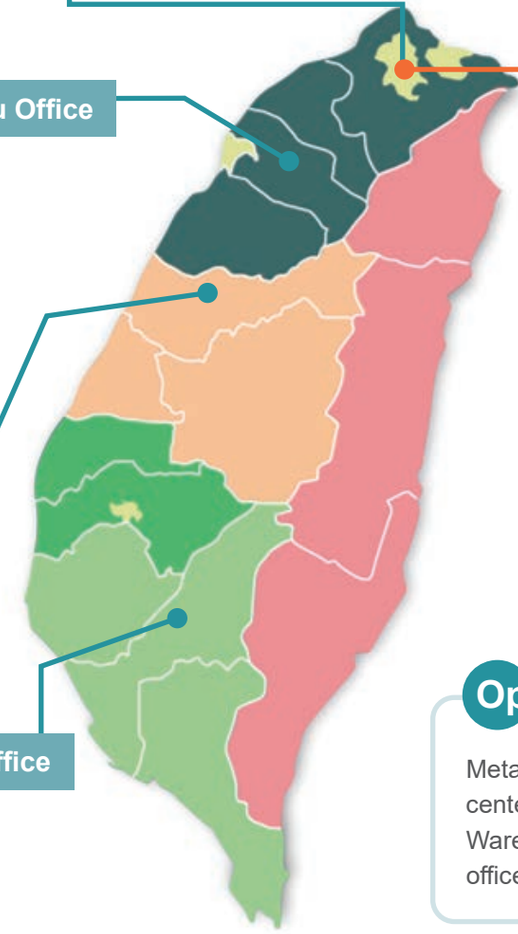
Kaohsiung Office



8F, No. 6, Boai Fourth Road, Zuoying District, Kaohsiung City

07-5505820

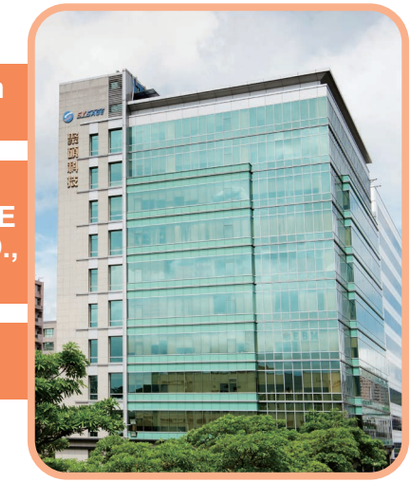
07-5505821



Main Office in Taipei

GLOBAL INTELLIGENCE NETWORK CO., LTD.

Epic Cloud



10F, No. 516, Section 1, Neihu Road, Neihu District, Taipei City

02-8797-8260

02-8797-8261

Operating Site

MetaAge has four offices and one warehouse management center in Taiwan, namely, the main office in Taipei, the Taipei Warehouse Center, the branch office in Hsinchu, the branch office in Taichung, and the branch office in Kaohsiung.

Change of Corporate Name

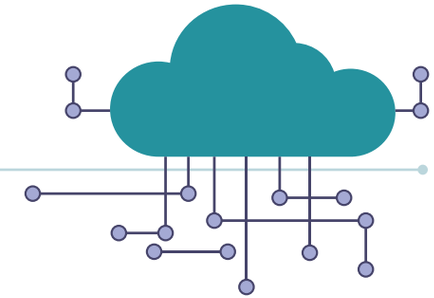
MetaAge was originally named SYSAGE Technology and has been introducing world-grade outstanding products in the IT service sector as a professional dealer and working closely with a vast group of collaborative distributors to help many businesses in Taiwan successfully introduce digital systems.

Nowadays, with corporate customers' demand turning from being systematic to being smart, various data have shown that being only systematic is no longer sufficient to cope with competition in the future. Corporate customers need to more proactively deploy in order to secure the huge business opportunities in the next metaverse era. As such, the Company reconsidered its role and the new mission with the hope to become a best partner for businesses in IT intelligentization. Based on such train of thought, the Company changed its original English name Sysage to MetaAge because Meta stands for Metaverse. The corporate name hence becomes MetaAge Corporation. Through the current name change, it also helps declare that we are prepared for helping customers enter the next era to provide service. The Chinese name is changed accordingly to " 邁達特數位股份有限公司 " as well. We aim to help promote IT intelligentization among businesses in Taiwan and realize a better future.

Consolidation of Subsidiaries

To cope with its operational developments over the long term, MetaAge has combined the solid technologies and experience of MetaGuru in HCM and BPM in connecting the existing abundant products and solutions of MetaAge. In May 2022, we invested in MetaGuru and officially joined hands with MetaGuru in December and took on the journey on the human resource digital transformation market. Respective departments will no longer need to spend time promoting system integration; they can devote their efforts to core operations. It is in favor of boosting the per capital production value and the overall competitive advantages of an enterprise.

Operational Strategy: “leading brands, value-added service, cloud-ground connection, and digital transformation”



MetaAge owns software and hardware of international well-known brands, technical support personnel certified by the manufacturers, intense and wide-ranging marketing networks, and capable and robust technical advisory and maintenance services. “Brand, talent, distribution network, and service” are the four important pillars supporting MetaAge’s operations and developments. We help corporate customers effectively enhance the operating efficacy of their information technology equipment on reasonable budget to significantly improve their IT composition and lay solid groundwork for corporate developments in the future so that they can cope with ever-fierce and daunting competition.

Brand

- All the software and hardware that MetaAge resells are global famous brands. To add to the depth and width of product lines, besides exploring dealerships of new products, we continue to cultivate and run deep on existing brand markets to make persistent growths in revenues and profitability possible and to strengthen the service landscape of MetaAge in the integration of corporate networks and systems.

Talent

- MetaAge, with its powerful capabilities in planning and integrating networks and systems, is constantly investigating the integration efficacy of respective brands combined with one another and gradually developing various high-performing portfolios; values are added to the products with the professional technical, marketing, and service staff.

Distribution Channel

- The total solutions provided by MetaAge are well received by manufacturers and customers, with more than 1,000 system integration service providers and distributors throughout Taiwan. The market coverage rate is extremely high and we maintain close and steady relations with these primary customers. We have optimally capable of expanding our distribution network and growing the market.

Service

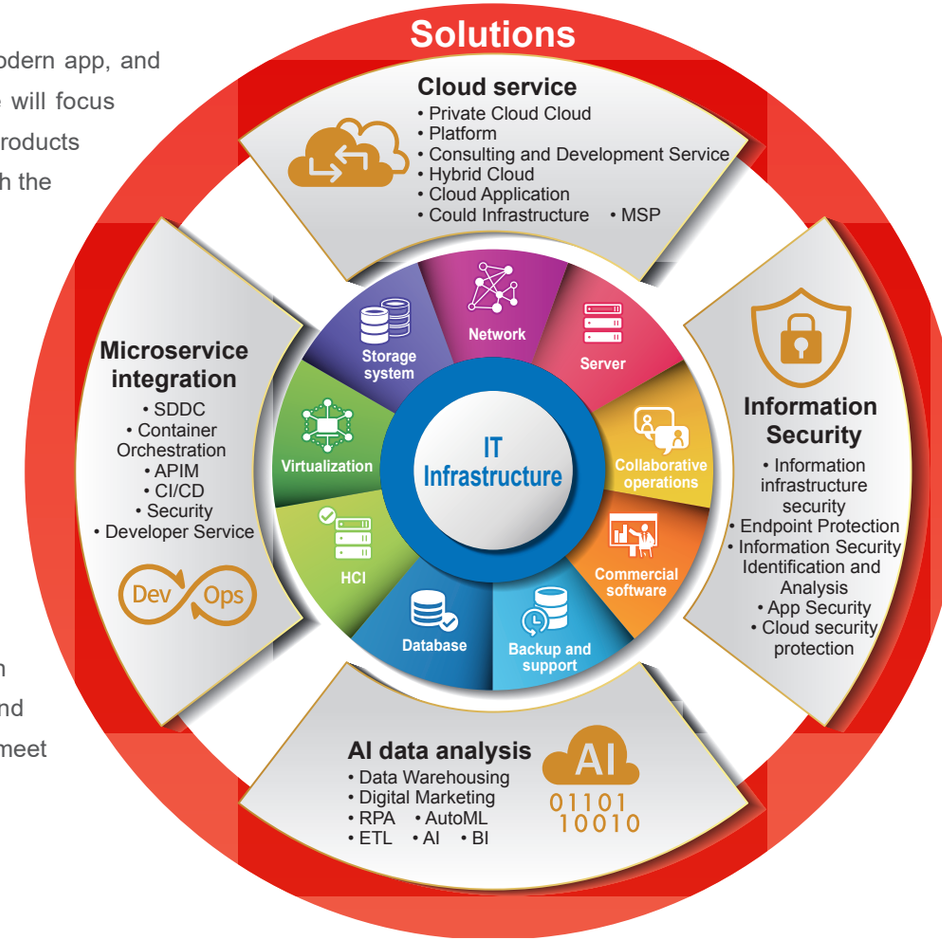
- Service begins before a product is sold. The project technical service team consisting of manufacturer-certified technicians and consultants helps corporate customers diagnose their IT issues precisely and provides advisory service over the phone or have professionals to serve in the field Periodic for the discovered issues.

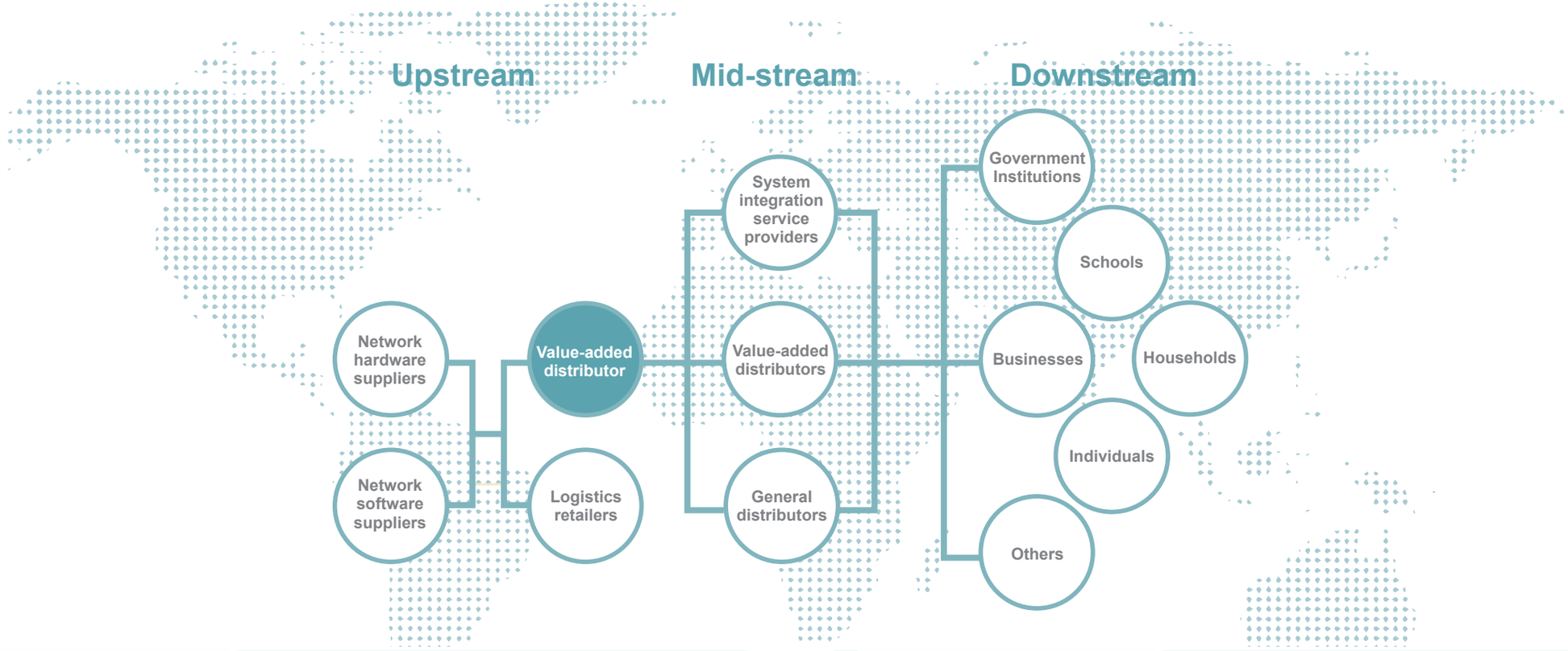
Products and Services: For Major Solutions

The MetaAge Group mainly resells, distributes, and trades information and communication products. Serving as the bridge to the cloud network world through brand retailing, integration, and configuration, we provide customers with ICT solutions that allow corporate and private users to form more effective ICT cloud application environments.

Given the digital tidal wave that has taken shape over the years, MetaAge feels that it is no longer sufficient for businesses to gather the momentum needed for them to innovate and transform with only powerful host/storage systems, network equipment, or databases, among other IT infrastructures; cloud adoption, big data, artificial intelligence (AI), DevOps (Development Operations), and micro-service, among other more diversified technology solutions are needed in addition to information security protection. After having come to understand the market demands and gotten familiar with the focus of the promotions of leading foreign manufacturers, MetaAge established a product development strategy featuring four categories of solutions: cloud services, AI data analysis, modern app, and information security. From now on, MetaAge will focus on strengthening the deployment of related products and services and establish in-depth linkage with the domain know-how of individual industries.

MetaAge also has the one and only software R&D center in the dealership sector. Customized applications for the cloud, AI, and microservices are developed according to the actual needs of customers and converted into actual solutions to help enterprises solve their operational pain points. Furthermore, there is an increasing need to integrate IT infrastructure products like firewall, network, and storage products with emerging elements such as web services and APIs (Application Programming Interfaces) to meet the actual needs in the field.





Business Model

MetaAge and its subsidiaries distribute and resell products from more than 50 world-famous IT brands, including Cisco, Citrix, Dell, IBM, Juniper, Oracle, Pure Storage, Red Hat, Veeam, and VMware and are leaders on the information technology service market of Taiwan given their coverage and also the advanced knowledge they have of respective technical solutions.

The Company is familiar with the manufacturer ecosystem and operational pattern and provides the most professional advisory service as a project partner and is capable of offering distributors with one-stop service and integrating cross-brand products. Secondly, MetaAge has a demo center that is not meant only for installing testing machines but is also capable of demonstrating application results to fully support proof of concept (POC) before sales. The demo center is available in Taipei, Hsinchu, and Kaohsiung Office. The scale is unforeseen among counterparts.

Product Positioning

MetaAge and its subsidiaries are mid-stream value-added dealers that deal mainly with various types of telecommunication and Internet software and hardware equipment, work stations and servers, and tool-integrated application software, among others. Being capable of integrating products they resell, they provide total solutions including professional advisory and technical services to downstream distributors, who will further sell the total solutions to end users.

The upstream of the industry consists mainly of various network software and hardware, host systems, and application software suppliers while the downstream features system integration service providers, distributors, and end users for the sale of It-related products. The upstream manufacturers in the IT sector now are mainly focused on the R&D and manufacturing of IT-related products. Retailers in the mid-stream prioritize promotion and creation of marketing networks. Downstream practitioners provide end users with transport, installation, service, and technical support services.

Main Products and Purposes

MetaAge, as a partner in IT intelligentization in the information and communication industry, has a product line that mainly includes Internet and communications equipment software and hardware, tool integration and application software and service, workstations, and server hosts. The features of the product line and product service have been retained from the previous year.

Product line	Internet and communication equipment software and hardware	Tool-integrating application software and service	Work station and server host
Main Products	Router, remote access equipment, switches, firewalls, security control equipment, network security encryption, network management software, Internet broadcasting system, network telephone system, unified communication (UC) system, customer premise equipment, wireless (radio) telephone	Database software Database management software Database analysis software Software development environment (tool) Application software are to be developed Periodic for the customer and on the market	Desktop workstation Server host Storage equipment Blade server
Purpose	• Hardware configuration for accessing the Local Area Network (LAN) and the Wide Area Network (WAN) or the remote work station and hardware equipment to allow enhanced network transmission speed and network security management. • Internet security, encryption, control, and detection software and hardware to ensure privacy and security of Internet transmission • Creates management platform and allows remote network management. • Provides network broadcasting system that allows broadcasting to the LAN and the WAN. • Replaces traditional switches with IP-PBX and realizes integration of software and communication features through IP technology.	• Allows the management of internal files and huge data stored; the screening and analysis features enable the information to be utilized systematically. • Package of application software developed by the Company that is meant primarily for use in operating platforms of customers to allow the collection, analysis, and utilization of data to maximize the user information management efficacy.	• Equipment required for reinforcing features such as computing, file and data storage, and automation of server hosts and offices applied over the Internet. • The green energy technology blade server is used as the computing platform to achieve energy conservation and spatial utilization.

Overview of brand applications

Core products

Cloud service

ORACLE, Akamai Experience the Edge, vmware, aws, Microsoft Azure

Modern app

CHECK POINT, CISCO, Microsoft, citrix, Red Hat, JUNIPER NETWORKS, VEEAM, vmware

AI data analysis

Microsoft, aws, UiPath™, DataRobot, SYNERGIES Intelligent Systems

Information Security

citrix, Trellix, CISCO, Akamai Experience the Edge, Infoblox, MICRO FOCUS, Security Scorecard, AUTHENTREND, ivanti, Microsoft, SYNOPSYS, CHECK POINT, JUNIPER NETWORKS, RSA, vmware

Server

CISCO, DELL Technologies, IBM

Network

CISCO, citrix, JUNIPER NETWORKS, NOKIA, riverbed, RUCKUS COMMSCOPE, vmware

Storage system

DATACORE, PURESTORAGE, DELL Technologies, Quantum, SEAGATE, IBM, vmware, Infortrend, HITACHI Inspire the Next

Backup and support

COMMVAULT, DELL Technologies, EXAGRID, Quantum, SIOS, VEEAM

Virtualization

citrix, IBM, Microsoft, Red Hat, vmware

HCI

CISCO, DELL Technologies, HITACHI Inspire the Next, Microsoft, vmware

Database

DBVISIT, Microsoft, ORACLE, TmaxSoft

Commercial software

逐鹿數位 MetaGuru, MICRO FOCUS, Microsoft, ORACLE, UiPath™

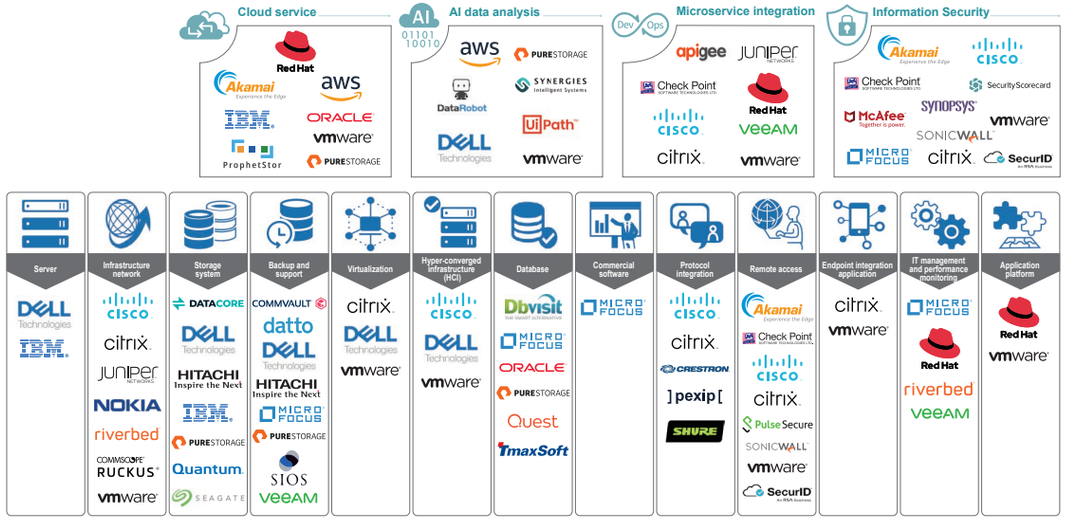
Collaborative operations

CRESTRON, Qbic Technology, Microsoft Teams, SHURE, ONES, webex by CISCO,]pexip[

MetaAge integrated products of primary brands that it deals with in 2022 and divided them into the four major types, namely “cloud service, modernization app, AI data analysis, and information security” and according to product types, they were further divided into nine sub-items. The following is an overview of MetaAge brands in 2021 and 2022; there have been no major changes to brands that it dealt with over the past two years.

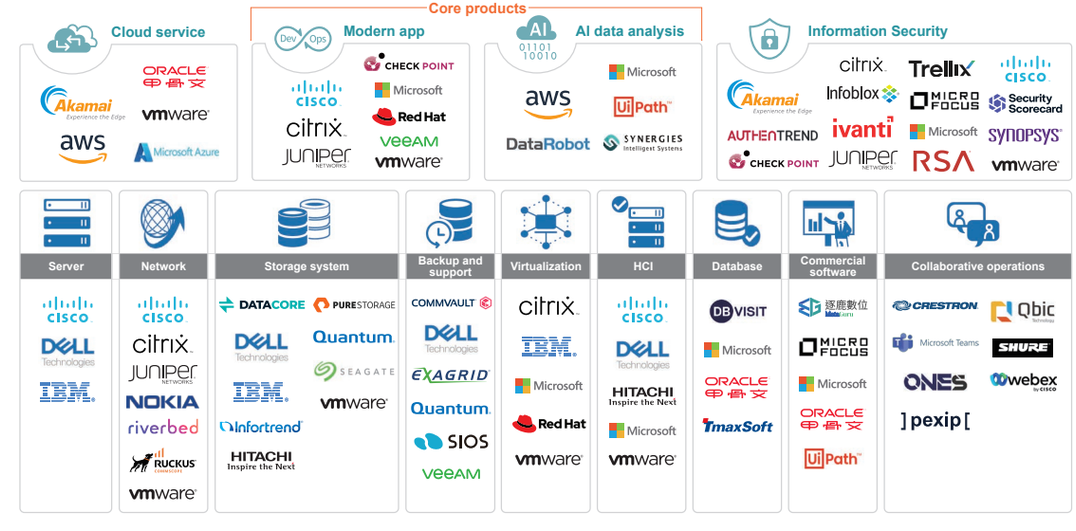
Overview of brand applications in 2021

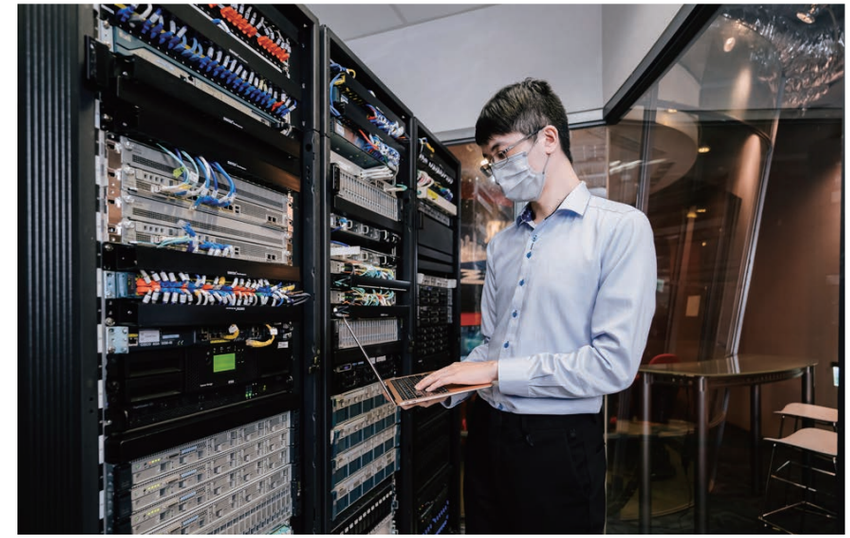
Overview of brand applications



Overview of brand applications in 2022

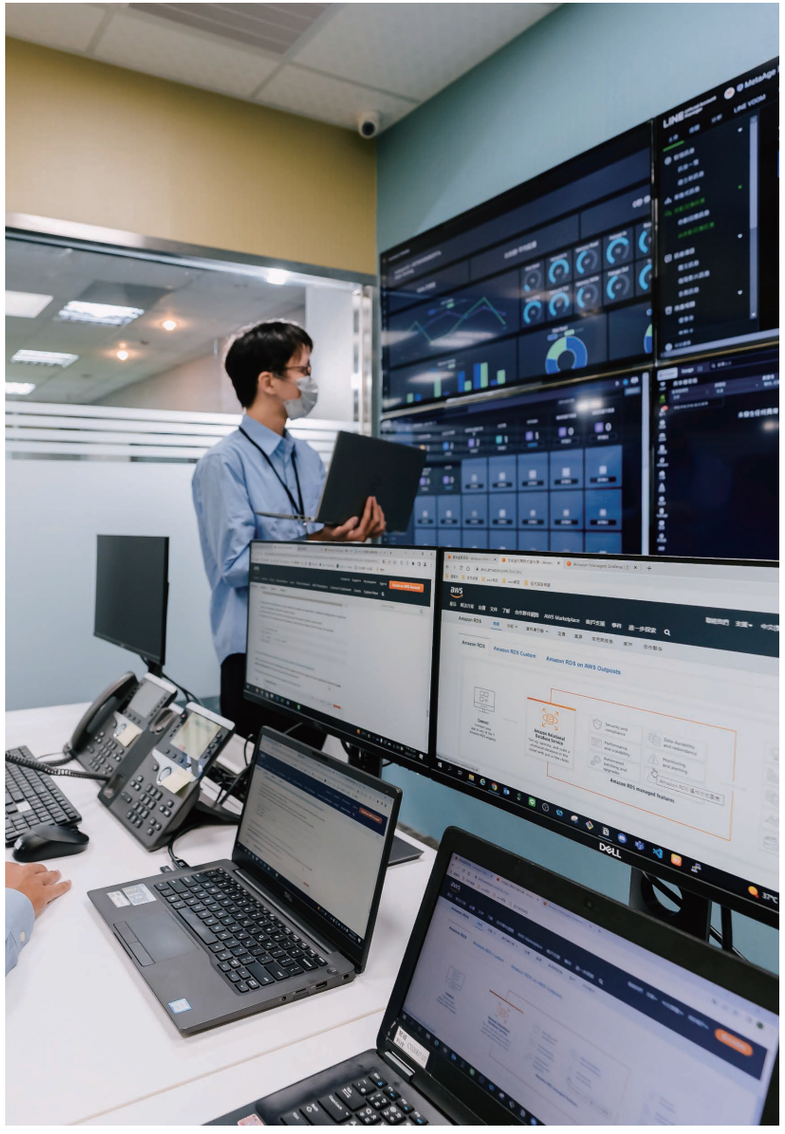
Overview of brand applications

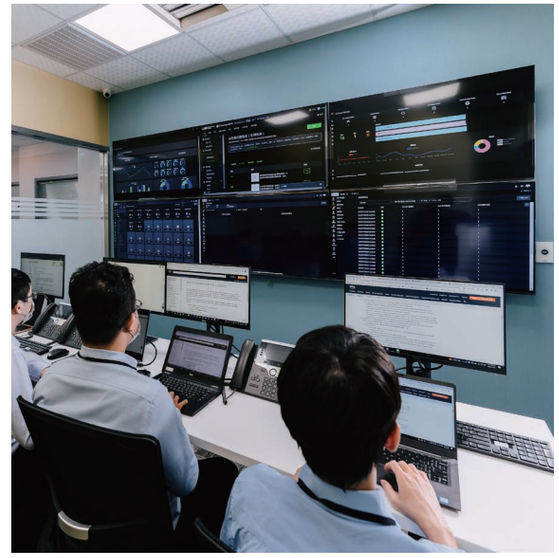




App Demo Center

MetaAge has a demo center that is not meant only for installing testing machines but is also capable of demonstrating application results to fully support proof of concept (POC) before sales. The demo center is available in Taipei, Hsinchu, and Kaohsiung Office. The scale is unforeseen among counterparts.





MSP Center

- **Around the clock, monitored by full-time staff**
- **Comprehensive framework, service, and information security for usability monitoring**

Future Prospect

Besides continuing to work on the existing market of Taiwan and providing customers with more diversified solutions, the MetaAge Group also gradually reaches out to overseas markets to not only apply the successful Taiwan experience to these overseas markets but also make SYSAGE a regional value-added service provider for more possible opportunities to work with internationally famous brands and for reinforced partnerships on existing undertaken brands. In the future, continuous efforts will be made to achieve the goal of enhancing the width and depth of services provided by the Company.

METAAGE 邁達特

Epicloud 啟迪國際 Global Intelligence Network

Corporate Governance

Composition of the Board of Directors

MetaAge defines its corporate governance framework and practice in compliance with the Company Act, the Securities and Exchange Act, and other applicable laws of the Republic of China. Under the Board of Directors are two statutory functional committees, the Audit Committee and the Compensation and Remuneration Committee. Both are formed by independent directors. All the Board directors (including independent directors) are elected among shareholders.

In order to fulfill corporate social responsibilities/sustainable development and enforce corporate risk management, there are two other non-statutory functional committees under the Board of Directors, the ESG Committee (refer to Chapter 01 for details) and the Risk Management Committee (Refer to Chapter 04 for details). According to the Sustainable Development Best Practice Principles, positioning of sustainable affairs and stake-holding departments are defined and the principle for recusal upon conflict of interest as part of the best practice principles are followed to select among departments concerned the corresponding management staff as ESG Committee members. Under the President are the Environmental Safety and Risk Management Department to take charge of sustainable development, climate change, risk management, and occupational safety and health, among other matters. For sustainability-related affairs, the highest governing unit supervises and makes decisions over key issues such as green operation, green supply chain, social responsibility, and risk management during each quarterly Board of Directors meeting.

MetaAge values the protection of the rights of its shareholders. Electronic voting is adopted for the General Shareholders' Meeting and proposals brought forth during the meeting are put to a vote one by one in order to increase the attendance of shareholders in the meeting and to ensure that shareholders may exercise their rights during the meeting according to law. During the meeting, the Company's operational status and financial standing are presented to the shareholders and questions from shareholders are answered, too.

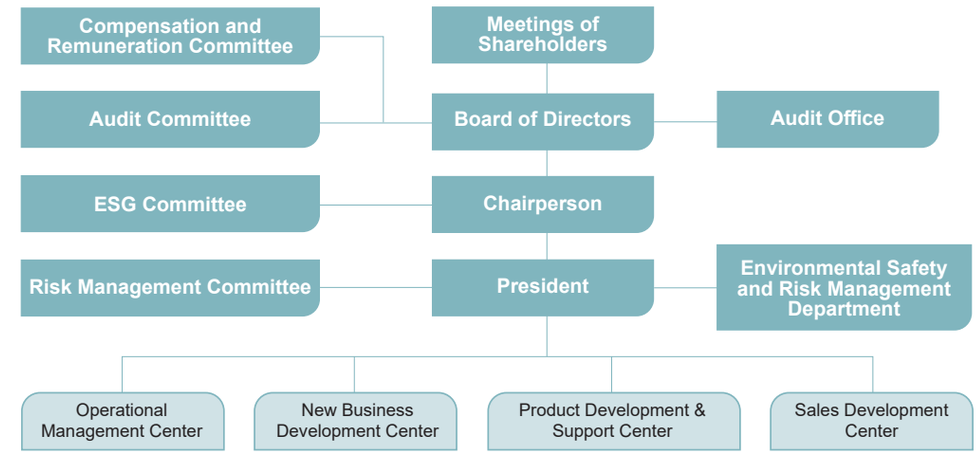
Besides a management consisting of well-experienced professional managers, members of MetaAge's Board of Directors must possess the knowledge, skills, and attainments required for them to fulfill their duties. MetaAge is devoted to protecting its shareholders' equity, too.

Communication about Major Events

Whenever major events occur in the Company, if they affect the overall brand image and concern the overall corporation operation and require that the highest governing unit and other processing units negotiate with one another and make a decision together, decisions will be made by the Board of Directors during its quarterly meeting.

Governance and Communication

In order to effectively perfect the communication with stakeholders, MetaAge has a devoted section for investors on its official website where information about governance is disclosed, including the governance framework and implementation status, release of statements and reports, stock affairs information from shareholders' meetings, list of Top 10 shareholders, and overview of communication with stakeholders, etc. The cross-shareholding status of respective stake-holding groups and financial details, in particular, are both disclosed in the annual report released by MetaAge.



Diversified Composition of the Board of Directors

MetaAge currently has seven directors, including 3 independent directors, to serve a term in office of 3 years. Diversification is emphasized in the composition of the Board of Directors. Based on the professional background and work field, those with experience in operation and management, leadership and decision-making, industrial experience (finance and banking, international market, IT, accounting practice), professional skills (information technology, accounting, law), and sustainable governance are elected to be the directors in honor of the diversification policy set by the Company for the composition of the Board of Directors. Elected directors perform duties in compliance with applicable laws and regulations and the Articles of Incorporation to protect the rights of the Company and its shareholders and carefully evaluate and make decisions regarding the Company's operational strategy and policy to boost corporate performance and to protect the rights of shareholders.

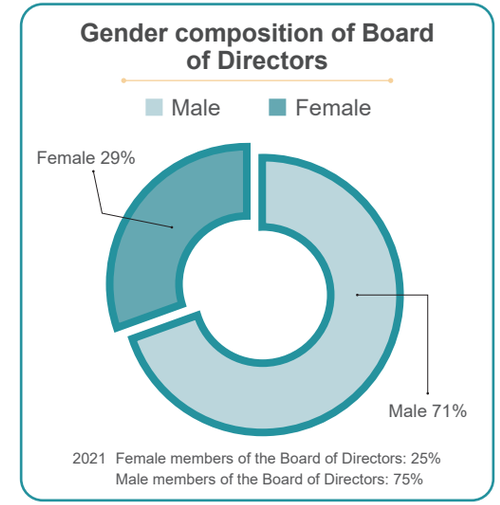
Position	Name (Note)	Gender	Education	Major experience	Business administration		Industrial experience				Professional skills			Sustainable governance
					Operation and management	Leadership and decision-making	Finance and banking	International market	Information technology	Accounting practice	Information technology	Accounting	Law	ESG
Chairperson	Corporate representative of Qisda Corporation: Chang-Hung Lee	Male	Ph.D, Graduate Institute of Electrical Engineering, National Taiwan University	President, Smart Solution Business Group, Qisda Corporation Chairman, Ace Pillar Co., Ltd. Chairman, AEWIN Technologies Co., Ltd. Vice Chairman, Partner Tech Corp.	✔	✔		✔	✔		✔			✔
Directors	Corporate representative of Qisda Corporation: Chiu-Chin Hung	Female	MBA, University of California Fullerton	Chief Financial Officer, Qisda Corporation Assistant Financial Manager, Qisda Corporation Chief Financial Officer, Daxon Technology Inc.	✔	✔	✔	✔		✔		✔		✔
Directors	Corporate representative of Qisda Corporation: Shu-Er Kuo	Female	Master of Economics, University of Nottingham	President, Sales Development Center, MetaAge Corporation Chairman, Global Intelligence Network Co., Ltd. Director, Epic Cloud Co., Ltd.	✔	✔		✔	✔		✔			✔
Directors	Corporate representative of Qisda Corporation: Dun-Kai Yang	Male	Juris Doctor, Suffolk University Law School	Chief Legal Officer, Qisda Corporation Chief Operating Officer, MetaAge Corporation	✔	✔		✔	✔		✔		✔	✔
Independent Director	Wen-Tsong Wang	Male	Master of Advanced Business Administration, National Tsing Hua University Bachelor of Accounting, Feng Chia University	CPA, Hui-Ming Accounting Firm CPA, Biing-Cherng CPAs	✔	✔	✔			✔		✔		✔
Independent Director	Chin-Lai Wang	Male	Ph.D of Business Administration, National Chengchi University	President, Ernst & Young Chairman, EY Management Services Inc.	✔	✔	✔		✔	✔		✔		✔
Independent Director	Shan-Gui Lai	Male	PhD of Business Administration, National Taipei University Master of Business Administration (MBA), Indiana University of Pennsylvania	Chairman, Topco Scientific Co., Ltd. Chairman, Headquarters of ICSB (International Council for Small Business) Chairman, CSBC Corporation, Taiwan Director-General, Small and Medium Enterprise Administration, Ministry of Economic Affairs (MOEA) Vice Director, Department of Commerce, MOEA	✔	✔	✔	✔	✔		✔			✔

Board of Directors Performance Evaluation

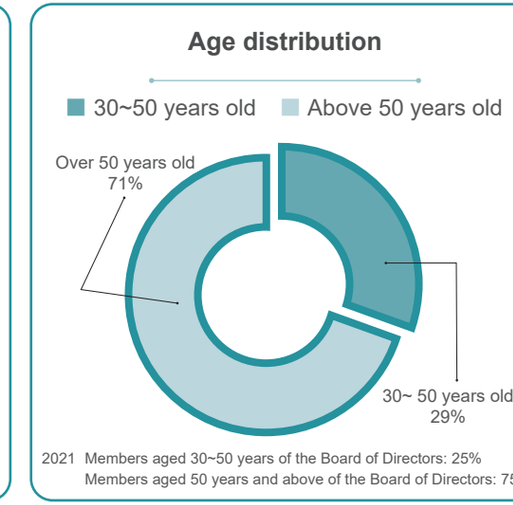
As is required by Article 26-3 Paragraph 8 of the Securities and Exchange Act, MetaAge has defined its “Rules of Procedure for Board of Directors Meetings”, which are to be followed for applicable matters. The Board of Directors meets at least once a quarter. Board directors, for protecting shareholder equity, fulfill their duties as good-will managers truthfully and exercise their functions, perform operational evaluations, and make important decisions in a highly self-disciplined and cautious way. The “Board of Directors Performance Evaluation Guidelines” were approved in 2019 where it is said that the performance of the Board of Directors and its members shall be evaluated at least once a year. The Board of Directors evaluation was completed at the end of 2022 and the findings were released during the Board of Directors meeting on February 23, 2023. The overall rating was “excellent”. It shows that the overall operating efficiency of the Board of Directors is optimal. In 2023, the first external evaluation of performance will be done for the Board of Directors to further enforce corporate governance.

Number of meetings	Attendance
6	100%

The Board of Directors met a total of 5 times in 2021, with an attendance rate of 100%



2021 Female members of the Board of Directors: 25%
Male members of the Board of Directors: 75%



2021 Members aged 30~50 years of the Board of Directors: 25%
Members aged 50 years and above of the Board of Directors: 75%

Continuing Education for Board of Directors

MetaAge arranges continuing education on ethical corporate management, risk management, environmental and social issues for the members of its Board of Directors and management each year in order to boost the knowledge expected of the highest governance units. For details about the continuing education completed by them, refer to the chapter about corporate governance in the Company's Annual Report.

Position	Name	ESG course title	Duration	Fulfillment rate
Chairperson	Chang-Hung Lee	Trends in ESG Reporting and Commercial Significance of Its Information Disclosure Organizer: Taiwan Corporate Governance Association Date: June 30, 2022	3	100%
Directors	Chiu-Chin Hung		3	100%
Directors	Shu-Er Kuo		3	100%
Directors	Dun-Kai Yang		3	100%
Independent Director	Wen-Tsong Wang		3	100%
Independent Director	Chin-Lai Wang		3	100%
Independent Director	Shan-Gui Lai		3	100%

Compensation and Remuneration Committee

In 2011, the Board of Directors decided to set up the Compensation and Remuneration Committee beneath it. The Committee aims to reinforce corporate governance, assist the Board of Directors, and evaluate the performance of Board directors, supervisors, and managers as well as the overall compensation/remuneration and welfare policies. Currently, the Compensation and Remuneration Committee consists of three members in total, that is, the three independent directors and impartial representatives with professional work experience. They periodically review the Company’s compensation and remuneration system so that it is fair internally and competitive externally and inspires and attracts talent and satisfies the developmental needs of employees. Correlation between the policies and criteria for payment of remuneration/procedures for combining and defining the remuneration and the operational performance and future risks of MetaAge. Policies and procedures of the Company's Compensation and Remuneration Committee are available in the section for corporation governance on the Company’s website.

Number of meetings	Attendance
2	100%

The Compensation and Remuneration Committee met twice in total in 2021, with an attendance rate of 100%

Audit Committee

MetaAge set up independent directors and the Audit Committee according to the Securities and Exchange Act and based on the resolution reached in the shareholders' meeting in 2019. The Board of Directors prepared the "Audit Committee Organic Rules". The Audit Committee mainly plays the role of a supervisor and reviews operations of the Company and the Board of Directors carefully. The Audit Committee meets at least once a quarter. During the meeting and a communication session, CPAs, internal auditors, legal affairs and financial and accounting representatives are invited to give a presentation to the members and answer questions about the most recent financial statements audited, internal audit results, major lawsuits, and financial overview, among others so that the members can help investors ensure the credibility of corporate governance and information transparency of the Company to protect the rights of shareholders. Policies and procedures of the Audit Committee are available under Important Articles of Incorporation on the website of the Company.

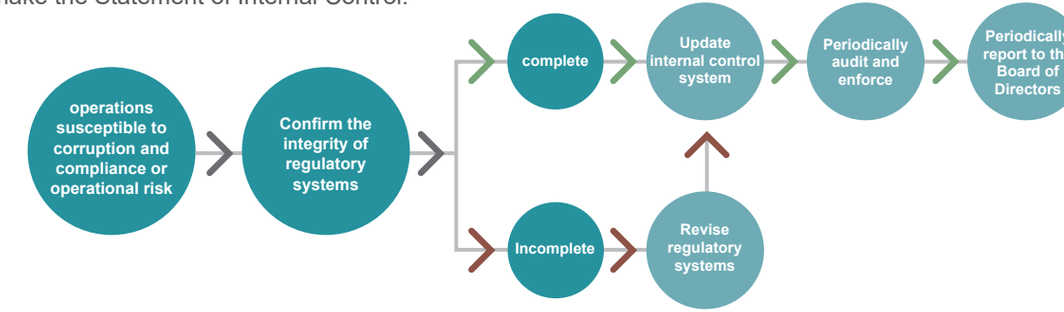
The Audit Committee met a total of 5 times in 2021, with an attendance rate of 100%

Compensation and Remuneration Committee and Audit Committee member

Position	Name	Main Education// Experience
Convener	Wen-Tsong Wang	Omitted: Refer to Composition of the Board of Directors.
Committee Member	Chin-Lai Wang	
Committee Member	Shan-Gui Lai	

Internal Audit Mechanism

MetaAge has the "Ethical Corporate Management Best Practice Principles", the "Employee Code of Ethics and Conduct", and the "Whistleblowing and Complaint-filing Management Guidelines" in place to prevent against conflicts of interest and occurrence of behavior involving illegitimate interest and designs proper internal control mechanisms over operating procedures susceptible to corruption or compliance or operational risk. The Human Resources Department is responsible for identifying the corruption risk and providing educational training while the Audit Unit is in charge of verifying enforcement and creation of related mechanisms. No major corruption risks and incidents were found in 2022. The Audit Unit performs routine audits according to the Annual Audit Plan each year, discovers possible deficiencies with the internal control system, and gives advice on how to correct them. After each audit, the Audit Unit will prepare the Audit Report and submit it to the Chairman and the Audit Officer is to report the implementation status and the outcome periodically in a Board of Directors meeting. The Audit Unit also supervises all units to implement the self-inspection of internal control to establish the Company's self-monitoring mechanism. The results of self-inspection also serve as a reference for the Board and chairperson to make the Statement of Internal Control.



Management over Avoidance of Conflicting Interests

The Chairman of the Board of Directors, according to Article 208 Paragraph 3 of the Company Act, is Mr. Chang-Hung Lee; the Chairman also serves as the President of MetaAge. While a proposal is being discussed and put to a vote in a Board of Directors meeting, directors who are stakeholders to the said proposal, which is hence likely to harm the Company's interest, shall be excused according to Article 206 Paragraph 2 and Article 178 of the Company Act and not take part in the discussion or voting and if necessary, the Chairman may have another director to act as the chair of the meeting. Any recusal upon conflicting interests in the Board of Directors meetings throughout the year shall be disclosed as required by law under Corporate Governance of the Company.

04

Economic Performance and Risk Management

Value and Action

Adhering to its operational strategy “leading brands, cloud-ground connection”, MetaAge is jointly creating a dense integration network and industrial ecology to satisfy the needs of businesses on multiple fronts while they turn digital and as part of its persistent pursuit of growth and shares the economic value and fruits with stakeholders.

MetaAge pursues sustainable corporate management. The Board of Directors has approved the “Risk Management Vision, Policy, and Procedure” to be the highest guiding directive on risk management. Meanwhile, the Risk Management Committee is formed to evaluate underlying risks of sustainable operation and to accordingly develop complete responsive strategies and measures through rigid risk management procedures and analyses.

Material Sustainability Topics

- Economic Performance and Risk Management

Development Plan

Responsible Unit	**Finance Department, Risk Management Committee / Environmental Safety and Risk Management Department**
Management Approach	The dividend policy is defined in the Articles of Incorporation as required by law and the developments and operating costs are controlled through the operational strategy and financial planning to ensure optimal economic interests for employees and shareholders. Risks associated with corporate operations are defined in the Risk Management Procedure and potential risks on all fronts are identified in order to evaluate the extent and probability of impacts and to develop corresponding strategies and management measures.
Evaluation Mechanism	The Company's Annual Report, financial statements, and revenues are disclosed periodically and audited and attested by CPAs and attention is paid to the corporate governance evaluation results to constantly improve scores on all fronts. Key risk indicators are defined to manage, track, and review risks on all fronts while at the same time ensuring that the risk policy of the Company can effectively be enforced in daily business operations.

Sustainable Development Goals

SDG8 Economic Growth

SDG11 Sustainable Cities

SDG12 Responsible Consumption and Production

SDG17 Partnerships for the Goals

Short-Term Goal

- To remain as Top 5% among enterprises with a small-to-medium market value and 6%~20% among overall listed companies in the Corporate Governance Evaluation
- To review the annual key risk indicators (KRIs) and improve on items that fell short of being fulfilled

Medium- and Long-Term Goals

- To continue obtaining optimal performance in corporate governance revaluation
- The MetaAge Group continued to grow in both revenue and EPS
- To adjust the risk management strategy and enforce comprehensive operational risk control reflective of the external economic and social changes

2022 Performance Outcome

- Top 5% among enterprises with a small-to-medium market value
- 6%~20% among all listed companies
- To include climate and supply chain risks in response to climate change and the changes brought about by the economic environment
- To evaluate the impacts and develop countermeasures reflective of the climate risk and supply chain risk

Economic Performance

Deepen digital technology application; the consolidated net operating profit rate reached 13.9% in 2022

MetaAge, an ICT solution provider, is a beneficiary of the power corporate digital transformation and the constantly advanced digital technologies and their applications in all walks of life. MetaAge continues to explore support for its existing cloud platforms and also proactively provides customers with brand new cloud-ground integrated application services now. Under the efforts of the management and the whole staff, the Company rendered a consolidated net operating profit rate of 13.9% in 2022 and it keeps climbing. The Board of Directors also approved the proposal on distribution of 2022 earnings; it is intended to distribute cash dividends of NTD 2 and the distribution rate is up to 91%.

Cloud Service, AI Computing, and Meta Internet continued to exercise influence and maximized value-added service that contributed to growing gross profits

Chairman Chang-Hung Lee of MetaAge indicates that demand on the three mainstream markets for “Cloud Service”, “AI Computing”, and “Meta Internet” is constantly growing. MetaAge, besides continuing to explore dealership for related products in these three major fields, is perfecting value-added service items so that the gross profit rate will continue to stabilize and climb.

Operational landscape continues to expand to take the lead in IT/OT/Cloud/AI

At present, signs for transformations towards cloud integration, multi-cloud, and mixed-cloud models to slow down are yet to be noted; they are the long-term momentum for the persistent operational growths of MetaAge. Looking into 2023, MetaAge will continue to target the overall digital transformation trend featuring IT/OT/Cloud/AI integration while creating an intensive integration network and industrial ecosystem consisting of its affiliated service providers, namely “Epic Cloud” for the cloud service, “MetaGuru” for core corporate apps, “AdvancedTEK International Corp.” for the introduction and maintenance of ERP, “DSIGroup” for AI big data consulting service, “Grandsys Incorporation” for AI smart voice service, and the various ISV and vertical suppliers of “METAMatch” in order to satisfy the multi-constructional demand for corporate digital transformation and to also constantly bring about advantages for shareholders.

Unit: NTD thousand

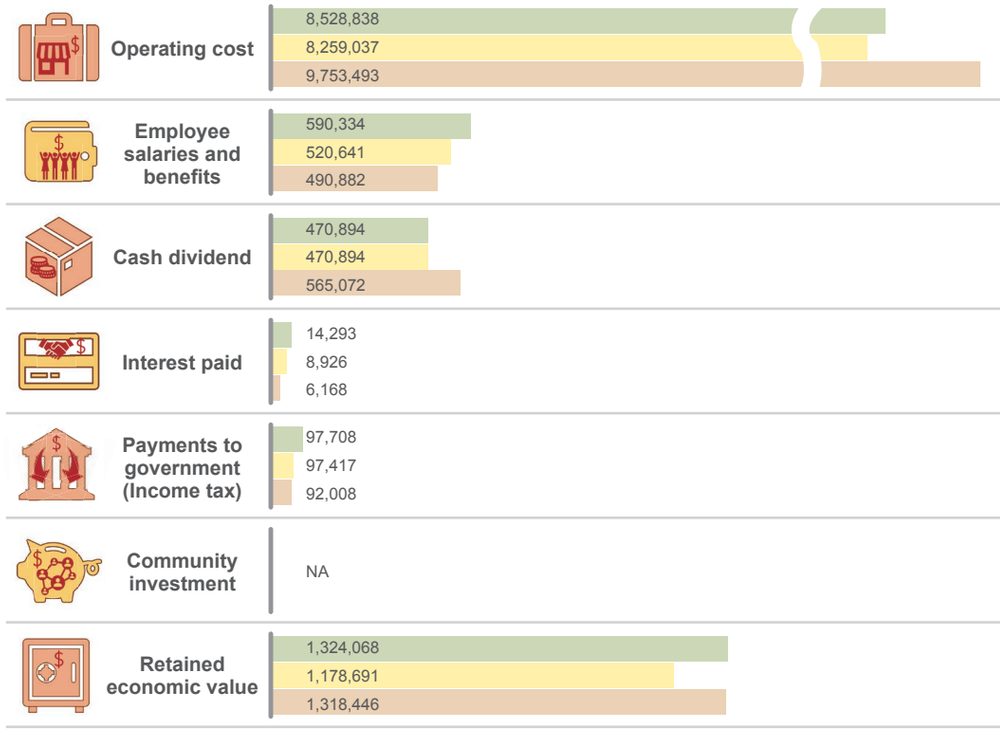
Compiled by MetaAge according to the International Financial Reporting Standards (IFRSs) and having been attested by KPMG, related data are from the annual financial report. For details about the finance, refer to the following: Market Observation Post System http://mops.twse.com.tw (Ticker Symbol: 6112) MetaAge website: https://www.metaage.com.tw/

Allocation of Economic Values of Stakeholders

MetaAge and its subsidiaries have operating locations in Taiwan and in South Africa. Each of them follows the local tax requirements and files taxes periodically. MetaAge has the Risk Management Committee in place to enable the management to effectively control and weigh related risks and to quickly evaluate and respond and make corresponding decisions after comprehensive considerations for enhanced operational resilience.

Distribution of the economic value of the parent company of MetaAge in Taiwan

Unit: NTD thousand



Note: There were no financial subsidies from the government in 2022

Expected Sales Volume and Rationale and Important Production and Distribution Policies

- MetaAge resells mainly corporate information and communication integration app products; most of them are project-based sales and value-added services. Products are highly differential and vary in unit price. It is relatively difficult to estimate the sales volume of each product.
- Consolidate and deepen the “leading brands and cloud-ground connection” strategy and business development: traditional dealership business and cloud business are taken care of concurrently with the promotion of products in six major fields, namely, network, system, information security, modern apps, big data analysis, and cloud. We also maintain good relationships with important customers to maximize the efficacy of products that we resell. The diversification and complete choices of products help customers with digital transformation, too.
- Continue to develop the cloud service management and MSP Center for the next stage and the management over cloud services of AWS, Akamai, Azure, Google Cloud, and Disco Webex was integrated last year. It is expected that developments will continue in 2023 and provided to distributors to help them manage the cloud fees of all customers and expiring subscription permissions so that distributors can generate statements to be sent to customers to reinforce and strengthen value-added service for distributors.

Overview of Imports/Exports

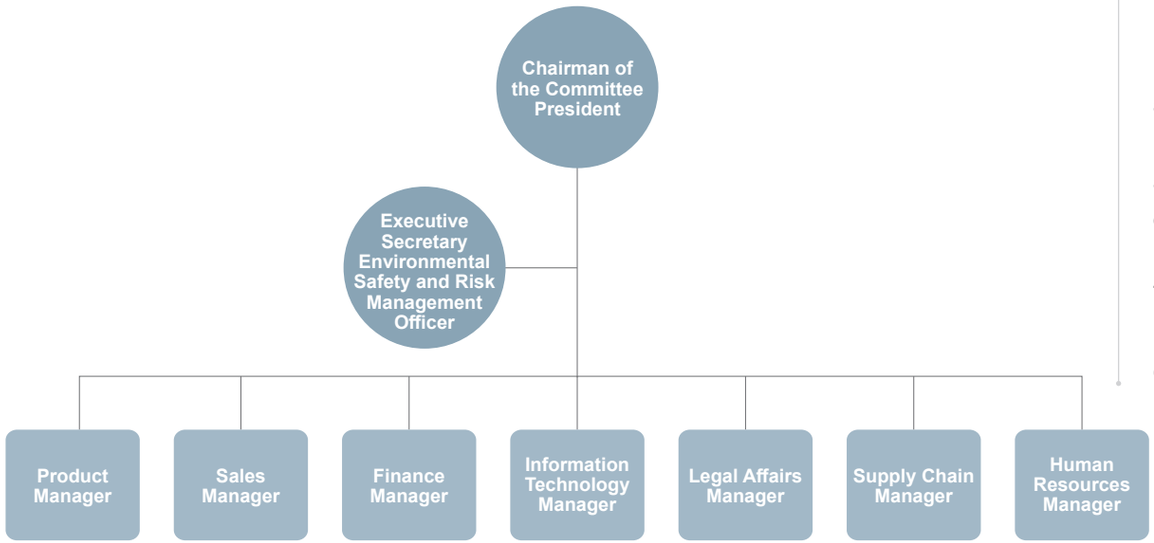
Year / Sales volume/value / Main product	2022				2021			
	Import		Export		Import		Export	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value
Data computing and application	491,569	5,266,990	259,209	259,313	863,907	5,142,547	82,368	263,345
Information and communication infrastructure	497,083	3,791,201	291,413	293,807	583,341	3,437,930	191,374	330,238
Digital integration	28,263	897,306	364	10,499	31,963	1,607,206	2,220	36,018
Cloud application, software, and service	108,674	1,563,241	62,356	14,750	50,920	954,278	63	9,454
Other products	-	-	-14,053 (Note)	15,918	12	13	511,911	171,805
Total	1,125,589	11,518,738	599,289	594,287	1,530,143	11,141,974	787,936	810,860

Note: Rejections led to negative international sales of other products in 2022

Risk Management

Risk Management Policy

To ensure sustainable development, each year the RMC shall identify, assess, handle, report, and monitor the risks that may cause negative impact on the achievement of the Company's operational goals. Identify and control risks before an accident, inhibit loss during accidents, and restore product and service provision quickly after accidents. Formulate countermeasures and management measures for critical risk scenarios determined by the Risk Management Committee.



Risk Management Committee

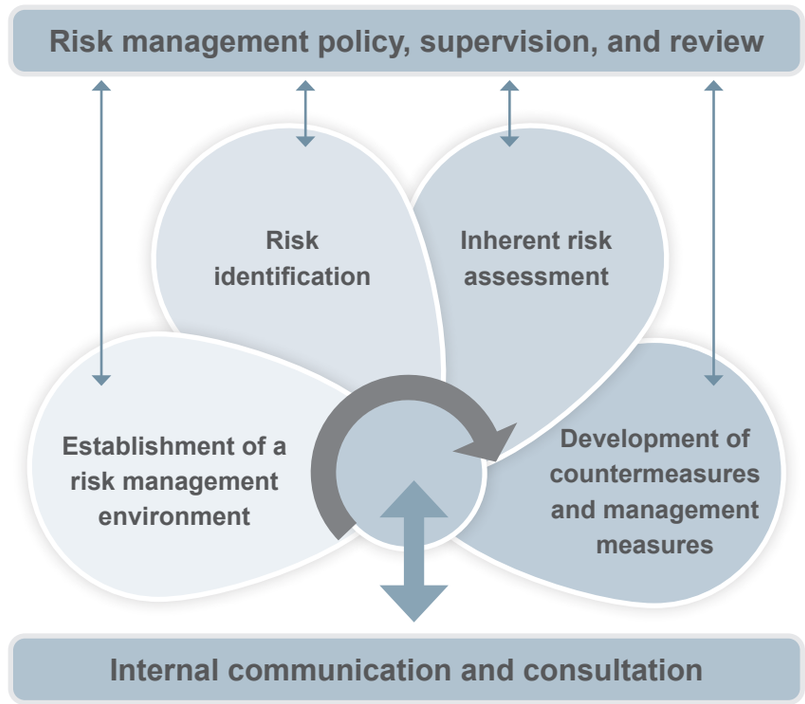
MetaAge closely monitors possible underlying risks facing the Group. Under the President is the Risk Management Committee (RMC) to be the proactive risk management mechanism that facilitates related units to promptly address risk events through a set of risk management procedures to lower or avoid the impact of risk events and enhance the risk awareness of employees in order to ensure the Company's sustainable operations.

MetaAge manages risks through the Risk Management Committee. Besides the existing six major risks, to cope with impacts brought about by climate change, climate and supply chain risks were added in 2022. Under the eight major risk groups are a total of 32 potential risks. Risk factors involving greater impacts are paid greater attention to and countermeasures are developed accordingly through the risk management procedure. Annual risk evaluation and information disclosure are done through this framework accordingly.

The operational status and nature of operation of the Risk Management Committee is reported to the Board of Directors on a quarterly basis, including risk categorization, potential risks, their impacts on corporate gains and losses and response strategies and risk control measures adopted.

Risk Management Process

Through the risk management process, we identify and assess all inherent risks and develop corresponding countermeasures and management measures to lower or avoid any potential impact caused by risk events.



1. **Build a risk control environment:** For the current scope of operation and the fields to be developed for venture business in the future, the associated major risks should be understood in order to fully keep track of the strengths and weaknesses of the Company.

2. **Identify risks:** The Risk Management Committee is responsible for identifying risks that have an effect on the Company while it tries to realize sustainable operation and achieve its operational performance goals. Once risks are identified, actions shall be evaluated and taken.

3. **Evaluate all potential risks:** The Risk Management Committee shall evaluate the risks identified, the extent of impacts and possible chances of potential risks and evaluate the required risk management taking into consideration the risk tolerance associated with each item.

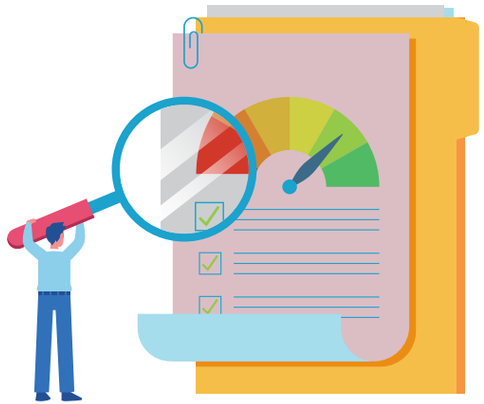
4. **Develop response strategies and measures:** Evaluate possible options of risk management strategies, define and enforce risk management action plans; it is required to specify the choice of risk management strategy.

5. **Supervise and review:** Risk management is the responsibility of the risk management unit. The Company's Board of Directors, on the other hand, reviews the risk management report to ensure effective implementation of risk management policies.

6. **Internal and external communications and negotiations:** The Company has effective communication and reporting channels in place in its risk management system so that information on risks inside and outside the Company can be identified, evaluated, and communicated adequately.

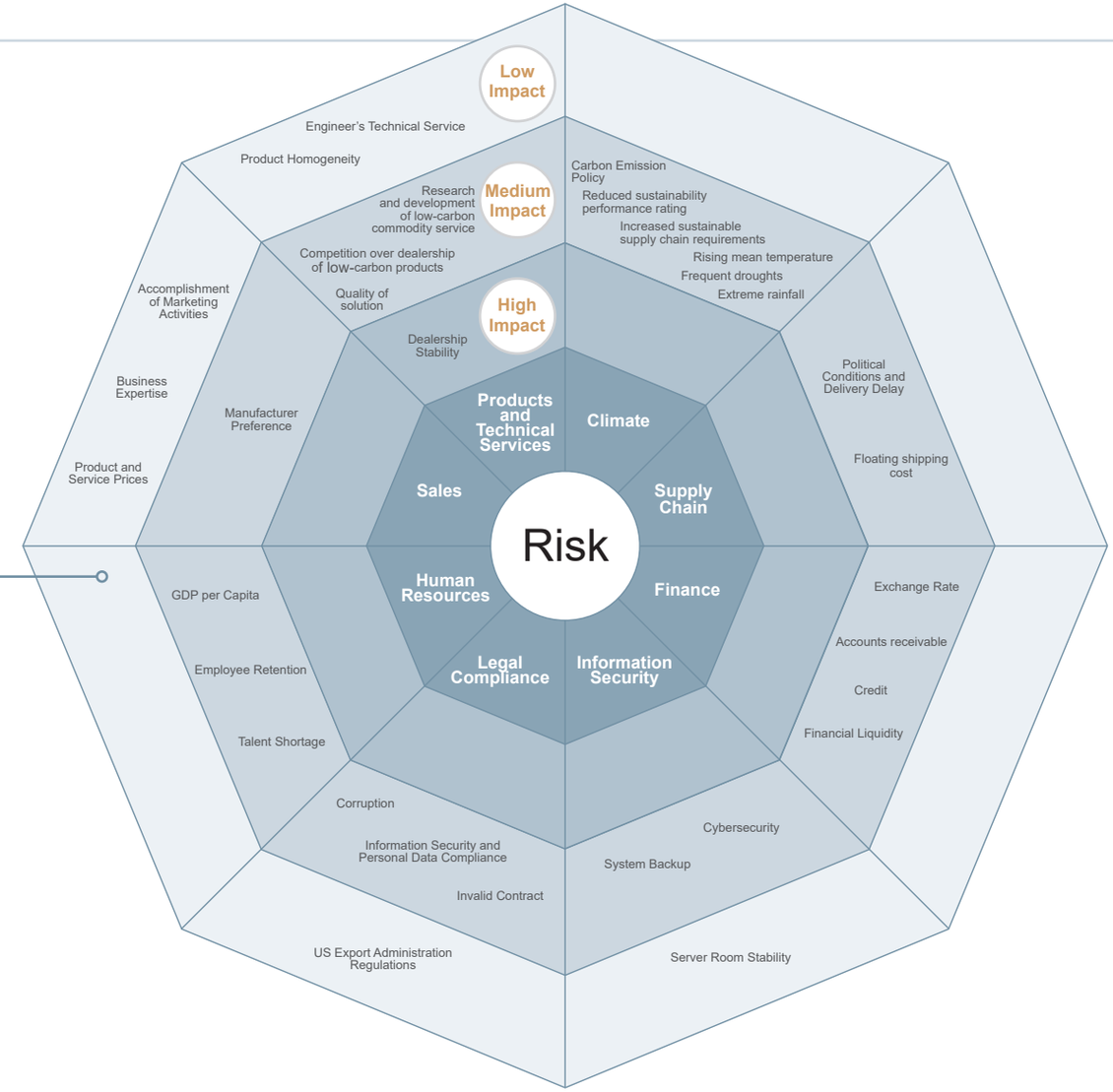
Risk Assessment Accomplishments

MetaAge analyzes the impacts and incidence rates of the 32 potential risks identified for the eight major risk groups identified by the Risk Management Committee according to the internal “References of Criteria for Risk Impact Assessment” and “Risk Occurrence Likelihood”, and determines the current risk level to produce the risk radar map and the risk matrix.



Risk Radar Map

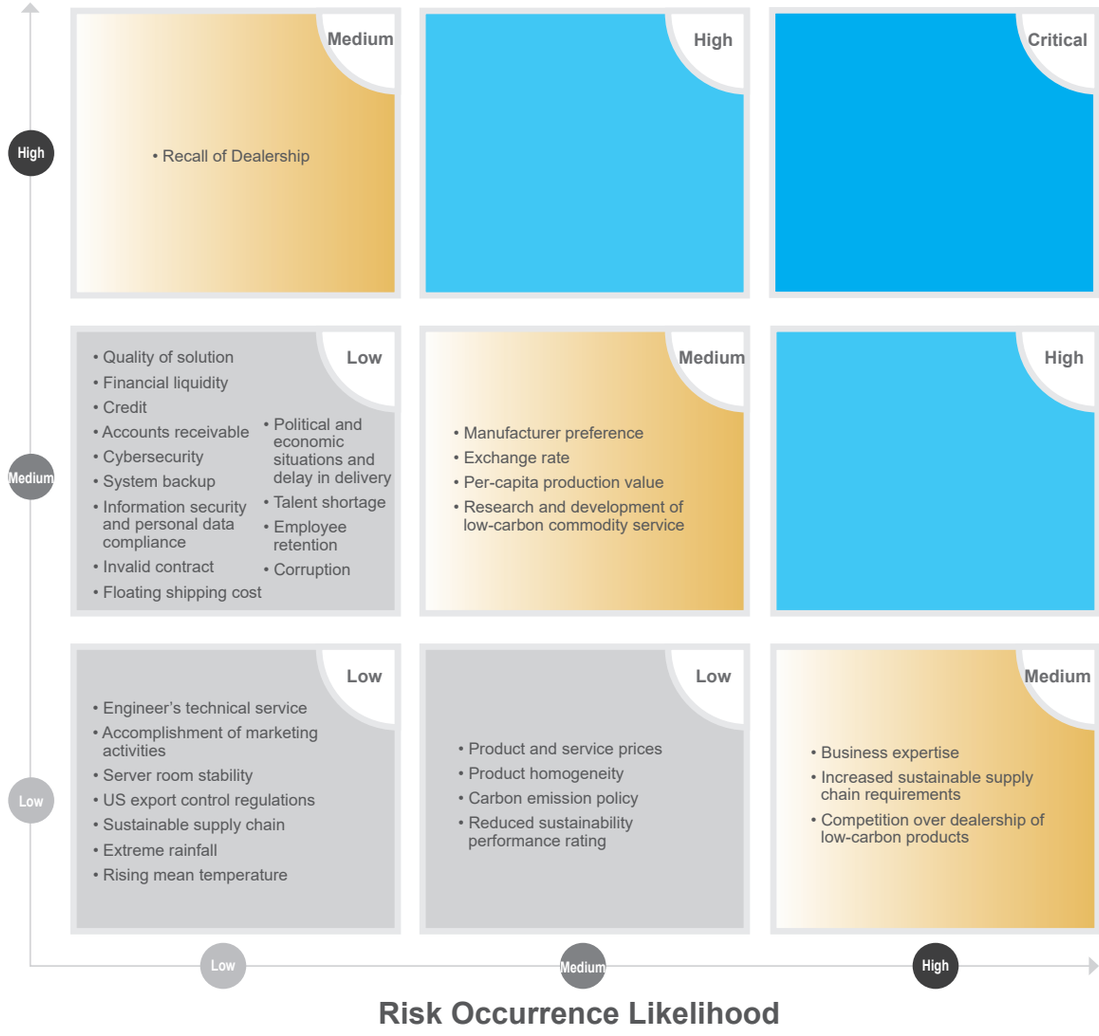
- Risk Group: 8
- Potential Risk: 32
- High Impact: 1
- Medium Impact: 24
- Low Impact: 7



Risk Assessment Accomplishments

Risk matrix

- High Risk: 0
- Medium Risk: 8
- Low Risk: 24



- Critical Risk: It is required to take action immediately.
- High Risk: It is required to prepare countermeasures and to provide resources for the management.
- Medium Risk: It is required to apply necessary monitoring and take action.
- Low Risk: Tolerate and address following currently available steps.

Potential Risks and Countermeasures

The Risk Management Committee of MetaAge compiles risk checkup items sorted out by respective units after discussions, including risk category, potential risks, impacts on corporate gains and losses, and response strategies as well as risk control measures adopted.

Risk Group	Potential Risk	Impact on Financial Position	Countermeasures
Sales Risk	Business Expertise	Failure to know what customers need or undesirable service attitude	• Improve quality of service provided by sales people through educational training and emphasize the benefits associated with products in meeting their demand.
	Product and Service Prices	Higher product and service prices to result in unwillingness of customers to place purchase orders	• Adjust prices by modifying what is included in the service, the service level, or by switching to other equipment.
	Manufacturer Preference	No good prices; the manufacturer prefers other types of business	• Precisely keep track of possible prices to win tenders and report it to the manufacturer and build optimal relations with the manufacturer.
	Accomplishment of Marketing Activities	Undesirable accomplishment of marketing activities	• Analyze changes on the market and customer needs, deploy marketing channels, or ally with specialists in other fields to increase publicity of products.
Products and Technical Services Risk	Dealership Stability	Impacted corporate revenue and market share	• Strictly follow integrity clauses of the Company, personal data protection and information security laws and regulations and ethical norms; continue to strengthen corporate governance, compliance, and risk control mechanisms. • Strengthen connections and relationship development with the target customer groups and raise the collaboration intention of brand owners.
	Engineer's Technical Service	Immature skills or undesirable communication capabilities of engineers	• Improve professionalism and communication/presentation skills of engineers through educational training to positively impress customers.
	Quality of solution	Undesirable solutions and inability to improve quality of integrated service	• Follow up with customers to get their ratings and feedback and combine careful solution planning with the marketing strategy in order to come up with perfect solutions.
	Product Homogeneity	Overly high product homogeneity to hardly expose brand characteristics and values.	• Constantly innovate products and services and increase brand value to create higher profit for the company. • Increase service value and create segregation with competitors to enhance market competitiveness.
	Low-carbon digital transformation	Insignificant efficacy in carbon reduction of low-carbon products has led to slow progress in expansion on the market.	• Refer to related carbon reduction products and publications and develop carbon-reduction technologies and approaches to add value to products.
Financial Risk	Liquidity Risk	Affect business operations	• We manage and maintain sufficient cash and cash equivalent in related positions to support operations and lower the impact of cashflow fluctuation. Management supervises the status of bank credit utilization and ensures compliance with the loan contract terms. The Board is the top management of liquidity risk. We have established an appropriate framework for liquidity risk management to deal with needs for raising short-, medium- and long-term loans and liquidity management.
	Credit Risk	Risk from customer receivables.	• Based on our credit policy, customer credit ratings are verified before transaction, and, where possible, security measures such as insurance and collaterals are applied to lower credit risk, and the status of overdue debts are tracked periodically.
	Exchange Rate Risk	Affect profit.	• Besides keeping track on the trends of the foreign exchange market, hedging is achieved with forward exchange contracts and periodic monitoring of exchange gains/losses to effectively lower the economic impact from fluctuation in the foreign exchange rate.

Risk Group	Potential Risk	Impact on Financial Position	Countermeasures
Information Security Risk	Cybersecurity	Impact on business operations	• A multi-circuit mechanism is used to prevent the impact from internet and intranet disconnection. • A monitoring platform has been established to monitor network traffic and the connection status to perform timely troubleshooting when there are network situations. • Firewalls have been set up to protect external connections, and protection is enhanced based on the analysis of abnormal firewall records. • The RSA mobile phone app is used to perform multi-factor authentication for logging into the intranet via VPN connection to ensure information security. • The backup mechanism equipped at the internal firewall automatically activates in case of hardware firewall failure to lower the impact on business operations.
	Server Room Stability	Impact on business operations	• A UPS system is installed to steadily supply electricity and provide sufficient time for shutting down servers during power outages to prevent equipment damage. • The UPS is checked periodically and batteries are replaced once every three years. • The server room is equipped with two air conditioning systems and a hot aisle/cold aisle layout to supply steady and uninterrupted air conditioning. Air conditioner filters are replaced periodically. • Smoke detectors and fire extinguishers are equipped for fire prevention. Fire equipment functions are inspected periodically.
	System Backup	Impact on business operations	• A VEEAM backup mechanism has been installed to lower the risk of data loss. • Joint inspection of data backups is performed periodically to verify the reliability of backup media and the integrity of data.
Legal Compliance Risk	Number of invalid contracts	Impact on business operations	• While reviewing and stipulating a contract, the Legal Department shall consider applicable latest laws and regulations in order to avoid the lack of legally binding power of the contract prepared, which will lead to losses and increase the indemnity risk.
	Information Security and Personal Data Compliance	Impact on business operations and the relationship with original manufacturers	• Besides educating employees, we also emphasize contractor management and request contractors to sign non-disclosure agreements with the same terms to ensure no disclosures of the trade secrets of infrastructure suppliers acquired or learned when carrying out or handling relevant affairs.
	US Export Administration Regulations	Impact on the business supply chain	• Avoid sanctions from the unbeknownst violation of export controls of prohibitions or restrictions on economic and trade activities of specific countries, regions, and people.
	Corruption	Compromise of legal interests and substantial impact on corporate image	• Assess the potential incentives and pressures of corruption in management and other personnel, enhance internal control collaboration with other units, and promote the concept of legal compliance in non-arm's length transactions.

Risk Group	Potential Risk	Impact on Financial Position	Countermeasures
HR Risk	Talent Shortage	Insufficient HR supply affects normal employment demand	• Offer competitive pay and design prospective jobs to motivate excellent talent to join us. • Establish multifaceted talent hunting channels and employ different recruitment platforms to ensure an uninterrupted supply of talent. • Establish an internal recommendation system and offer rewards to employees successfully recommending talent.
	GDP per Capita	Learning speed and work performance of new employees are lower than expected, decreasing the performance of business operations	• Assess the learning efficacy and work performance of new employees. When they are below the standard, raise the productivity of new employees with the assistance of digital technology and care of senior employees.
	Employee Retention	Impact on business operations due to internal or external factors resulting in human workforce turnover	• Provide an attractive reward system for outstanding employees to lower the turnover rate. • Conduct employee satisfaction surveys to understand the employee experience of different departments, and provide the necessary information to individual unit heads to further understand the organizational atmosphere and employee opinions of individual units.
Supply Chain Risk	Political Conditions and Delivery Delay	Impact cargo delivery scheduling and customer relations	• Besides adding delivery service providers, forwarding distribution is adjusted, too, in order to boost transport and delivery efficiencies. • Customers or distributors must let the PM and unit head know in advance if they want “products that are not made in China”, understand the feasibility and operating procedures; do not take purchase orders easily in order to avoid delaying the lead time or losses to be borne. • Switch to products that can meet the deadlines successfully or change the shipment schedule or the transport route; if delivery on time remains impossible, apologize to customers and make efforts to assure them.
	Floating shipping cost	The shipping cost leads to concurrent fluctuations in prices of products to impact corporate operations and supply of goods	• Adjust the pieces and sizes of cargo by combining orders in one shipment or improving the packing method so that the number of trips involved can be reduced and the single-trip transport efficiency can be enhanced to bring down the logistics cost wherever possible.
	Sustainable supply chain	Customers demand more and more sustainability measures; if we are unable to catch up with them, it will impact the supply chain evaluation outcome	• Enforce applicable standards required for a sustainable supply chain, such as ISO 14064-1 and ISO 45001.
Climate Risk	Refer to the TCFD（Climate-related Financial Disclosures) Report of MetaAge		

05

Ethical Corporate Management

Value and Action

MetaAge has prepared respective regulations and measures on corporate governance in honor of the principles of ethical corporate management and business integrity and strictly follows legal and business or moral ethics in protecting the trust it wins from customers and stakeholders and to fulfill the purpose of sustainable operation

Material Sustainability Topics

- Anti-corruption
- Compliance with Socioeconomic Laws and Regulations

Development Plan

Responsible Unit	**Legal Department/Audit Office**
Management Approach	The Ethical Corporate Management Best Practice Principles and the Employee Code of Ethics and Conduct are proactively enforced through management measures in three aspects, namely, detection, corrective action, and prevention and regulatory identification is done periodically to reduce the risk of violating laws.
Evaluation Mechanism	Improvements are evaluated through transaction contract reviews, optimization of the internal audit system, and educational training, among others.

Sustainable Development Goals

SDG8 Economic Growth

SDG12 Responsible Consumption and Production

SDG 16 Peace, Justice, and Strong Institutions

SDG17 Partnerships for the Goals

Short-Term Goal

- Zero tolerance of violations of the Ethical Corporate Management Best Practice Principles and the Employee Code of Ethics and Conduct
- Complete the anti-corruption risk evaluation of all sites throughout the Group in 2023

Medium- and Long-Term Goals

- Continue to require that all employees strictly follow the Ethical Corporate Management Best Practice Principles and that employees shall carry out daily tasks in honor of the principle of legality and integrity through various trainings

2022 Performance Outcome

- Internal audits were performed of all operating locations of MetaAge and its subsidiaries and no major corruption risks were found during the reporting period
- Supplier integrity communication from time to time

Ethical Corporate Management

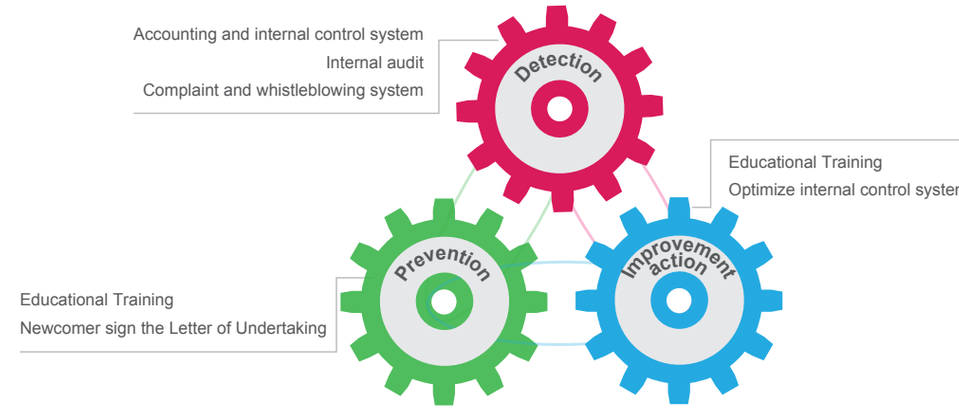
Ethical corporate management is the very fundamental social responsibility of a business. To make the corporate mission of MetaAge, that is, “treat customers, suppliers, creditors, shareholders, employees, and the general public ethically”, part of the core corporate culture, MetaAge has defined the “Ethical Code of Conduct for Directors and Managers” and the “Ethical Corporate Management Best Practice Principles”; they will help with corporate operation and long-term developments. MetaAge is devoted to avoiding losses suffered by the Company due to unethical conditions and the resultant low moral levels and distrust from customers and business partners and also possible illegal acts such as lobbying and bribery that may jeopardize the corporate governance mechanism and worsen the overall operating environment, etc.

Professional Ethics of Employees

MetaAge has the “Employee Code of Ethics and Conduct ” in place; all employees shall honor the essence of law and order while fulfilling their duties and should avoid using the Company’s properties, information, or take advantage of their duties at work to make profits for themselves or for a third party. Meanwhile, they may not seek profit for themselves or others by requesting, promising, delivering, or accepting any form of gifts, treatments, kickbacks, bribes, or other undue or improper advantages. Each newcomer must sign the “Letter of Undertaking” and shall strictly adhere to the principle of integrity and credit and be aware of the ethical criteria and behavioral regulations that should be followed while performing duties.

Management measures

The Ethical Corporate Management Best Practice Principles and the Employee Code of Ethics and Conduct are proactively enforced through management measures in three aspects, namely, detection, corrective action, and prevention. The Company informs employees and the Board of Directors periodically each year of applicable laws and regulations and report to the Board of Directors the actual implementation status. Members of the Board of Directors were 100% involved in communications on issues concerning ethical corporate management in 2022.



Corruption Risk Assessment

MetaAge completes anti-corruption and ethical corporate management trainings through its online training platform; in 2022, the anti-corruption training was completes for all sites of the MetaGroup Group. From the governance unit to the general employees, all have completed such ethical corporate management training; the fulfillment rate reached 100%.

In compliance with the “Ethical Corporate Management Best Practice Principles”, MetaAge has identified significant corruption risks and performed the risk assessment, including offering and accepting briberies, illegal political contributions, illegitimate charity donations, improper gifts or interests, infringement upon intellectual property rights, unfair competition, and damage of the rights of stakeholders. Meanwhile, the MetaAge policy on the code of conduct is released on its official website; it serves as the means to communicate on anti-corruption to all stakeholders.

Compliance

• In order to ensure that the operations of MetaAge are compliant with regulatory requirements in respective countries, MetaAge periodically pays attention to domestic and international policies and regulatory requirements that may impact the Company's operations and finance on a regular basis and notifies respective departments of the latest regulatory requirements to ensure that they are precisely enforced and followed.

• Related policies and regulations are defined to meet different regulatory requirements, such as the Fair Trade Act and those on environmental protection, preparation of financial reports, internal control, insider trading, anti-harassment, anti-discrimination, anti-corruption, personal data protection, intellectual property right, and information security protection, etc.

• Definition of major violations by MetaAge: Any illegal act is a major violation and requires to be addressed and corrected accordingly.

Personal Data Protection

•When collecting, processing, or using personal data, MetaAge will proceed in accordance with the Personal Data Protection Act, the Enforcement Rules of the Personal Data Protection Act, and the related laws and regulations stipulated for personal data protection by the competent authorities.

• If the collection, processing, and utilization of personal data are outsourced to a third party, MetaAge shall obtain consent from customers in advance and the requirements under Article 8 of the Enforcement Rules of Personal Data Protection Act shall be followed to adequately supervise the said third party.

Supply Chain Compliance

• MetaAge is also devoted to the principles of international human right conventions such as the RBA Standards and the Universal Declaration of Human Rights and the essence of social responsibilities, tries to maintain corporate governance properly, and strictly abides by business integrity regulations. Its organization, management, and operation meet the requirements of applicable governmental and international laws and regulations and we are constantly seeking improvements and progress and we educate our employees to help them understand and support the Company while the latter fulfills its corporate social responsibilities. With profits, we also make substantial contributions to society so that the supply chain works in a way better reflective of expectations in society.

Anti-corruption

• Define the professional ethics policy for employees to follow and provide educational training and communication events to ensure that employees and suppliers honor professional ethics.

• Demand that control self assessment (CSA) be done for the management and that internal audits be conducted within the Company’s internal control system and that the implementation status is disclosed in the Annual Report.

• Give access to file a complaint about violation of professional ethics and audit and control the various operating procedures in daily business activities that may be at risk of corruption.

• Significant corruption risk: conflict of interest and recusal, bribery and illegal payment, charity donation and sponsorship, fair competition and anti-monopoly, fair trade, insider trading, and corporate resource protection.

Educational Training

MetaAge holds educational trainings Periodic each year to boost employees' professional ethics and competencies, including internal online courses, external trainings, and legal knowledge workshops. It is hoped that by implementing the "Employee Code of Ethics and Conduct", it helps fulfill corporate social responsibilities.

Training on the Employee Code of Conduct 100%.

Internal online courses

Target audience: All employees

Boost legal awareness among employees and improve the basic legal attainments of employees so that they know the law and follow it and abide by applicable regulatory requirements while fulfilling their duties at work to minimize possible operational risks and impacts.

External training

Target audience: Legal staff

Legal staff of the Company attend necessary external training programs to help them fulfill their duties at work, get to know the latest policies, laws, and what they involve, and pass down necessary information to internal management units so that regulatory requirements may be followed.

Workshop

Target audience:
Management or specific employees by the nature of task performed.

Workshops are organized to allow sharing of legal knowledge among the management and specific employees to meet related operational demand.

Compliance

Environmental

Type	Benchmark regulation	Governance efficacy
Environmental	GHG, Waste Water, and Waste	No violations of applicable environmental protection laws and regulations and resultant fines occurred.
	Supplier Environmental Impact Evaluation	No environmental disasters or business losses as a result of violating operational requirements occurred.
	Compliance	No fines or non-monetary penalties as a result of violating environmental protection laws and regulations occurred.

Governance

Type	Benchmark regulation	Governance efficacy
Governance	Anti-corruption	No violations of professional ethics and unjustified acts to jeopardize the Company's interests occurred.
	Anti-competitive practice	No improper business behaviors such as anti-competitive practice, anti-trust, and monopoly occurred.
	Compliance	No fines or non-monetary penalties as a result of violating laws and regulations on ethical corporate management and fair trade occurred.

Product Responsibility

Type	Benchmark regulation	Governance efficacy
Product Responsibility	Customer health and safety	No violation of health and safety laws and regulations associated with products and services in respective countries occurred.
	Product service and labeling	No violation of information labeling laws and regulations associated with products and services occurred.
	Marketing and communication	No violation of laws and regulations on advertisements, marketing, and sponsorship occurred and there are no products banned to be sold on specific markets.
	Customer privacy	No violation of customer privacy or complaint about loss of customer data occurred.
	Compliance	No fines or non-monetary penalties associated with the use of services or products in violation of regulatory requirements occurred.

Society

Type	Benchmark regulation	Governance efficacy
Society	No discrimination, forced labor, sexual harassment	One sexual harassment incident occurred during the reporting period. For details, refer to Chapter 10 "Happy Workplace" - Addressing Complaints "
	Child labor	No hiring of child labor at the operating site and by the supplier occurred.
	Supplier Social Impact Evaluation	No occupational disasters or business losses as a result of suppliers violating the operational requirements for reporting occurred.
	Compliance	One overtime incident occurred during the reporting period. For details, refer to Chapter 10 "Happy Workplace" - Addressing Complaints "

06

Customer Commitment

Value and Action

MetaAge is devoted to enhancing customer satisfaction and brand reputation and ensuring the quality of shipment and customer experience while engaging itself in business activities; this is the commitment of MetaAge to its customers.

Development Plan

Responsible Unit	**Sales Development Center/Product Development & Support Center/New Business Development Center/Marketing and Public Relations Department**
Management Approach	MetaAge values brand management and conducts distributor satisfaction survey each year in order to boost communication and exchange with customers.
Evaluation Mechanism	Distributor Satisfaction Survey is conducted to help MetaAge know what to improve in brand management and customer service.

Sustainable Development Goals

SDG8 Economic Growth

SDG11 Sustainable Cities

Short-Term Goal

- Customer satisfaction maintained above 90%

Medium- and Long-Term Goals

- Persistent outstanding dealer in the information and communication industry and maintained trust among customers

2022 Performance Outcome

- Customer satisfaction was up to 94.5%

Customer Satisfaction Survey

Adhering to its management philosophy of “leading brands and value-added services”, MetaAge introduces related cutting-edge technologies of the products it resells to dealers and customers to meet the needs of customers and provides services of optimal quality. To provide faster and better services, we conduct the dealer satisfaction survey in order to make continual improvements using the valuable recommendations from dealers.

With dealers and customers as the target, we conduct an online survey every year by notifying the targets through email, as well as expressing gratitude for their long-term support and use of related products of the Company.

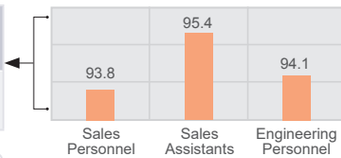
The dealer satisfaction survey comprises three major sections and sub-sections:

1. **Sales Personnel**
   (Communication skill/expertise/problem-solving/service enthusiasm)
2. **Sales Assistants**
   (presentation skill/expertise/problem-solving/service enthusiasm)
3. **Engineering Personnel**
   (presentation skill/expertise/problem-solving/service enthusiasm)

Results of dealer satisfaction survey

After processing, categorization, and statistical analysis of dealer survey data, the results of overall customer satisfaction in 2022 are as follow:

Satisfaction	2022	Achievements in 2022
Score	94.4 points	94.5 points



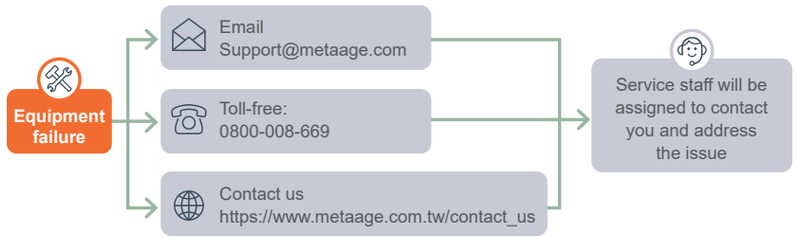
Expected developmental goal

Short-term (1-2 years)	94.6
Mid-term (3-5 years)	94.7
Long-term (5-8 years)	94.8

Historical scores

2020	94.2 points
2021	94.4 points
2022	94.5 points

Contact Information for Customer Service



Result tracking and evaluation/ improvement mechanism

The satisfaction survey results of different dealers were forwarded to related departments to review and make improvements. Respective departmental heads review the improvements and follow up on the outcomes. Satisfaction indicators and respondent feedback are the two major components of the satisfaction survey, and the handling and follow-up actions are described as follows.

1. **90 points or more:** Sales personnel visit customers to thank them and receive internal rewards to encourage them to make further progress.
2. **Less than 90 points:** Sales personnel, sales supervisors, and engineering supervisors propose corrective action and visit distributors to listen to their reco mmendations, plan corrective actions, and follow up on corrections.

07

Information Security

Value and Action

MetaAge knows clearly the importance of privacy protection and personal data security. As such, we have a sustainable operation plan for the information technology business in place and we follow applicable regulatory requirements in our operations. We also continue to improve our people's awareness of information security through internal educational training.

Material Sustainability Topics

- Customer Privacy

Development Plan

Responsible Unit	**Information Technology Department**
Management Approach	MetaAge has the Information Security Management Group in place and the Information Technology Department is responsible for giving guidance and planning. Respective operating units cooperate in implementation in order to verify the validity of information security and management operations.
Evaluation Mechanism	The Information Security Risk Management Group performs risk assessments and provides information security educational trainings periodically.

Sustainable Development Goals

SDG 16 Peace, Justice, and Strong Institutions

Short-Term Goal

- Control over internal data safety; no major information security events have occurred
- Have the ISO 27001 Information Security Management System authenticated by a third party

Medium- and Long-Term Goals

- Proactively create an operational setting free of IT risk and continue to protect customer privacy

2022 Performance Outcome

- No violations of customer privacy and information security occurred during the reporting period
- Create the ISO 27001 Information Security Management System

Information Security Management

To ensure the confidentiality, integrity, availability, and legitimacy of information assets (hardware, software, data, documents, and personnel related to information processing), prevent willful or accidental internal or external threats, MetaAge has effectively reduced the risks of information and communication assets being stolen, used improperly, disclosed, altered, or damaged due to manned negligence or intentional or natural disasters.

Policy Objectives

- **Steady operations:** Ensure business continuity of the Company and steady use of the IT services provided.
- **Asset security:** Ensure the confidentiality, integrity, and availability of information assets in our custody and protect the privacy of personnel data.
- **Compliance:** Establish the business continuity plan and implement IT operations in compliance with related laws and regulations.

Control Measures

Confidentiality Statement

All employees and contractors and their partners need to sign the Confidentiality Statement to ensure that related staff having access to the Company's IT systems is responsible for protecting and obligated to protect the IT assets of the Company against unauthorized access, alteration, destruction, or improper disclosure.

Systems and equipment

Appropriate backup or monitoring mechanisms shall be established for critical information systems or equipment and drills shall take place periodically to ensure availability.

Anti-virus measure

Anti-virus software shall be installed on all personal computers and virus definitions shall be updated periodically, and the use of unauthorized software shall be prohibited.

Account security

Employees shall properly keep and use their user IDs, passwords, and privileges and change their passwords regularly.

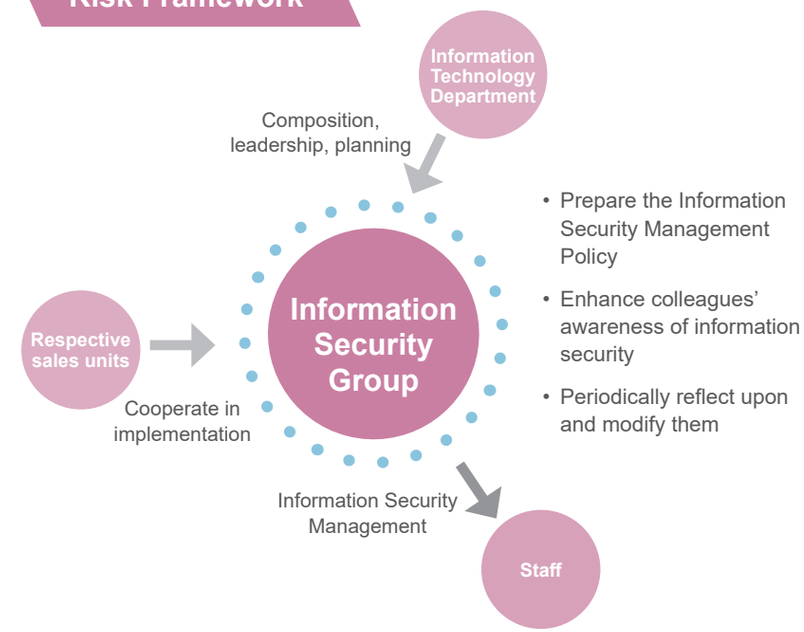
Emergency response

Reinforce the internal emergency response SOP and continue to simulate various information security attack scenarios and arrange related staff to take part in drills to ensure activation of the emergency procedure in case of an incident and to effectively reduce the time needed for responding to an incident and accordingly losses borne by the Company.

Educational Training

During the reporting period, educational trainings on information security were held for newcomers. A total of 142 people attended online informative courses and completed tests. After the courses were completed, course materials were also released in the internal employee system so that all employees throughout the Company have access to them to help communicate information security.

Risk Framework



Information Security Management

In order to further ensure the efficacy of information security management and to truly protect the confidentiality, integrity, and usability of information, MetaAge introduced the ISO 27001 Information Security Management System as its reference guide and defined the “Information and Communication Security Policy”. Information security protection on internal and external operations of the Company are examined and audited, controlled, and evaluated periodically. Existing information security policies are corrected and improved. Meanwhile, the safety and failure management procedure is specified to ensure that the staff is highly aware of crises in cases of information security emergencies and is capable of responding correctly to information security incidents.

Customer Privacy Protection

We deeply understand the importance of privacy and are thus committed to ensuring, respecting, and protecting customer privacy and trade secrets. Except with definite authorization or at legal requests, we will neither disclose nor use the privacy or trade secrets of customers for any purpose. We have established the Information and Communication Security Inspection Management Regulations, built a secure and trusted IT environment, and equipped the IT environment with various information and communication security equipment such as firewalls and antivirus systems to ensure the security of the Company's IT data, systems, equipment, and networks and thereby protect customer privacy data.

Additionally, we have established the "Employee Code of Ethics and Conduct", which stipulates that employees shall carefully manage the matters or confidential information acknowledged from their duties and shall not disclose them to others or use them for purposes unrelated to work, except after the disclosure by the Company or for provision required to perform their duties. This obligation shall remain valid after the resignation of employees. To prevent employees from leaking confidential information for personal reasons, we request employees to sign the Consent for Personal Data Use to protect the rights and interests of customers and prevent customer data from exploitation by interested parties.

We implement strict protection and control over customer data. Internally, we enhance awareness education on the importance of protecting customer data and technical trade secrets and persistently make employees understand the importance of information security through internal email communication and new employee education and training. Additionally, we protect confidential documents by means of privilege control. Except for the related operation staff, employees with lower relevance must acquire the permission of their immediate supervisor before accessing part of such documents. Every year we verify if there is customer complaint about data loss. If there is, we will conduct a full-scale review. There were no complaints about privacy or personal data-related issues from customers received throughout 2022.

Privacy Leak Management Procedure

1. Introduce the correction plan once the leak incident is addressed.
2. Introduce the correction plan and enforce action items together with the Sales, Administration, and Information Technology Departments.
3. Evaluate results of phased action items
4. Conduct cross-disciplinary discussions or adjust action items

08

Responsible Supply Chain

Value and Action

MetaAge is committed to including sustainability issues such as environment, labor, human right, and social impact as part of its supplier screening process and engaging suppliers in sustainable operation through communication and encouragement to make a substantial difference in the supply chain.

Material Sustainability Topics

- Supplier Social and Environmental Impact Evaluation

Development Plan

Responsible Unit	**Supply Chain Management Department Environmental Safety and Risk Management Department**
Management Approach	MetaAge has the RBA Management Group in place to carry out periodic supplier surveys (once a year) that help identify environmental and social risks and suppliers are asked to constantly seek improvements to meet RBA requirements.
Evaluation Mechanism	Internal and external supplier environmental and social evaluations and ratings are done periodically in compliance with RBA requirements and improvements are made constantly.

Sustainable Development Goals

SDG11 Sustainable Cities

SDG12 Responsible Consumption and Production

SDG13 Climate Action

SDG17 Partnerships for the Goals

Short-Term Goal

- Complete Top 10 supplier environmental and social audits
- Consolidate communications to suppliers on CSR requirements with their signatures obtained

Medium- and Long-Term Goals

- Persistently demand that suppliers fulfill their CSRs and value human rights of workers and environmental protection

2022 Performance Outcome

- The new supplier review mechanism was approved; no major environmental and social issues were found among the suppliers rated during the reporting period.

RBA Supply Chain Management

We are in the IT service sector and resells network and system software and hardware of world-famous big brands to provide customers with total ICT solutions in different fields. Currently, we have about 300 collaborative suppliers. The domestic-to-overseas procurement ratio by amount involved is 40:60. We purchase product based on accountability and maintain proactive communication with suppliers to understand the rights and interests and work environments of their employees in order to demonstrate our positive influence in the supply chain.

In 2014, MetaAge established the management approach according to the Code of Conduct (CoC) published by Electronic Industry Citizenship Coalition (EICC) to practice the CSR requirements in the CoC together with original manufacturers and suppliers. Since the EICC announced to be reorganized and restructured, with its name changed as Responsible Business Alliance (RBA) in 2017, 6 of the Top 10 suppliers of MetaAge (by the amount of purchase) have become RBA members. Since then, we have also expanded promotion to suppliers according to five sections (Labor, Health and Safety, Environment, Ethics, and Management Systems) of the new CoC published by RBA to ensure no obstruction of the freedom of association of workers, no use of child labor or forced labor. Apart from responding to international trends, we have also enhanced the CSR, environmental, and OH&S performance of the supply chain.

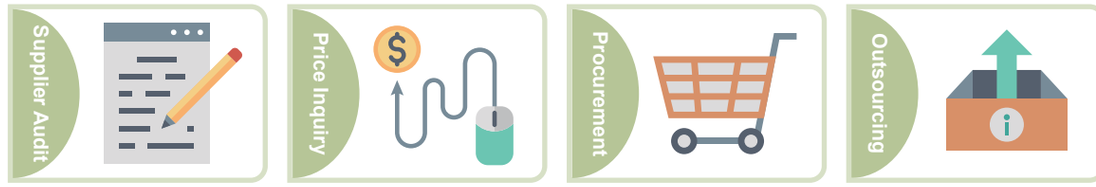
Supplier Selection and Communication

For first-time suppliers, the procurement, product, and financial departments will assess their basic qualifications, including company basic data, financial status, product quality, service and supply capacity, procurement-related contracts or other supplier documents. We already asked in 2022 new suppliers, 54 in total, to submit the Supplier Letter of Undertaking to fulfill the CSR requirement of the RBA CoC, accounting for 100% of all new suppliers for the year; it was the second year in a row that the 100% recovery rate had been fulfilled.

Supplier Environmental and social Impact Evaluation

Supplier environmental and social impact evaluations are meant to meet the regulatory requirements in the locality of a specific supplier in principle. If any negative impact is reported, the specific weight of the said supplier will be adequately adjusted and communications on environmental and social issues will be continued through supplier communication channels.

Communication Contents



Management measures

Through brand selection and promotion, we ask suppliers to follow the Responsible Business Alliance Code of Conduct and makes sustainability part of their daily supply chain management.

CoC-based Supplier Screening

- When recruiting new suppliers, applicants are required to sign the supplier undertaking to express their intention to follow the RBA CoC to ensure that working conditions in the electronics industry, or industries in which electronics are a key component, and its supply chains are safe, that workers are treated with respect, and that business operations are environmentally responsible and conducted ethically.

Supplier Communication

- Through different forms of promotion and communication, besides effectively enhancing environmental protection and OH&S performance, we also request suppliers to comply with the RBA CoC and other international regulations covering labor human rights, OH&S, environmental protection, employee health, climate change, legal risk, professional ethics, and ethical corporate management.

Protection of intellectual property rights

- We do not distribute controversial products or products infringing copyrights. We also sign NDAs with suppliers as necessary.

Education and Promotion

Besides the requirement to complete the RBA educational training program for newcomers, the RBA task force communicates the applicable regulations that are updated and provides clarifications to employees internally Periodic. All employees of the MetaAge are included to increase the awareness of employees about the overall supply chain ethics and their knowledge of practical risks.

Green Supply Chain

Green Procurement

It is our aim to establish a supply chain featuring environmental protection, CSR, labor human rights, OH&S, and sustainable development.

- With respect to the CSR aspect in the RBA CoC, we constantly advise suppliers to purchase metals from responsible smelters and avoid using conflict minerals to not indirectly cause labor exploitation, child labor abuse, and ecological damage.
- We constantly request suppliers to not supply products listed in the “Prohibited and Restricted Substances for Environmental Management” to comply with the corporate social and environmental responsibility.
- As a reseller, we do not engage in actual product manufacturing. Besides ensuring that the products we purchase do not contain hazardous substances, we also constantly promote related concepts to suppliers in the procurement process to ensure the adoption of the concepts of recycling/remanufacturing/reusing in product design and packaging.

Environmental Impact from Transportation and Operations

We have no transportation fleet and thus cause no significant impact from transportation. We constantly implement energy conservation and carbon reduction measures and lower fuel oil consumption with technology to reduce carbon emissions. For example, we plan the shortest transportation route to lower fuel oil consumption, combine goods to reduce transportation frequency, minimize packaging sizes to increase transportation volume, and reduce vehicle use frequency to reduce emissions.

Product Electromagnetic Inspection

All of the primary products that MetaAge resells are tested by the Bureau of Standards, Metrology and Inspection (BSMI), Ministry of Economic Affairs to ensure the safety of products and to preveng low-quality products from entering the domestic market, thereby protecting the safety of consumers.

Supplier Environmental Certification

All products that MetaAge resells are environmentally certified, including certifications according to international standards such as the Organization for Standardization (ISO), WEEE, RoHS, REACH, and US ENERGY STAR, among others.

09

Happy Workplace

Value and Action

MetaAge has defined corresponding digital solutions to help with the hiring of talent reflective of the trends in the industry and corporate developments. We constantly enhance the quality of our people, competitive advantages in the workplace, and explore career development opportunities and we encourage employees to present innovative or corrective plans to become a leader in digital convergence together with the Company.

Material Sustainability Topics

- Employer-Employee Relations

Development Plan

Responsible Unit	**Human Resources Department**
Management Approach	Contracts and work rules are used for management purpose and existing systems continue to be optimized so as to create a harmonious workplace.
Evaluation Mechanism	Various communication meetings and employee satisfaction survey are available to help find out employees' needs and hear their voices and to accordingly evaluate and optimize the workplace.

Sustainable Development Goals

SDG3 Good Health and Well-being

SDG4 Quality Education

SDG5 Gender Equality

SDG8 Decent Work and Economic Growth

SDG11 Sustainable Cities

Short-Term Goal

- Optimize the human resources management system
- Increase the scores of employee satisfaction in all domains

Medium- and Long-Term Goals

- Continue to create highly-efficient, flexible, and inclusive happy workplace
- Keep track of market dynamics and customer demand and become a strategic partner in HR

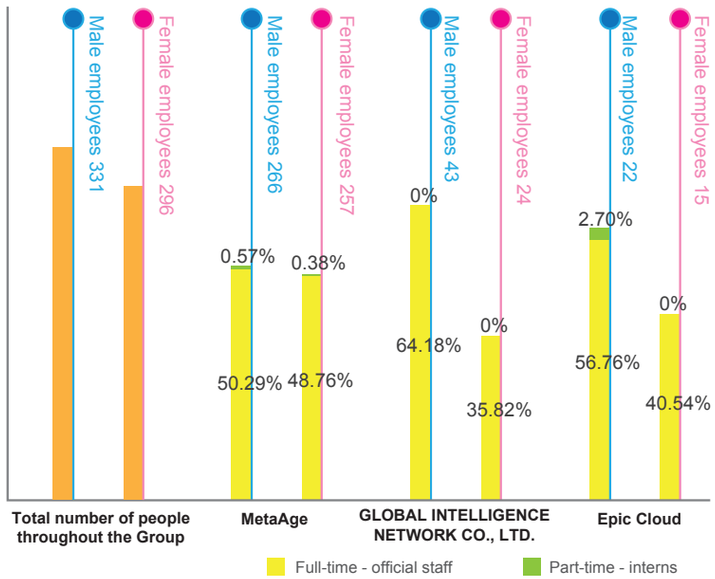
2022 Performance Outcome

- The RPA was developed and applied to human resources
- Employee shareholding trust
- Flexible working hours
- 4 days of paid leave available for newcomers and 1 for volunteers
- Employee satisfaction up to 8.1/10
- Establishment of the digital talent academy
- The corporate internship program was enforced.

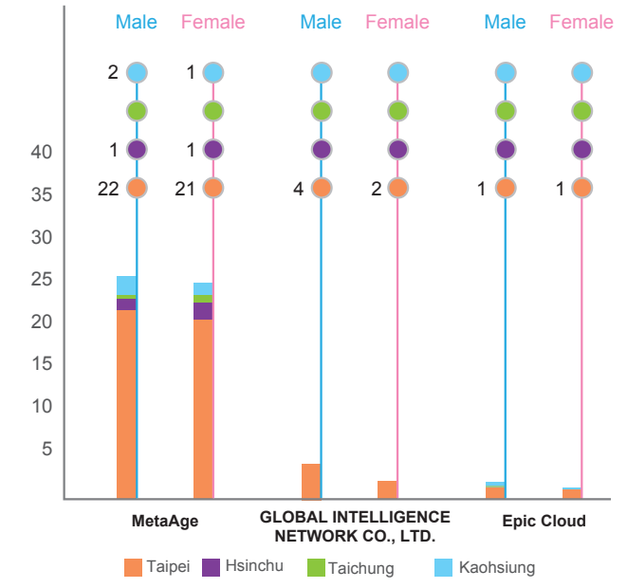
Overview of Employee Composition

Employees are the most important cornerstone to corporate growth. In order to promote optimal labor-management relations, the MetaAge Group is proactively creating a fair, healthy, and diversified workplace. The statistics are based on the number of people at the end of the year. As of the end of 2022, the MetaAge Group had a total of 627 employees, an increase of 58 people from 2021 where the total number was 569. Full-time employees accounted for 99.05% with a gender ratio of 1:1. The MetaAge Group believes that a diversified workplace helps boost corporate innovation momentum and also live up to the value of equality in the workplace to create a virtuous circle. Therefore, in the type, locality, age, and level of duty of employees hired, the structure is consistently equal and balanced.

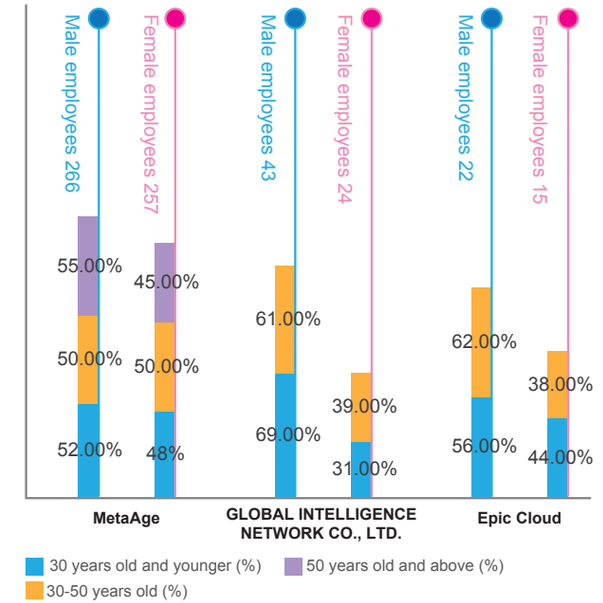
Employees by the type they are hired for as shown in the contract (%)



Locality, gender, and number of people



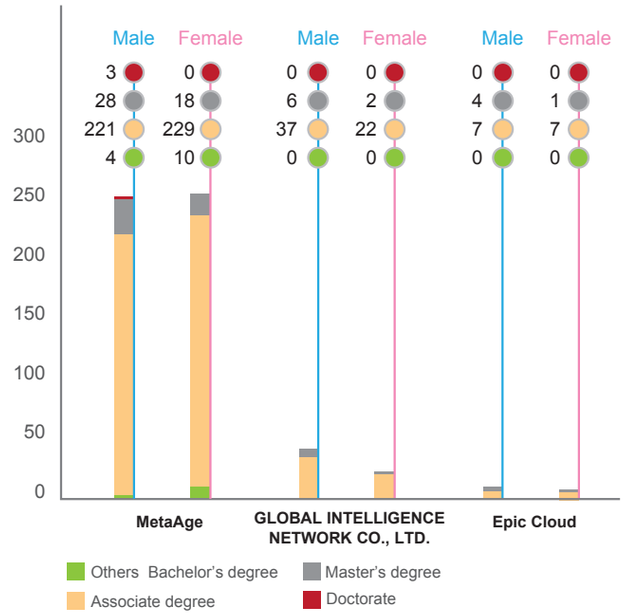
Distribution by age and gender (%)



Note: Full-time employees = employees hired for the long term
Part-time employees = temporary employees = employees without a guaranteed number of working hours
The MetaAge Group does not have workers who are not its employees.

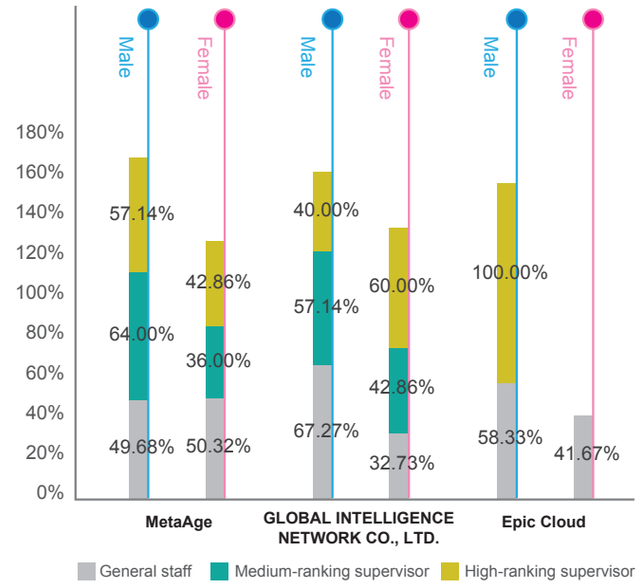
Employees of MetaAge are young and energetic. As far as education is concerned, most employees hold a college/ university diploma, followed by those with a master's degree and then those with a doctorate.

Distribution by education and gender (persons)



MetaAge offers smooth career paths while at the same time valuing gender equality. There are female high-ranking supervisors and medium-ranking supervisors. Women account for 42.86% of high-ranking supervisors at MetaAge.

Distribution of employees by the level of duty and gender (%)



Description:
1. High-ranking supervisors: directors and higher-ranking ones.
2. Mid-ranking supervisors: section heads/managers.
3. General staff: All the other staff.

MetaAge is devoted to protecting a diversified and inclusive workplace and provides aboriginals, the disabled, or foreign employees with proper opportunities. Currently we have 4 aboriginals, 8 disabled people, and 3 foreigners working for us. Minorities that were hired throughout 2022 accounted for 2.09% of all employees. There were more people with disabilities than legally required, that is, 1% of all employees. Aboriginals, disabled people, and other minorities are given opportunities for their talent in order to protect their rights to work and life and to do something for a friendly workplace.

Distribution of employees by diversity (%)

2022

Category/ Location/ Gender	MetaAge		Global Intelligence Network		Epic Cloud	
	Male	Female	Male	Female	Male	Female
Ratio of minorities (%)	0.76%	1.33%	-	1.49%	-	-
Ratio of foreigners (%)	0.57%	0%	0%	0%	0%	0%

2021

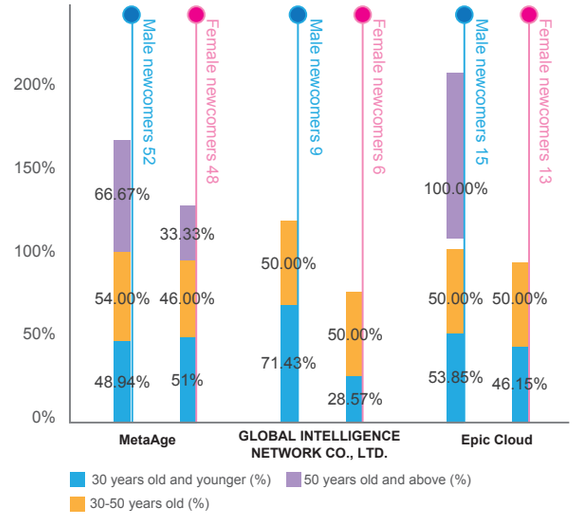
Category/ Location/ Gender	SYSAGE		Global Intelligence Network		Epic Cloud	
	Male	Female	Male	Female	Male	Female
Ratio of minorities (%)	0.80%	1.00%	0%	0%	0%	0%
Ratio of foreigners (%)	0.60%	0%	0%	0%	0%	0%

Talent Recruitment

It helps SYSAGE get ready early and stay competitive in the rapidly growing sector. MetaAge proactively recruits outstanding administration, business development, and engineering/technical service professionals. Age or gender is not a differential criterion. MetaAge is known for its universal talent recruitment criteria that contribute to nearly balanced demographics of newcomers at MetaAge. Among the newcomers in 2022, for example, were a total of 76 men (about 53.1%) and 67 women (about 46.9%). There were 143 newcomers in total, fewer than the 230 newcomers in 2021.

After we became part of the parent company, Qisda Corporation in 2019, we have provided more diversified talent development programs and abundant employee benefits and activities to attract potential outstanding talent on the market to join us.

Distribution of newcomers by age and gender (%)

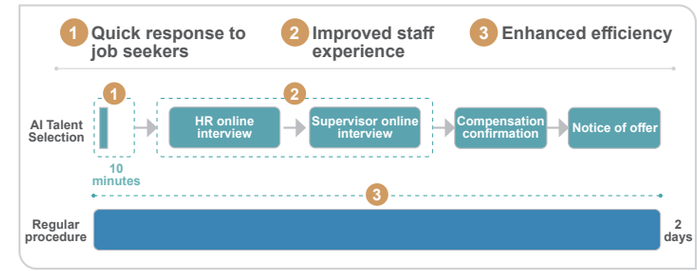


AI Talent Selection

A leading ICT solution provider, MetaAge applied AI to its HR talent selection in 2021 taking advantage of its strength in technology; it significantly improved the efficiency of the recruiting process and employee experience.

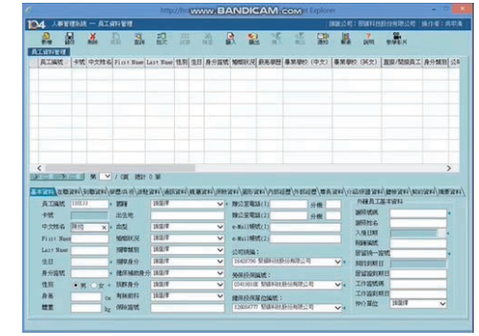
As soon as a resume is received, AI begins the screening process and it take only 10 minutes for job seeker be notified of a possible interview; online interview, confirmation of compensation, and receiving an offer can all be done within two days. Unlike the old practice, where resumes were reviewed one by one, which would take up to two days already, AI talent selection works faster and more smoothly.

MetaAge is able to create such an efficient talent selection system because of the digitalization and modeling of various talent data done by HR. Through machine-learning, AI screens and verifies models. We have sorted out the most suitable model among over 300 options. For improved precision of AI talent selection, MetaAge creates talent models of counterparts and compares and contrasts them so that AI can constantly learn and optimize system efficacy.



ESG Pioneer: Process automation, paper-less automatic archiving of resumes

MetaAge has been working for and devoted to automated and paperless corporate process management. We integrate multiple applications and automate the HR selection and retention process through the digitalized approach to management. In the case of archiving resumes during recruitment, for example, systems adopted by recruitment platforms in the past were usually only equipped with the basic data management feature. To internalize applicant information, businesses often had to do it manually. The process automation tool of MetaAge, however, enables automatic archiving of resumes, which is not only paper-less but also greatly improving the working efficiency of HR staff.



Human resources digital transformation solution

MetaAge digitizes and automates operations relating to human resources (HR) by integrating the products of different brands that it resells. In 2021, we built the brand-new HR selection and retention digital solution that includes AI talent selection, ESG pioneers, cloud training, and advance talent retention, hoping to persistently optimize employee experience and reduce paper consumption for all employees to enjoy a smooth, low-carbon talent journey.

AI Talent Selection

- Precise referral
- Rapid recruitment

Cloud Training

- AI precision learning
- Human resources trend analysis

ESG Pioneer

- Business administration
- Process automation
- Paperless management

Advance Talent Retention Effort

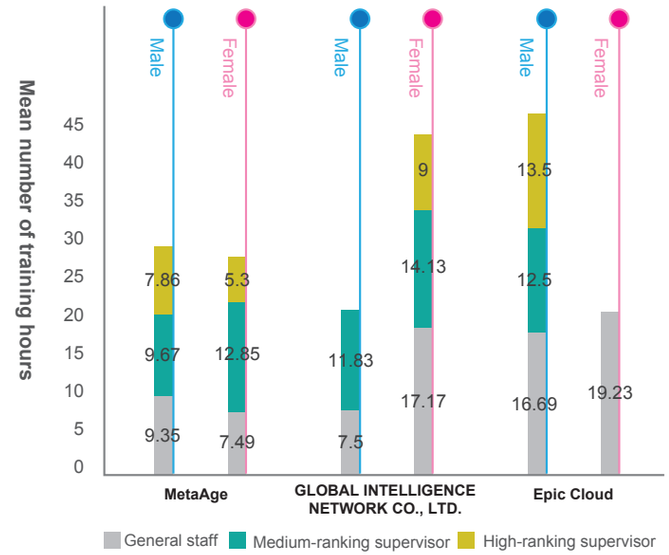
- Employee satisfaction survey
- Health risk forecast
- Severance forecast

Talent Journey Map

Talent Development

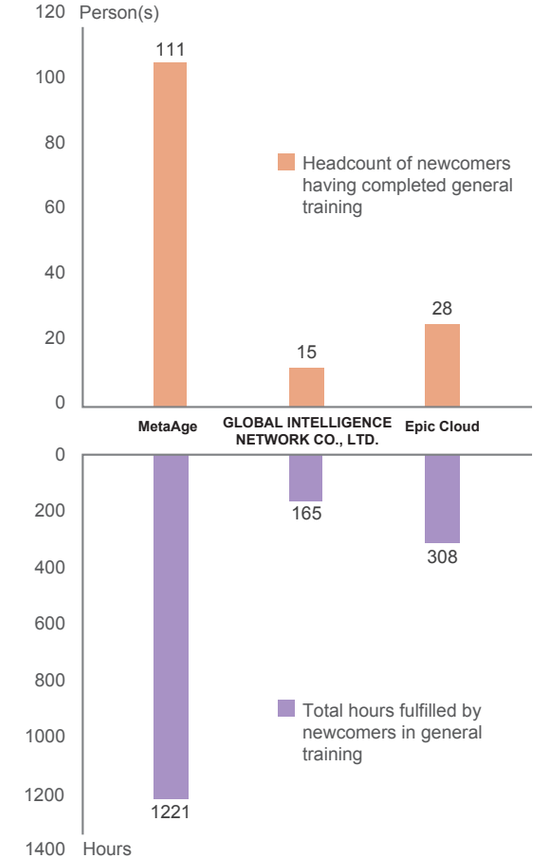
The MetaAge Group values employee training and development. Among the 2022 newcomer educational trainings, 154 newcomers in total completed general educational trainings that consist of 1,694 hours in total. The Company devotes sufficient resources so that newcomers fully understand the corporate background and the professional knowledge required in the workplace and provides employees with diversified courses and workshops. Meanwhile, employees are entitled to increased trainings as they climb up the career ladder in order to increase their corresponding trains of thought and implementation capabilities. By providing our people with encompassing development resources, we hope to further enrich and smoothen learning and development of employees.

Mean training hours per employee by gender and level of duty (hour)



Description: 1. High-ranking supervisors: Department and above.
2. Mid-ranking supervisors: Section/managerial
3. General staff: Everyone else other than supervisors.

Newcomer training by Company

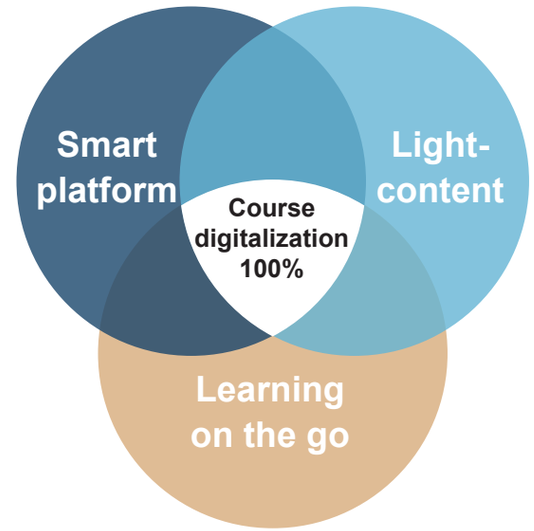


Training course

Besides arranging a complete new employee training system and designing training courses for development of different competencies, we also organize management practice workshops for specific staff and develop training courses for engineers to build work-related skills. Additionally, employees can acquire new knowledge through external sources, including external training for professional licenses/certificates, sharing of industry information with external professionals, and talks on new knowledge in life and public interest.

Cloud Training

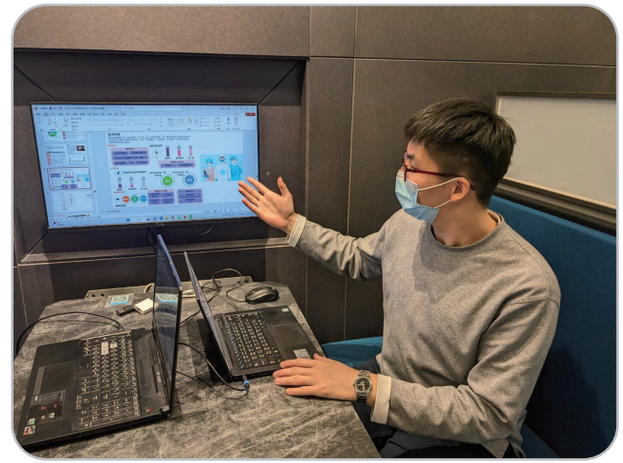
MetaAge takes advantage of the features of its products to turn the platform for employee educational training programs smart, lighten the contents, and enable learning on the go. The cloud training portal and the AI world cloud and auxiliary platform, for example, greatly improve the learning and working efficiency of employees and fulfill the diversified career development needs of many employees; employees can log onto the cloud training platform to learn online at any time.

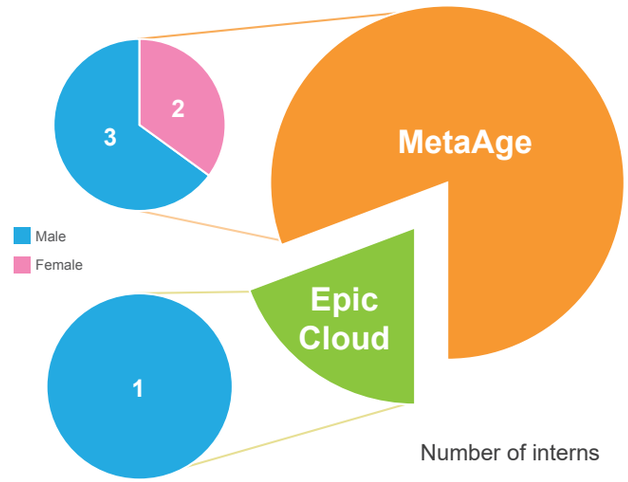


Cloud training procedure

Corporate Internship Program

MetaAge has a diversified corporate culture. We expect talent of different learning backgrounds to join our internship program. The program aims to help students make the best of what they are good at in their field and bring them into the work place so that they can apply what they have learned in reality while solving problems and inspire creative ideas among the students and shorten the path for them to connect with society. Currently, 6 interns have successfully completed their internship program in fields such as ESG, MIS, and Marcom. It is expected that the internship experience will help nurture outstanding talent in terms of professional knowledge and skills and the ability to adapt to the workplace.





William

Internship unit:
Human Resources Department

School(s):
National Taiwan University

Title: ESG interns

Feedback:

As an ESG intern at MetaAge, I was exposed to various elements of sustainability, including the preparation of the Sustainability Report and the related framework, GHG inventory check, corporate sustainability evaluation, and risk management operations, etc. All of them are something that will not be taught at school and have to be known only through actual hands-on operations. The internship enabled me to have a deeper understanding of climate change and sustainable development governance and I am getting even more interested. I have started to pay attention to knowledge that was ignored or unseen in the past and am learning to review information about sustainability correctly. What I have learned will be my cornerstone while I take on the path to sustainability.

Oscar

Internship provider:
Network Management IT Service Department

University:
Chihlee University of Technology

Title: MIS Intern

Feedback:

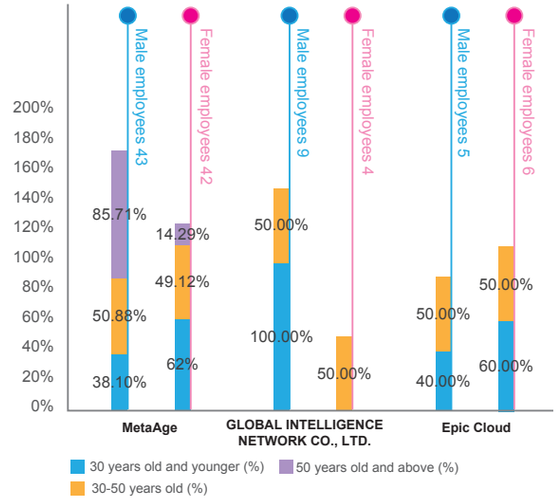
For the six months as an intern at MetaAge, I applied the basic knowledge I had about computers to support my tasks at work. I had to deal with repairs requested by users. I did what I could and learned during the process. Slowly, I was building up my computer trouble-shooting knowledge. I helped users solve problems. My supervisors and colleagues would also let me watch how they coped with problems and the techniques they applied. They showed me the software and hardware in the machine room of the Company and the audiovisual devices available in the conference rooms on respective floors, too. The internship enabled me to know better the industry and what I have learned in the Company is new knowledge that I was never exposed to while in school. The MetaAge internship was truly enriching.

Talent Retention

Distribution of severance by age and gender (%)

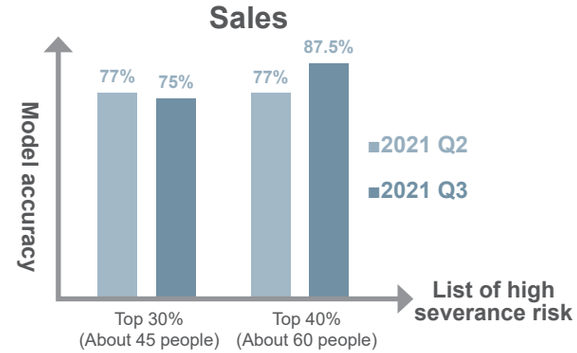
Throughout 2022, 109 employees left the Company; the severance rate was about 17.38%, which was lower than that in 2021 where there were 135 employees who left the Company, with a severance rate of 23.73%.

MetaAge values talent retention. The data show the distribution and ratio of people who leave the Company. Those who leave MetaAge are mainly men aged 50 and above.



✔ Examples of actual application

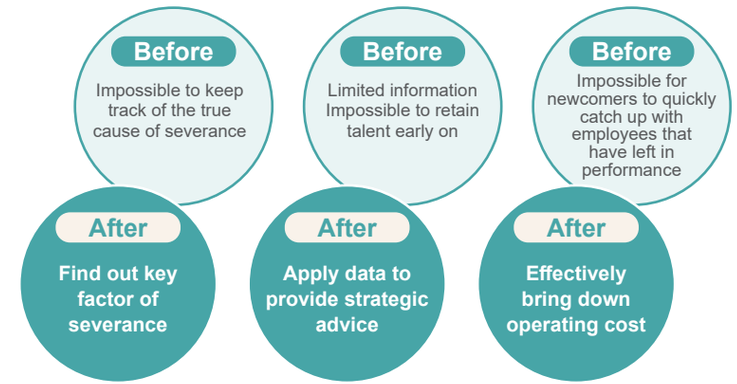
Model accuracy is nearly 80% as proven through the list of sales representatives that did leave the Company in Q2 and Q3 2021!



- The most relevant variable for the severance of employees is the cumulative years in service, followed by current salary, age, and then prior salary adjustment range, bonus-salary ratio, and recent hours and frequency of leave of absence.

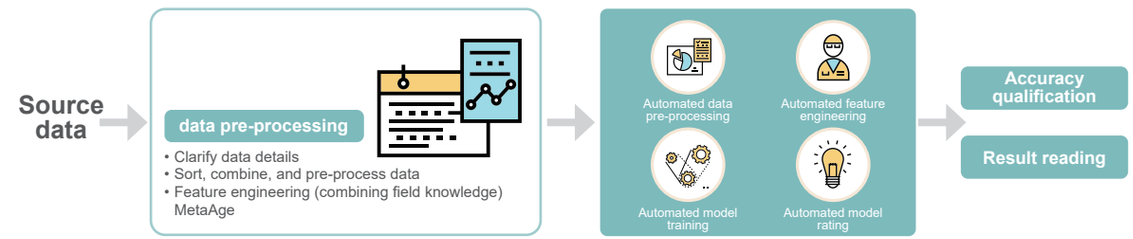
Actual efficacy

Severance forecast is associated with the following three significant strengths in terms of corporate talent management, including the possibility to find out key factors that drive employees to leave, utilization of data to provide strategic advice on how to improve operational management and retain talent internally, and reduced administration cost and burden caused by finding replacements.



Severance forecast

“Find the right people and keep them!” is important to MetaAge in talent management. We started to use big data and AI in 2021 for employee severance forecast and cause analysis. Whether employees are inclined to leave in the future or not is analyzed with big data and it helps the human resources unit to prepare early to retain outstanding employees highly inclined to leave and to increase their willingness to stay. Key factors that affect severance are collected, analyzed, and summarized by age group, performance, highest education, number of business trips, and number of leaves of absence, etc.

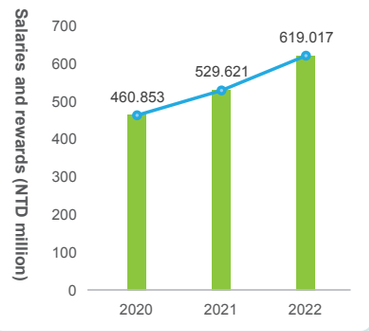


Compensation and Remuneration

The MetaAge Group has sound compensation criteria and bonus system in place. Market compensation survey findings are reviewed periodically. The macroeconomic setting and market salary level are taken into consideration and the high-tech compensation survey report released each year by Willis Towers Watson Data Services is referred to while decisions are being made about compensation. Reasonable compensations are offered reflective of each employee's education, experience, professional knowledge, seniority at work, and personal performance, among others, and the compensation payable to each colleague is adjusted dynamically in order to protect the competitive advantages and fairness of the compensation system and to ensure that internal key talent can be retained effectively and external outstanding talent can be attracted.

Since 2020, MetaAge has been increasing its expenditure on salaries and bonuses. The increase each year is fixed at around 15%; the hope is to create a workplace satisfying to and assuring for employees.

Salary and bonus paid over the past three years

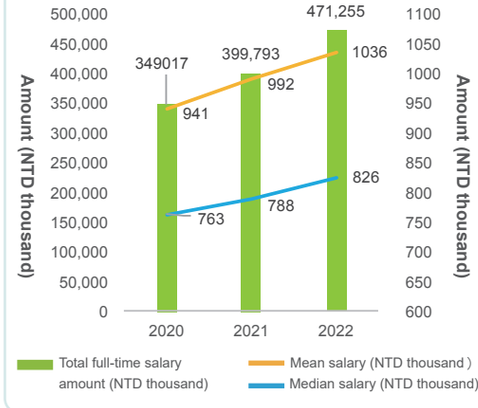


The policy on the compensation and remuneration paid to high-ranking management is based on the Company's belief and refers to the counterpart level and personal performance, including financial indicators and non-financial indicators. Related performance evaluations and the legitimacy of the compensation are both subject to review by the Compensation and Remuneration Committee and the Board of Directors and the remuneration system may be adequately reflected upon reflective of the actual operational condition and applicable laws and regulations. Retirement benefits, on the other hand, follow the new pension system.

For the compensation brackets available for the governance people at MetaAge, the high-ranking manager brackets disclosed in the Annual Report of MetaAge can be referred to.

In 2022, MetaAge had a total of 455 full-time employees in non-supervisory positions; the total salaries paid out came to NTD 471,255 thousand. We share fruits with our people. Both the mean salary and median salary for full-time employees in non-managerial positions are growing each year.

Mean and median annual salaries of full-time employees in non-managerial positions of MetaAge



Description:

1. The median salary of full-time employees in non-managerial positions is disclosed as required by the changes made to the "Operating Guidelines for Compiling and Filing CSR Reports by Public Companies" that came into force in 2019 of the Taiwan Stock Exchange.
2. Annual salary: including the base salary and bonus for the whole year.
3. The ratio of highest salary to mean salary is 7.4.

The starting salary is better than the statutory base rate for newcomers at each operating location of MetaAge and does not vary because of gender, ethnicity, nationality, age, religion, political stance, marital status, or sexual orientation; compensation and benefits are equal and non-discriminatory.

Standard salary of starters as compared to the minimum local requirement (%)

MetaAge	Global Intelligence Network	Epic Cloud
1.14		

* Starters: primarily full-time (direct) employees.
* The ratios of male and female employees under this item are identical.

Pension

For all official staff applicable under the old system, the years served before the "Labor Pension Act" was enforced on July 1, 2005 have been paid off as required by the Labor Standards Act. Currently, all employees throughout the MetaAge Group follow the new pension system.

To take care of the retirement life of employees and promote sound labor-management relationships, we have adopted the defined contribution plan in accordance with the Labor Pension Act to deposit the contribution into the employee's special labor pension account at the Bureau of Labor Insurance each month. For employees making voluntary contributions, we will withhold the amount at the voluntary contribution rate from the employee's monthly salary and deposit it into the employee's special labor pension account at the Bureau of Labor Insurance.

Quality Benefit

For the hard work of employees, the MetaAge Group offers multiple benefits, staff facilities, and staff activities that are better than regulatory criteria so that they can relax and let out stress while not working, including free food, entertainment facilities, listening to employees, and employee events. Meanwhile, we have designed a personalized check-in and check-out system and number of leave days better than the regulatory requirement; it is our hope that employees strike a balance between work and life.

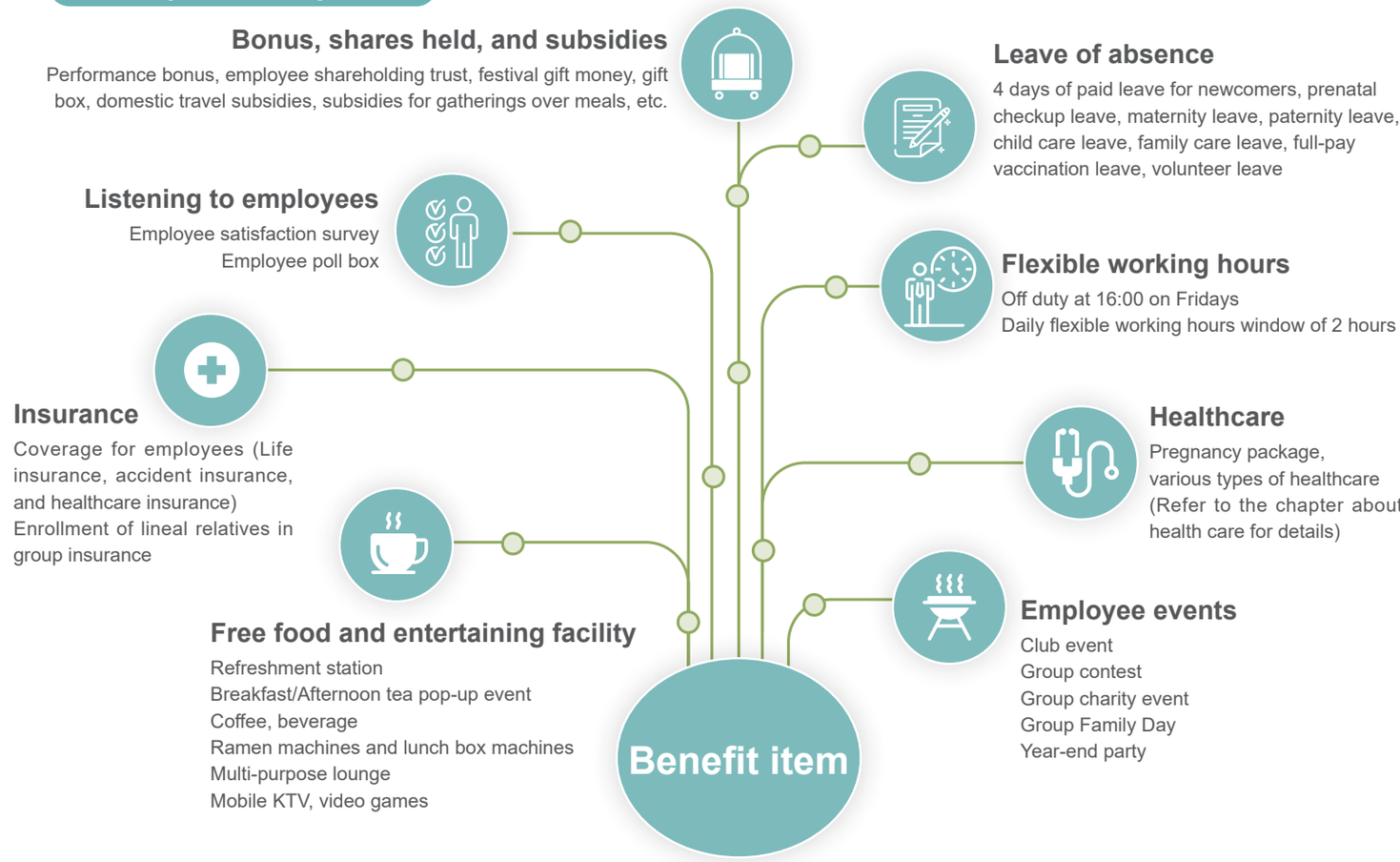
Benefit expenditure

Item/2022	MetaAge	GLOBAL INTELLIGENCE NETWORK CO., LTD.	Epic Cloud
Benefit Cost (NT$)	4,932,710	2,239,760	511,333

Item/2021	MetaAge	GLOBAL INTELLIGENCE NETWORK CO., LTD.	Epic Cloud
Benefit Cost (NT$)	4,723,339	1,649,885	420,782

Item/2020	MetaAge	GLOBAL INTELLIGENCE NETWORK CO., LTD.	Epic Cloud
Benefit Cost (NT$)	5,553,774	1,911,909	28,989

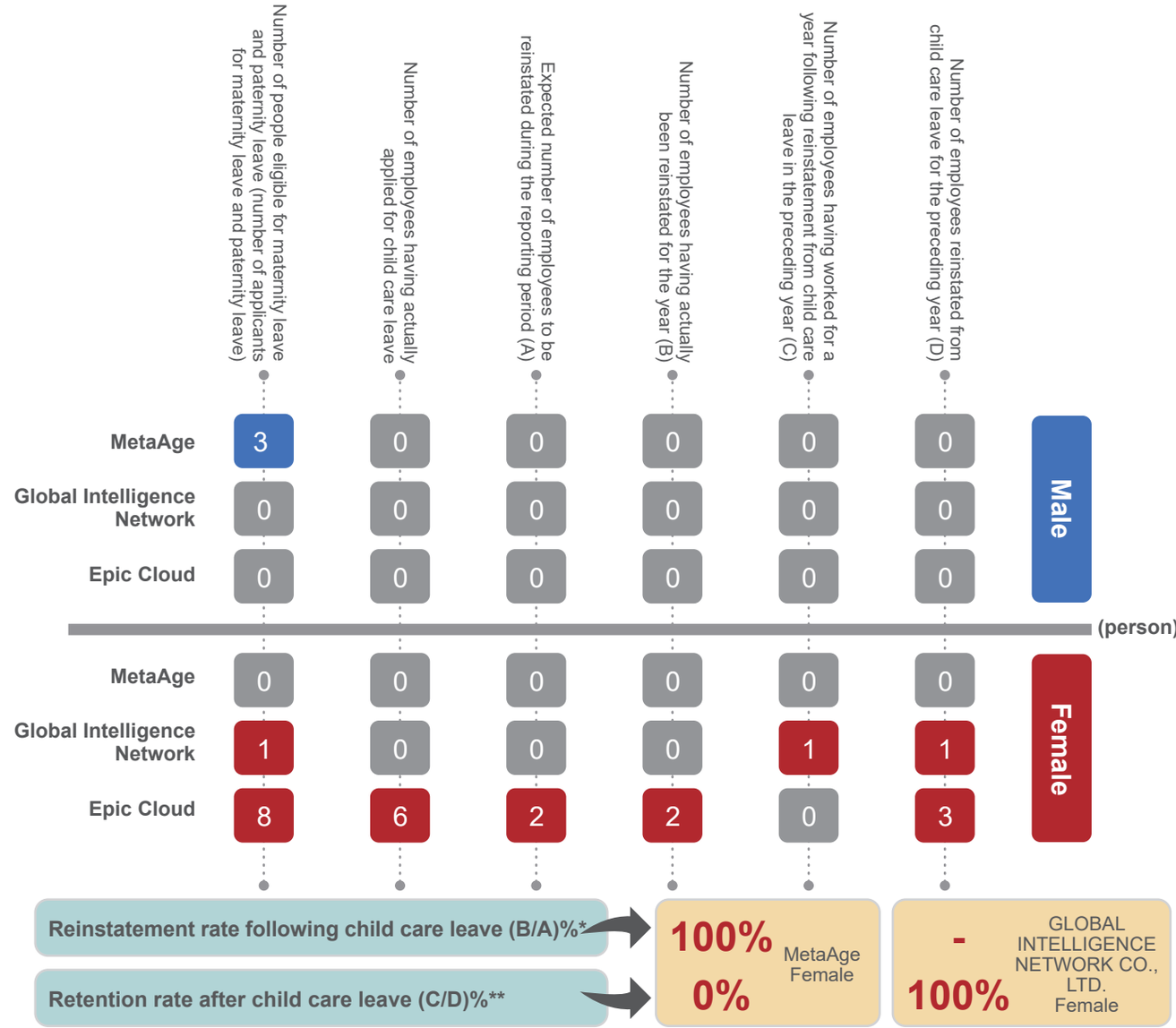
Quality Welfare System



Child Care Leave

MetaAge offers child care leave, maternity leave, and paternity leave to allow employees to take care of both work and family and has a sound system for returning employees, including the arrangement during leave without pay and career assistance, etc.

A total of 6 employees applied for child care leave in 2022 and the number of employees expected to return to work after child care leave during the year was 2 and 2 actually returned to work. The reinstatement rate from child care leave since 2021 has reached 100% since 2021, indicating the sound child care leave system available for employees throughout the MetaAge Group. Friendly support is provided to employees in career planning so that those in need of caring for their child can go on leave without any concern and strike a balance between work and life.

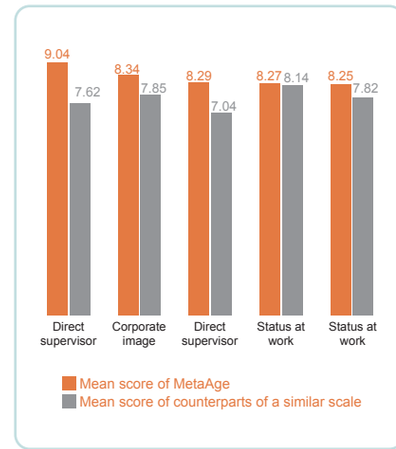


* "Reinstatement rate" is calculated as number of employees actually reinstated during the reporting year/total number of employees expected to be and having been reinstated during the reporting year

** "Retention rate" is calculated as number of employees having worked for a year following reinstatement from child care leave in the preceding reporting year/total number of employees expected to be reinstated during the preceding reporting year

Employee satisfaction survey

MetaAge has been conducting the employee satisfaction survey for two years in a row since 2021. The online questionnaire is completed through the “EZChoice]APP to help investigate the extent of satisfaction that each employee has with respective domains and to get feedback from employees. The survey shows that Top 5 satisfying items among the employees are: Direct supervisor, corporate image, partnership, status at work, and atmosphere at work. All scored superior to counterparts of a similar scale. MetaAge continues to optimize existing benefits with the hope to improve employees’ satisfaction with the workplace.

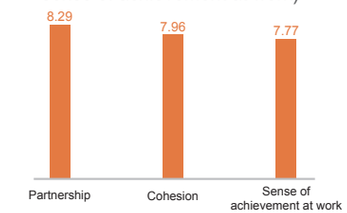


Note: The full score in each domain is 10.

[EZChoice] APP

Employee engagement

(The mean of partnership, cohesion, and sense of achievement at work)

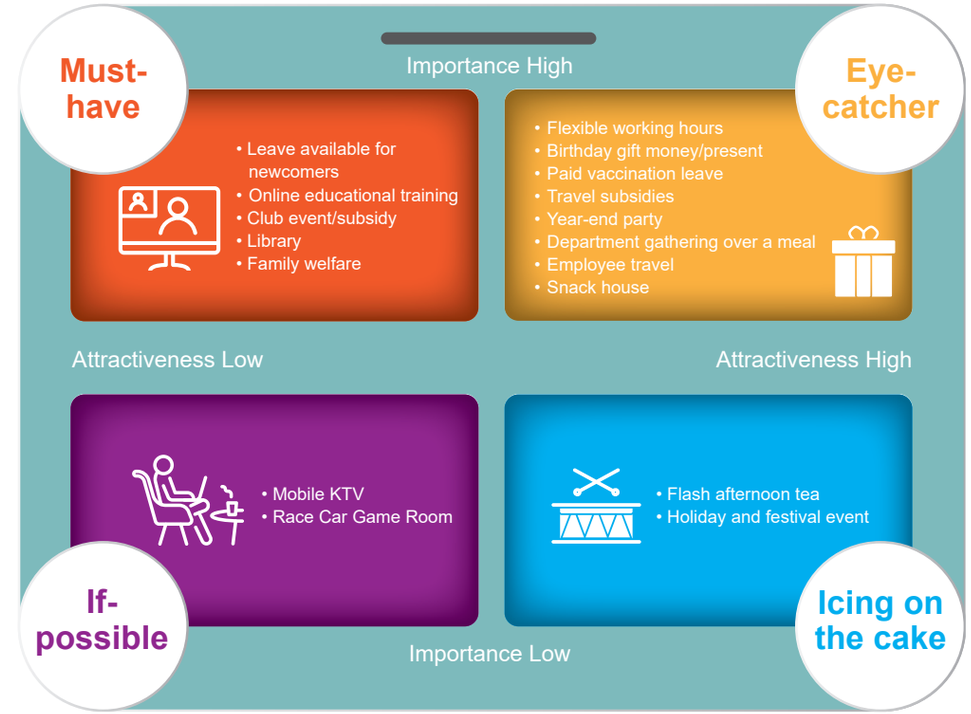


8.01/10

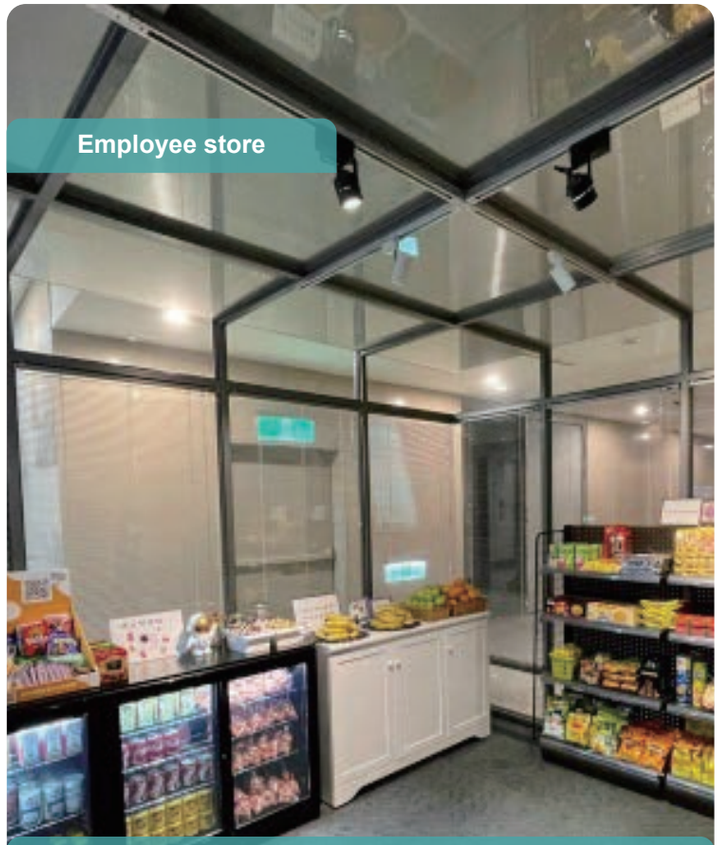
Note: The mean score among counterparts of a similar scale is 7.21.

The Future of Benefits

Based on the employee satisfaction survey findings, benefits are divided, by their significance and attractiveness, into four major categories, namely, eye-catchers, must-haves, icing on the cake, and if-possible. MetaAge will proactively improve benefits that are relatively less attractive to employees, such as mobile KTV. We will also continue to listen to employees in the future while at the same time adjusting corporate benefits planned and to be developed.

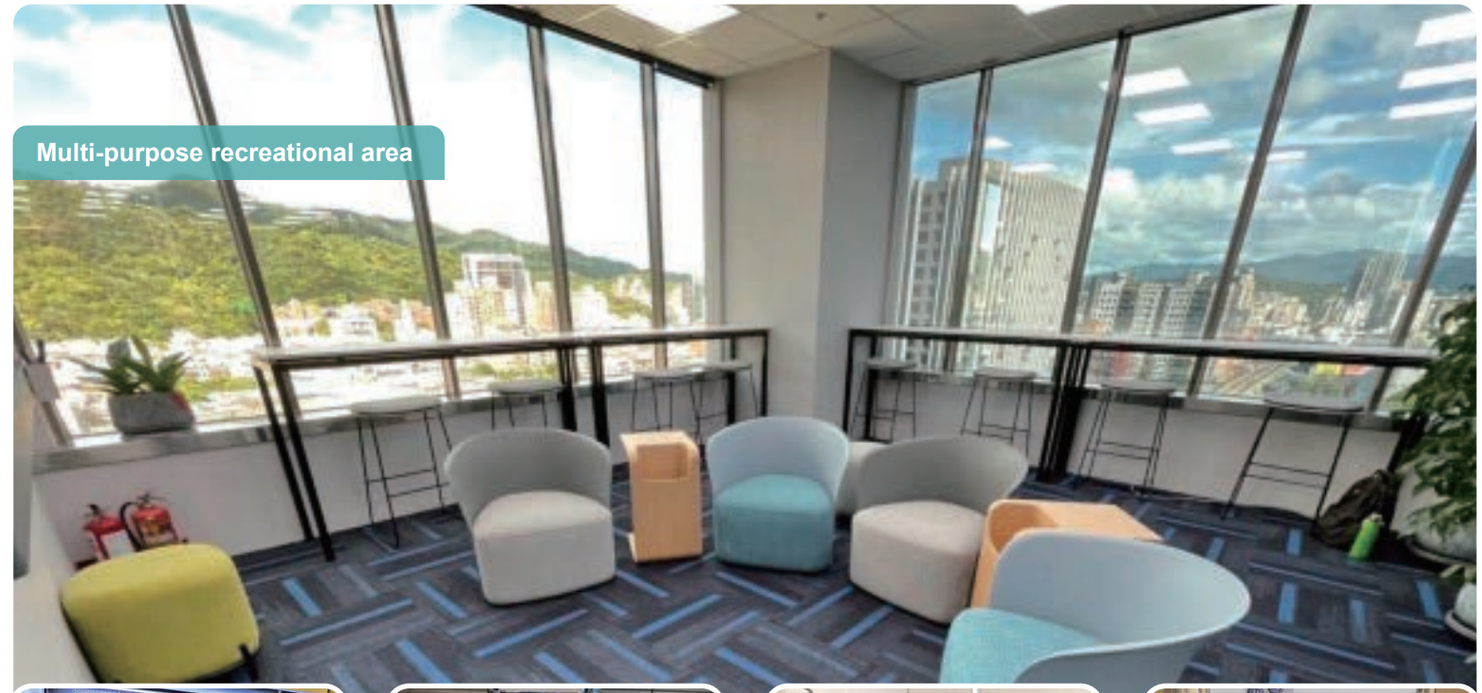


Plenty of food and recreation



Employee store

We offer a variety of benefits and facilities to satisfy our people's needs and suit their interest. They can take advantage of the benefits and services during leisure time and stay physically and mentally balanced by taking a break from work.



Multi-purpose recreational area

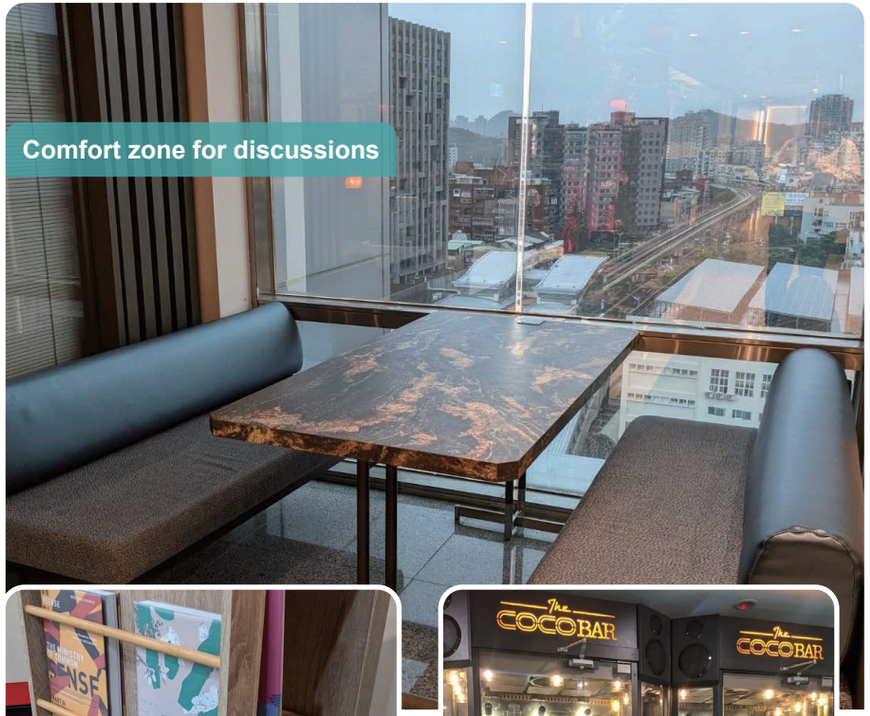
Free vending machine

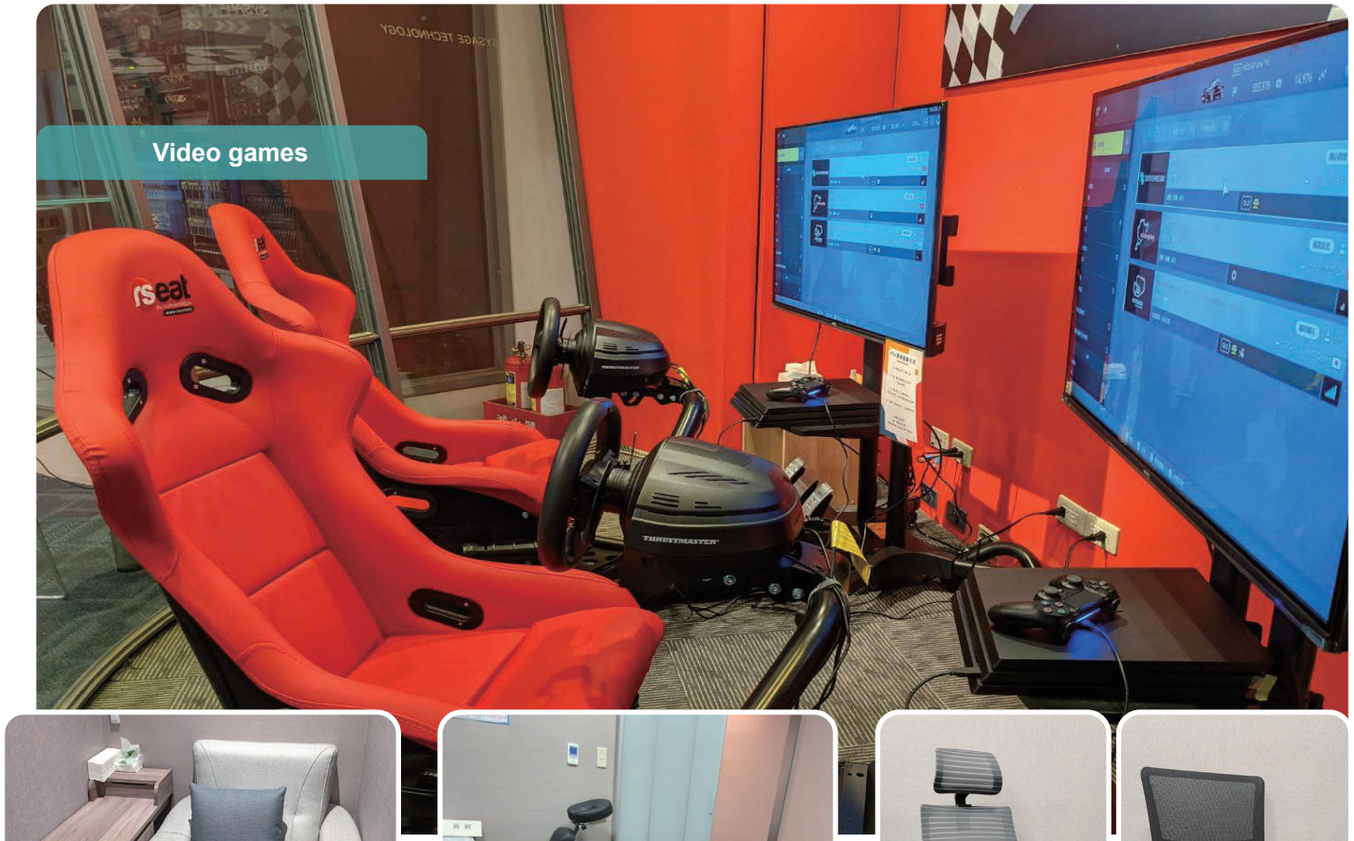
Capsule coffee machine

Premium toaster/ microwave

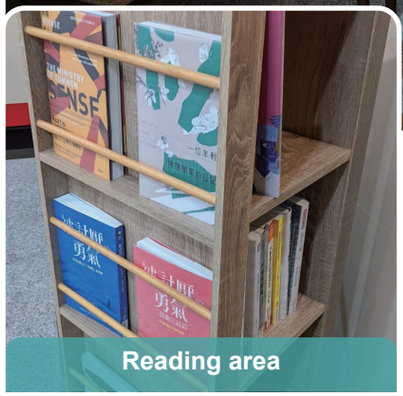
Sodastream

Comfortable environment and entertainment

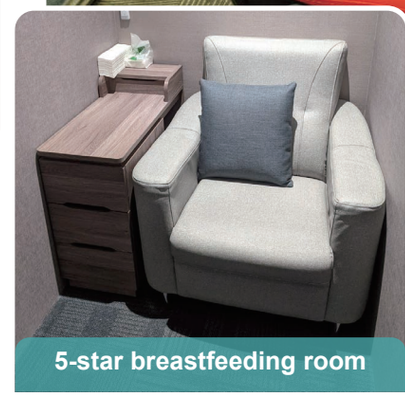

Comfort zone for discussions

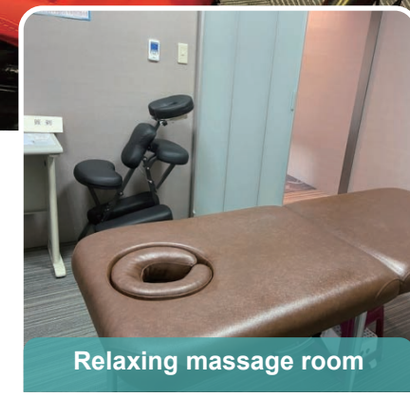


Video games


Reading area

Portable KTV


5-star breastfeeding room


Relaxing massage room

Managerial/employee chair

Human Right Protection

Human Rights Policy

Since it was established, MetaAge has been devoted to protecting and securing the workplace for its people by ensuring consistency in criteria, venues, and rights when it comes to health and safety, safety at work, and rewards for work.

The “MetaAge Social Responsibility Policy Statement” is prepared to protect the fundamental human rights and freedom of employees and to ban humiliating behavior in any form and employees are not discriminated against because of their age, race, skin color, nationality, religion, pregnancy, gender, political party, and sexuality in an effort to consolidate perfect protection over human rights. The scope of application covers respective businesses and organizations within the MetaAge Group and MetaAge’s suppliers and customers.

Human right educational trainings available at MetaAge are based on the RBA COC. Current stakeholders, such as the internal staff, members of the Board of Directors, manufacturers, distribution partners, and contractors of MetaAge must all abide by the regulations and prepare related reporting procedures.

MetaAge strictly abides by business integrity regulations. Its organization, management, and operation meet the requirements of applicable governmental and international laws and regulations and we are constantly seeking improvements and progress and we educate our employees to help them understand and support the Company while the latter fulfills its corporate social responsibilities.

Human Right Risk Assessment

MetaAge periodically has the Risk Assessment Group to evaluate the human right risk. Impacts on social responsibilities facing its people are investigated to identify the risks and hazards that its employees might have to deal with and prepare corresponding mitigation management measures. Risk domains identified by MetaAge include labor, occupational safety and health, environment, ethics, and management system and they are handled hierarchically on the basis of risk rating.

Human right educational training

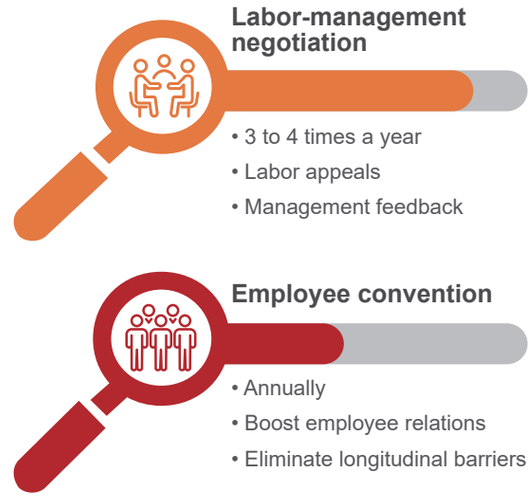
Number of hours acquired on human right training

MetaAge conducts corresponding educational trainings reflective of colleagues’ level of duty. The framework and contents of each course are based on the RBA COC.

As of the end of 2022, newcomers had completed a total of 589.5 hours of training, general staff 2366.5 hours, and the management 123.5 hours.

Communication through Meetings

Labor-management negotiations and employee conventions, among others, are available at MetaAge. Important messages are communicated to colleagues in meetings and colleagues can also give the Company advice and feedback during such meetings to make virtuous bilateral opinions exchange happen and to enhance the overall consensus and coherence in the Company.



Prevention and control of sexual harassment in workplace

In order to provide employees with a safe and assuring work environment, the MetaAge Group strictly prohibits sexual harassment in any form in the workplace. There are the phone number and email, among others, to file complaints about sexual harassment and the personal information of the complainant is protected. General equity is communicated to newcomers and current employees from time to time so that each employee gets to know gender equity correctly and know their related rights. One complaint about sexual harassment was received during the reporting period.

Addressing complaints

1. Overtime

Cause:
An employee reflected in April 2022 that the working hours assigned at MetaAge exceeded regulatory limits and reported to the authority concerned. The Company was fined NTD 50 thousand according to the Labor Standards Act; in 2021, no such penalties occurred.

Preventive measure and corrective action:
The Company has given the heads of respective units related educational trainings and reinforced communications about applicable labor laws and regulations to hopefully boost the awareness of the management about compliance with regulatory requirements. The bilateral communication mechanism between employees and their supervisors will continue to be encouraged in order to build a transparent and public operational model and to ban recurrence of related incidences so that the rights of employees may be protected.

2. Sexual harassment

Cause:
One sexual harassment incident occurred at the Company in March 2022 and was reported through the complaint-filing channel.

Preventive measure and corrective action:
The primary supervisor and the full-time nurse formed a response group for the said incident to help understand and clarify the incident in depth and address it properly. The Company has been paying attention to employee relations and gender equality over the long term. After the said incident, continuous efforts will be made to reinforce related educational trainings and communications to hopefully build a safe and friendly workplace.

External complaint-filing channel

For the address where stakeholders can submit complaints to, refer to the Investor_Stakeholder_ Contact Information on the MetaAge website.
https://www.metaage.tech/investor_relations/stakeholders/contacts

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Occupational Safety and Health

Value and Action

MetaAge look at its employees as the most important valuable partners of the Company and is devoted to creating a safe, healthy, and friendly work-place through multiple health promotion plans so that all employees are taken care of in the best way in terms of their physical and mental health.

Material Sustainability Topics

- Occupational Safety and Health

Development Plan

Responsible Unit	**Occupational Safety and Health Committee/ Human Resources Department**
Management Approach	The occupational safety and health management performance is evaluated through management review meetings, internal audits, and external audits.
Evaluation Mechanism	The PDCA is consolidated through the ISO 45001 Occupational Health and Safety Management System, with zero occupational hazards as the goal. The four major health plans are followed to protect the mental and physical health of employees.

Sustainable Development Goals

SDG3 Good Health and Well-being

SDG5 Gender Equality

Short-Term Goal

- Get certified for ISO 45001 Occupational Health and Safety Management System
- Improve the health checkup fulfillment rate to 80%

Medium- and Long-Term Goals

- Consolidate PDCA and continue to improve workplace safety and health
- Continue to care for the physical and mental health of employees and create a comfortable and friendly workplace

2022 Performance Outcome

- The ISO 45001 Occupational Health and Safety Management System was created
- No occupational hazards occurred
- Employee Assistance Program (EAP)
- Anti-cancer and health preservation workshop
- The employees donated 117 bags of blood in total

Occupational Safety and Health

To build a zero-accident safe workplace, the MetaAge Group has a unit in place to take charge of occupational safety and health management by preparing, planning, supervising, and enforcing safety and health management matters and there is the Occupational Safety and Health Management Committee to make recommendations for and review and coordinate occupational safety and health policies. We also arrange educational trainings on occupational safety and health for both new and active employees.

Safety and Health Plan and Its Implementation

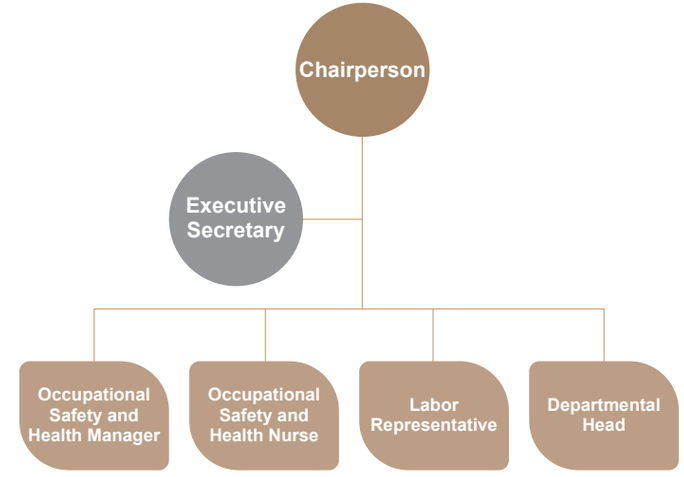
MetaAge has the “Occupational Safety and Health Management Office” that reports to the employer directly to take charge of the implementation. It prepared the Occupational Safety and Health Spontaneous Inspection Plan, the Occupational Safety and Health Code of Conduct, the Occupational Safety and Health Management Plan, and the Undertaking Management Plan. In 2018, the Maternal Health Protection Plan, the Ergonomic Hazard Plan, the Illegitimate Infringement Plan, and the Abnormal Workload Plan were added. The various occupational safety and health educational trainings provided and cross-departmental coordination and cooperation help promote awareness of occupational safety and health among our colleagues.

Safety and health policies

MetaAge has a sound occupational safety and health management system in place to ensure that occupational safety and health are maintained. In order to prevent against hazards, occupational injuries and disease, and in pursuit of zero occupational hazards, MetaAge enforces total engagement among its people and persistently improves safety and health management; they help minimize the occupational safety and health risk, create a healthy and comfortable workplace, and ensure employee safety and health and realize sustainable corporate operations in the end.

Occupational Safety and Health Committee

The “Occupational Safety and Health Committee” meets once every three months and advises on related measures under the annual occupational safety and health policy besides reviews and coordination. The employer is the Chairman of the Committee that consists of at least 7 members to serve a term in office of two years. Chairman of the Committee assigns a member to be the executive secretary who will supervises and promotes occupational safety and health to ensure the safety and physical and mental health of employees.



ISO 45001 Occupational Health and Safety Management System

The MetaAge Group created the occupational safety and health management system with reference to ISO 45001 and has gone all out to enforce the corporate occupational safety and health policy so that autonomous management among all employees at all operating sites may be strengthened to consolidate the dynamic PDCA (Plan-Do-Check-Act) cycle and deficiencies may be reflected upon as the bases for reviews and improvements.

Workplace Safety

We hire qualified operational environment monitoring institutions certified by the Ministry of Labor (MOL) to examine the workplace and operational environment every six months. We also maintain the air-conditioning and lighting systems regularly to ensure that the workplace meet the safety, health, and indoor air quality standards. We further plan and establish risk assessment sheets for the work environment, job contents, and the equipment and tools and adopt related control measures to lower risk so that damage and loss caused by occupational disasters may be reduced.

Workplace Environment Safety Protection Measures

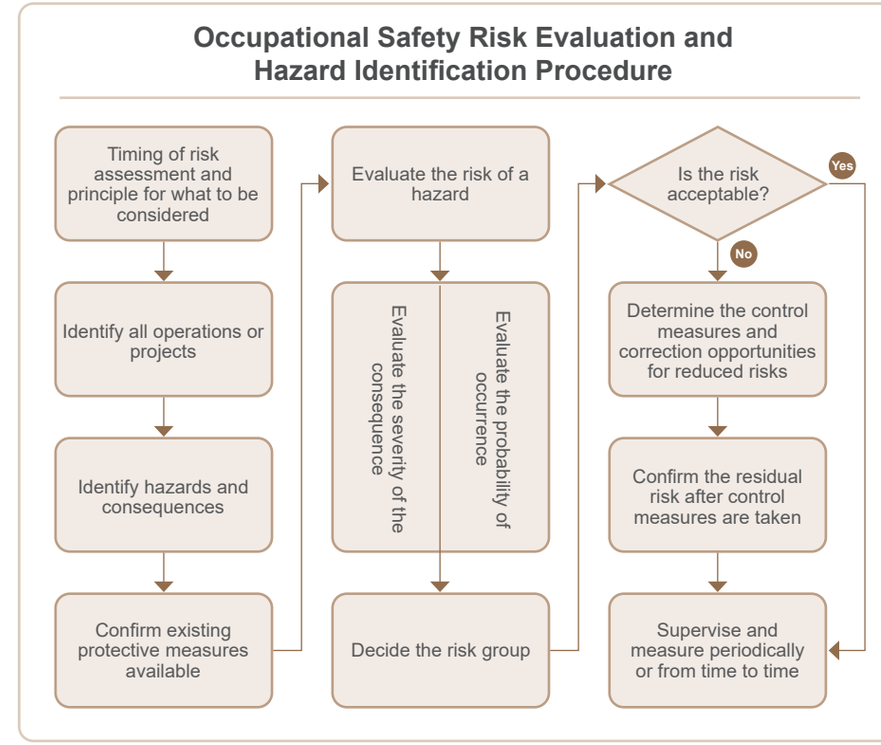
Category	Target	Status	Assessment
Fire Safety Equipment	Prevent fires and emergency response measures	One escape sling is equipped on each of the 8th to 11th floors. Clear escape route indicators, fire extinguishers, fire compartmentation, and smoke barriers are installed in all workplaces. The sprinkler system is equipped on the 11th floor and up.	Implement fire safety inspection according to the Fire Services Act every year.
Waste Disposal	Implement waste sorting and disposal.	Each floor is equipped with a general waste sorting and disposal location. Legal waste disposal contractors are hired to dispose bulk waste.	Promote waste disposal measures, and hire professional contractors to incinerate confidential documents in accordance with the law. Hire legal waste disposal contractors.
Workplace lighting, ventilation, and health	Appropriate lighting and ventilation	Workplaces are well and evenly lighted at an appropriate lighting ratio. Avoid irritating lighting. Regulate air freshness and temperature with the central air conditioning system and equip high-performance air purifiers according to the surface area.	Establish OH&S Rules according to the Occupational Safety and Health Act.
Warehousing and materials handling	Avoid hazard factors and prevent accidents.	Replace labor with machinery as much as possible. Handle objects over 40 kg in weight with carts or tools. Use and periodically maintain hydraulic stackers and pallet trucks.	Establish OH&S Rules according to the Occupational Safety and Health Act.
Workplace insurance	Arrange fire insurance and public liability insurance	Workplaces owned or rented by MetaAge	Renew every year.

Type of incident	Risk group				
	1	2	3	4	5
Cut/prick/scratch	V				
Electric shock/leakage		V			
Nip/drag/crimping	V				
Fall/slip		V			
Incorrect posture		V			
Traffic accident		V			
Fall/roll-over		V			
Repetition		V			
Overload/Overweight		V			
Collision/Being hit	V				

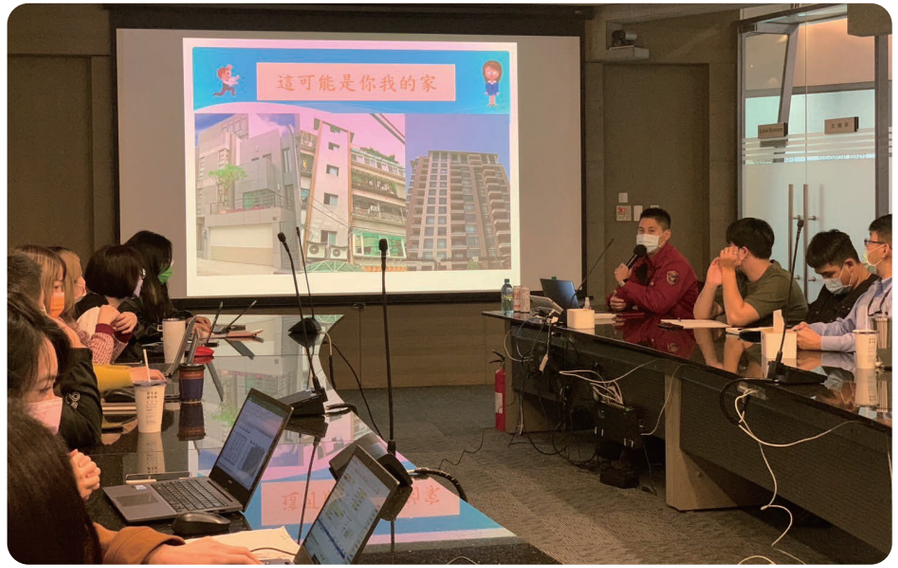
Risk group	Determination criteria	Countermeasure
5	Very high risk	Unacceptable risk: Reflect upon the integrity of existing protection and control measures right away and continue to prepare corrective solutions
4	Medium-to-high risk	Barely acceptable risk: While respective units are planning management solutions, priorities shall be given to considering how such risks can be corrected and reflect further and decide the corrective approach.
3	Medium risk	Acceptable for the time being, but attention needs to paid to current control status
2	Low risk	Acceptable: manage with the current approach.
1	Ignorable risk	The risk can be ignored and no correction is needed.

Occupational Safety Risk Evaluation and Hazard Identification

Among the Top 10 items in the risk assessment performed by the MetaAge Group are a total of 5 items in Risk Group 1 and 5 in Risk Group 2. There are 0 items in Risk Groups 3 through 5. Risk assessments at respective units will be performed again each year and risks in Group 3 and above are included in the “Overview of Action Planned for Risks and Opportunities” for improvement.



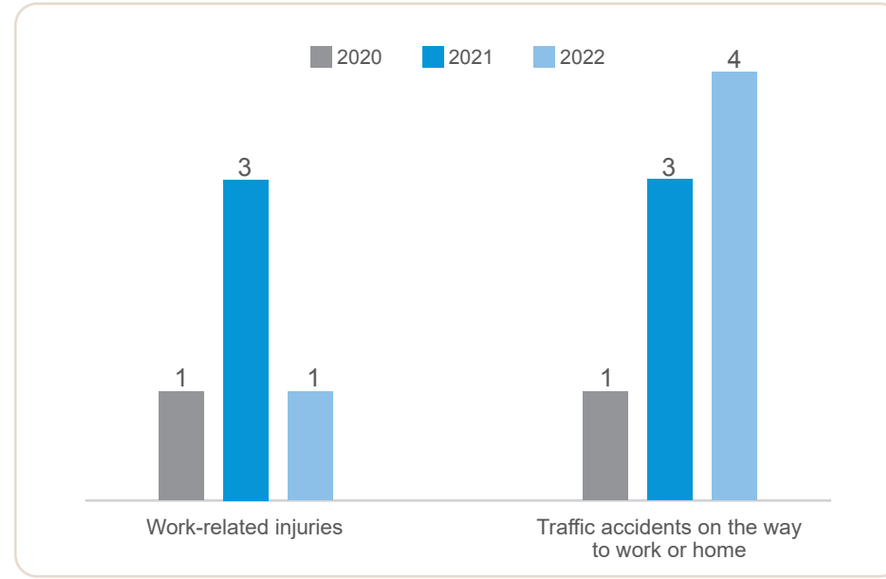
Educational Training



For employees to understand the potential hazards in the work environment and to minimize the risks of occupational disasters and accidents, we arrange the “General Safety and Health Educational Training” for both new and active employees. To enhance the employee’s awareness, prevention, and management of workplace safety and health, we arrange staff CPR and AED training, first aid training, nursing staff educational training, emergency response drills, and occupational safety and health management training. During the reporting period, related staff completed a total of 546 hours of environmental safety-related professional trainings in order to protect the safety of the workplace environment and employees.

Occupational safety achievement and disaster statistics

MetaAge produces statistics on staff with work-related injuries. If an occupational accident occurs, besides conducting investigations and analysis with labor representative and maintaining the related records, we also implement engineering control or administrative improvement.



Note 1: There were 8 traffic accidents within Three years; all the employees affected suffered temporary total disability.

Note 2: Commuting accidents did not happen in the workplace and hence were not included in the disability frequency and severity statistics.

Note 3: There were 0 deaths because of occupational hazards, disabilities and injuries, and serious disabilities over the past 3 years.

Healthcare

The MetaAge Group cares about the physical and mental health of its people. Besides checkups and various vaccinations, we offer abundant service items to help ensure physical and mental health, including professional medical care, maternal care, health promotion workshops, pressure-relieving programs, and blood donations, etc.

Health checkups revealed absence of occupation-related non-conformities.

For the results identified under the Four Major Health Programs, corresponding improvement measures are taken reflective of the risk group.

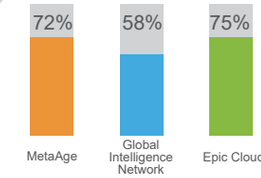
In addition, a safe and healthy workplace is created throughout the MetaAge Group. There are air-purifying equipment and various anti-pandemic measures to provide employees with thoughtul care internally and externally so that each employee is entitled to a healthy and comfortable workplace.

Health checkup

Health checkup item

- Blood routine
- Heart/abdomen ultrasound
- Routine internal medicine and surgical exams (blood pressure, auscultation)
- Carotid examination
- X-ray
- Liver function

Health checkup fulfillment rate

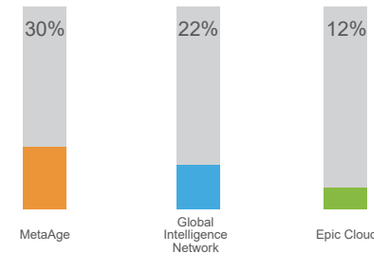


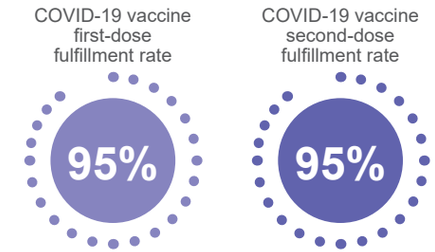
Items to be added reflective of the level of duty

- Gastroscopy
- Pulmonary computed tomography

Vaccination

Flu vaccination rate





Health service

Health service

MetaAge | Global Intelligence Network | Epic Cloud

Four Major Health Programs

- Prevention against manned hazards
- Illegitimate infringement
- Maternal health protection
- Prevention against abnormal workload

- Health counseling
- Physician based on site 2 hours/month (a headcount of 64 people in total)
- Full-time nurse x 1

Healthcare item

Disease-prevention measure
Flu vaccination (one round in total)
Office disinfection
Disease-prevention supplies
Disease prevention communication

Health promotion workshop
Anti-cancer and health preservation workshop
First-aid care CPR+AED
Fall and winter skin and oral care

Maternity care
Pregnancy package
5-star breastfeeding room

Pressure-relieving course
Yoga
Masseuse
Massage chair

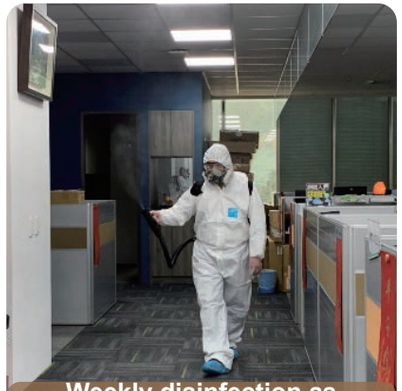
Professional medical care
Contract physician based on site
Full-time nurse

Physical and mental health
Physical fitness
Blood donation (Twice, with 117 bags of blood collected)
Employee Assistance Program (EAP)

Health checkup
One free employee health checkup every two years

Thoughtful care and disease prevention

Disease-prevention supplies


Weekly disinfection as disease-prevention measure

Pregnancy package

Disease-prevention spray

Air purifier

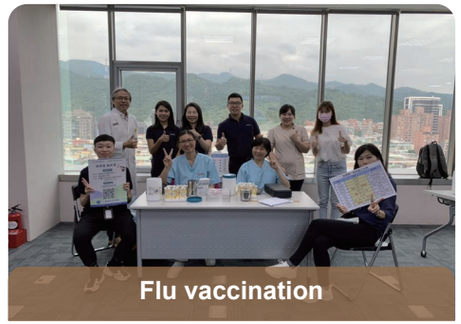
Heart-felt handy item

Wash basin tepid warm water

Restroom air purification

Washlet

Temperature-taking


Flu vaccination

CPR training

Blood donation

Health talks

11

Friendly Environment

Value and Action

In response to global climate change and to go with the global carbon reduction agenda, MetaAge performs GHG inventory checks each year and sets substantial reduction goals and corrective actions to help consolidate green corporate operation and fulfill the goal of developing a sustainable environment.

Material Sustainability Topics

- Economic Performance and Risk Management
- GHG Emissions

Development Plan

Responsible Unit	**Environmental Safety and Risk Management Department/Human Resources Department**
Management Approach	GHG emissions at all domestic and international operating locations of MetaAge are checked as a whole according to ISO 14064-1 Organizational GHG Management System and corresponding carbon reduction strategies are planned.
Evaluation Mechanism	GHG emission data are examined each year and GHG emission management efficacy is evaluated through internal and external audits.

Sustainable Development Goals

SDGs12 Responsible Consumption and Production

SDGs13 Climate Change

Short-Term Goal

- Have the ISO 14064-1 Organizational Greenhouse Gas Inventory Check qualified by an independent third party
- Release the first TCFD Report

Medium- and Long-Term Goals

- Continue to create a low-carbon office
- Continue to introduce innovative ESG digital solutions to help businesses transform towards low carbon emissions

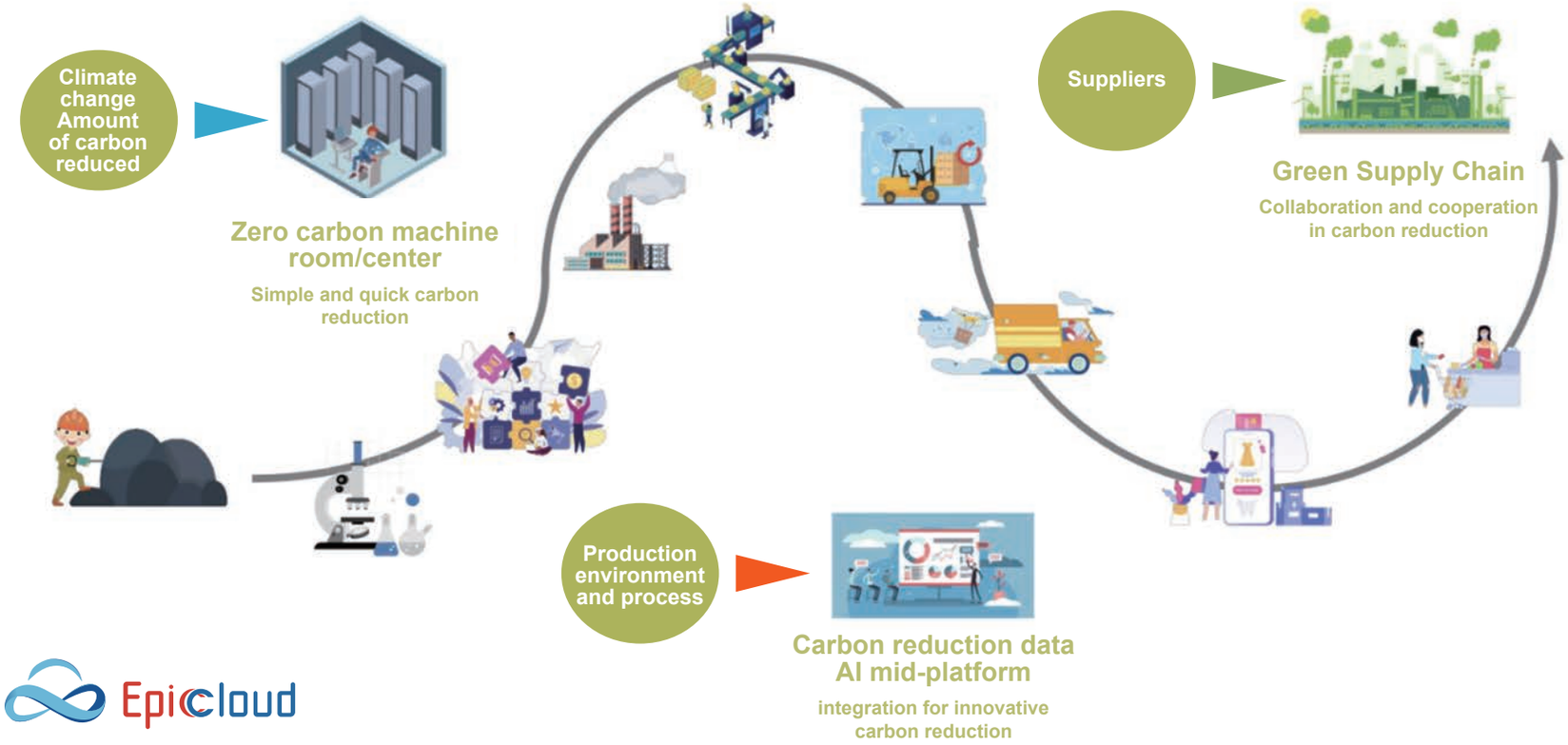
2022 Performance Outcome

- ISO 14064-1 Organizational GHG Management System was created
- Two energy-saving measures (LED lamps, smart energy-saving refrigerators) were added

Energy Transformation Solution

Epic Cloud Helps Customers Go on the Net Zero Carbon Emission Journey through Three Stages

Under the net zero emission trend, energy transformation has become a new challenge for enterprises. Epic Cloud, a subsidiary of MetaAge, offers all corporate managers an easy-to-operate, easy-to-read, and easy-to-understand energy management system. The affiliate ACE Energy provides customers with one-stop three-stage net zero carbon emission service that covers preliminary consulting, configuration, and maintenance. Through the profit-sharing mechanism, enterprises do not need to afford any cost while receiving the service. Cloud smart monitoring is applied to connect complete air-conditioning and illumination energy-saving services in series automatic monitoring and abnormality notification features are set up to perfect the smart power grid and digital energy services and accordingly reduce carbon emissions and fulfill corporate social responsibilities.



For more information, refer to: **https://www.epicloud.com.tw/solution/esg-%e8%bd%89%e5%9e%8b%e6%96%b9%e6%a1%88/**

Paper-less Office Solution

Dropbox Sign: Easy and environmentally friendly

While promoting business, enterprises often need to sign contracts. Epic Cloud, a subsidiary of MetaAge, provides Dropbox Sign. No paper or pen is needed with Dropbox Sign; it is easy to use and the online electronic signature is legally binding. It enables easy online transmission and tracking on the status of each document. With Dropbox Sign, enterprises will be able to create more pleasant signing experience and streamline documentation and team management and, what is more important, realize no consumption of paper while contracts are being signed. Given the sustainable development and carbon reduction and environmental protection trends, it is an indispensable good tool for enterprises.

Paper-less hiring process: Several hundreds of pieces of paper are saved each year.

MetaAge turned the hiring process online in 2022 to reduce the amount of paper used. In the past, for each new employee to be hired, the printing and signing of related contracts required the consumption of up to 20 pieces of paper. With the measure of “paper-less hiring” introduced, it will save several hundreds of pieces to several tens of hundreds of pieces of paper each year on average. It is an environmentally friendly act of the Company. Saving of more paper in the future will be continued and we will work toward being a low-carbon office to hopefully contribute further to the protection of the Earth and the environment.

Resume archiving: Automated and paperless procedure

MetaAge has been working for and devoted to automated and paperless corporate process management. We integrate multiple applications that we resell and automate the HR selection and retention process through the digitalized approach to management. In the case of archiving resumes, for example, systems adopted by recruitment platforms in the past were usually only equipped with the basic data management feature. To internalize applicant information, businesses often had to do it manually. The automation tool of MetaAge, however, enables automatic archiving of resumes, which is not only paper-less but also greatly improving the working efficiency of HR staff.

Climate Action

Climate-related Financial Disclosure Report

In the final agreement reached of the Glasgow Climate Pact defined through the 26th Conference of the Parties (COP26) of the United Nations Framework Convention on Climate Change, the commitment to inhibiting temperature rise by 1.5 Celsius degrees in the Paris Agreement was established to reinforce the emphasis of the international society on climate change and global warming. In the World Economic Forum (WEF) Global Risks Report released in the beginning of 2022, in particular, “failed climate action” and “extreme weather” were included as the most serious two risks around the world. In the same year, it was also reiterated during COP27 the hazards that extreme weathers have on human society and the world was called upon to enhance the ability to adapt to the climate crisis. All the decisions made indicate that the crisis caused by climate change is imminent.

In response to such a material risk, MetaAge has embarked on putting ESG into practice by not only defining its “Sustainable Development Best Practice Principles” and prepared the Sustainability Report for information disclosure but also enforcing the “Greenhouse Gas Management Procedure” to devote itself to an inventory check and to reducing the GHG emissions generated throughout the supply chain. In addition, MetaAge will identify the climate risk in the value chain and plan corresponding relevant governing rules to accordingly define measuring indicators and goals and to hopefully ensure that they are enforced effectively and the implementation efficacy.

Based on the Task Force on Climate-related Financial Disclosures (TCFD) of the Financial Stability Board (FSB), MetaAge discloses related information covering four major scopes, namely governance, strategy, risk management, indicators and goals, and identify material risks facing the Company at the same time. Such risks, by their source, are divided into two major categories:
(1) Transformation risk associated with the realization of transformation in the economic pattern to cope with climate change.
(2) Physical risk directly deriving from climate change or extreme weathers.

Information transparency built for the TCFD by means of the disclosure framework and risk identification enables stakeholders to know and evaluate climate-related risks and opportunities.
For detailed information on the disclosure of the TCFD at MetaAge, refer to the TCFD (Climate-related Financial Disclosures) Report of MetaAge.

Quantity of Resources Used and Reduction Goals

In order to promote environmental protection, energy conservation, and carbon reduction in offices, MetaAge did an inventory check of the consumption of resources such as electricity, water, and paper and defined its reduction goals based on the findings.

- **Electricity:** MetaAge did a Group-wide GHG inventory check for the first time in 2022. Therefore, with 2022 as the baseline, the annual goal of reducing electricity consumption by 1% per capita was defined.
- **Water:** A reseller, MetaAge does not have a factory or a manufacturing process. All the water consumed is supplied by the Taiwan Water Corporation. MetaAge also did a Group-wide inventory check for the first time on water consumption in 2022 and set an annual goal of reducing water consumption by 1% per capita.
- **Paper:** General business waste is centrally handled and destroyed by the Building Management Committee and it is impossible to get the actual weight. As such, only the weight of the paper involved in the documents destroyed by MetaAge (Taipei) was obtained and the annual goal of reducing paper consumption by 1% per capita was set.

Reduction goal

Electricity consumption per-capita

Annual decrease 1%

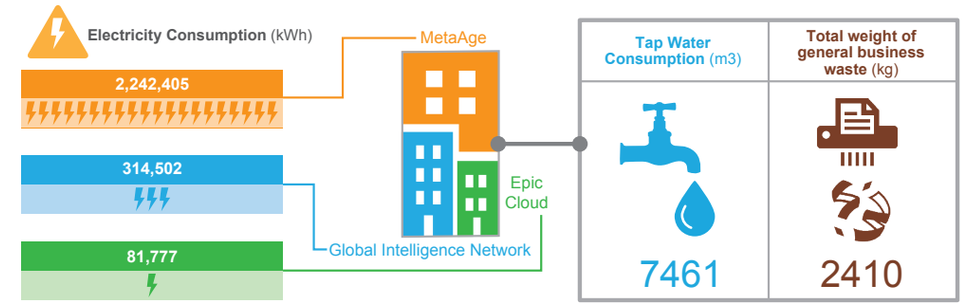
Water consumption per capita

Annual decrease 1%

Paper consumption per capita

Annual decrease 1%

The figure below shows the electricity consumption, water consumption, and the total weight of general industrial waste:

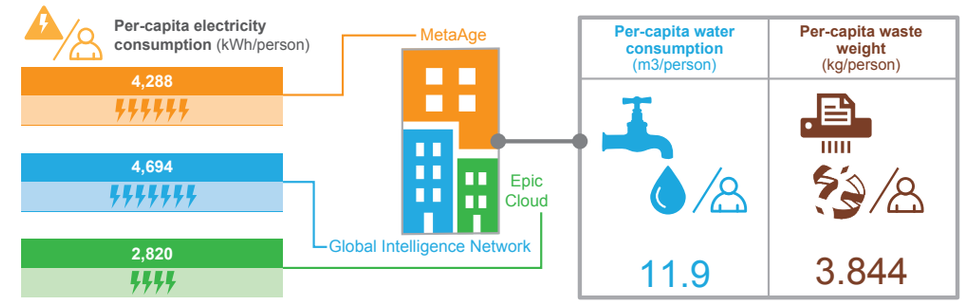


Notes: 1. Water consumed by the Company is 100% tap water that is supplied by the Taiwan Water Corporation, including the main office in Taipei (Global Intelligence Network and Epic Cloud), the Hsinchu Office, the Taichung Office, and the Kaohsiung Office.

2. As the general industrial waste generated is centrally handle and destroyed by the building management committee, it is impossible to measure the actual weight. The data disclosed in the figure is based on the weight of the confidential documents destroyed by the main office of the MetaAge Group in Taipei (including Global Intelligence Network and Epic Cloud).

3. The scope of the GHG inventory check performed throughout the MetaAge Group covers the main office in Taipei, the warehouse in Taipei, the Hsinchu Office, the Taichung Office, and the Kaohsiung Office; both Global Intelligence Network and Epic Cloud are included as part of the main office in Taipei and the warehouse in Taipei.

The per-capita electricity and water consumption and waste generated are shown in the table below:

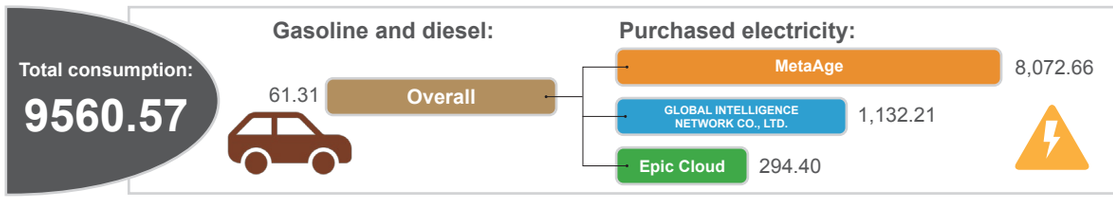


GHG Inventory Check

To meet the goal of net zero emissions by 2050, MetaAge began to refer to the criteria set in ISO 14064-1 for organizational GHG inventory checks in 2022 and did inventory checks of Category 1 and Category 2 GHGs and also part of Categories 3, 4, and 5, namely, respectively, employee commuting, fuels, and energy production and transport and related investment activities. MetaAge plans to get ISO 14064-1 certified in 2023 and has been checking as a whole direct and indirect GHG emissions throughout the Group in a standardized and systematical way and has been enforcing energy-saving and carbon reduction measures to gradually realize the goal of a low-carbon enterprise. During the reporting period, the total of GHG emissions of MetaAge, Global Intelligence Network, and Epic Cloud combined came to 2072.3803 tonnes of CO2e).

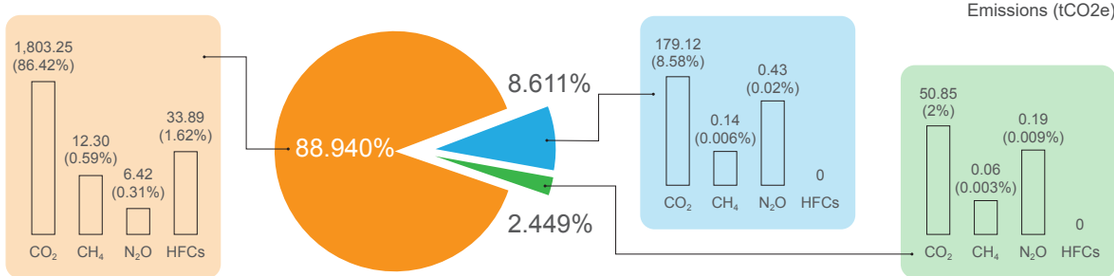
Table of Internal Energy Consumption

Unit: GJ



Emissions of respective GHGs and their ratios to overall emissions

Emissions (tCO2e)



Notes: 1. In light of edge computing applied to emission ratios, for Global Intelligence Network and Epic Cloud, only GHGs generated by purchased electricity and employee commuting are adopted in the calcuation of the emission ratio.

GHG emissions

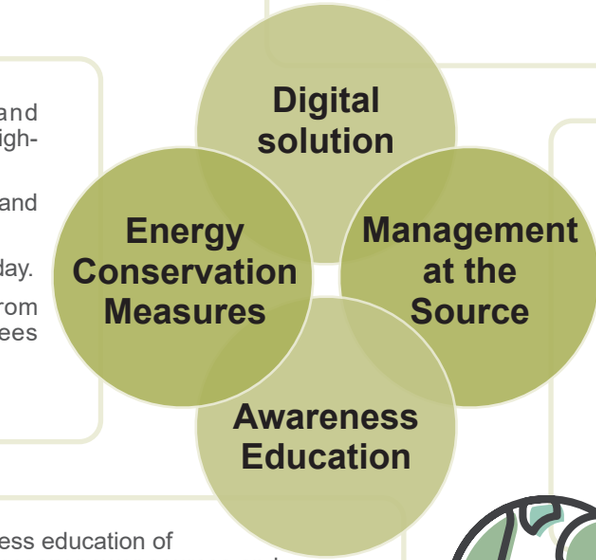
Amount (tonne of CO2e)

	Emissions	
Category 1: GHGs generated from the use of gasoline and dissipation of the refrigerant during internal operations of the Company	44.1300 (2.13%)	MetaAge 44.1300; GLOBAL INTELLIGENCE NETWORK CO., LTD. —; Epic Cloud —
Category 2: CO2 generated during power generation with purchased electricity required to support corporate operations	1284.9261 (62.00%)	MetaAge 1094.3596; GLOBAL INTELLIGENCE NETWORK CO., LTD. 150.8574; Epic Cloud 39.7091
Part of Category 3: GHGs generated by commuting employees	334.8759 (16.16%)	MetaAge 334.8759; GLOBAL INTELLIGENCE NETWORK CO., LTD. —; Epic Cloud —
Part of Category 4: GHGs generated from the production and transport of fuels	247.3708 (11.94%)	MetaAge 247.3708; GLOBAL INTELLIGENCE NETWORK CO., LTD. —; Epic Cloud —
Part of Category 5: GHGs generated from related investment activities	161.0775 (7.77%)	MetaAge 161.0775; GLOBAL INTELLIGENCE NETWORK CO., LTD. 0; Epic Cloud 0

Notes: 1. The conversion for Category 1 and Category 2 GHG emissions is subject to the Emission Factors for Greenhouse Gas Inventories (V. 6.0.4) announced by the Environmental Protection Department, and the global warming potential (GWP) is based on the value disclosed in IPCC AR6, 2021.

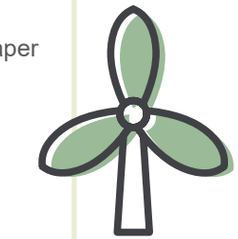
Energy Conservation and Carbon Reduction Measures

In the IT service industry, impacts of MetaAge on the environment are mainly associated with office-based operations and energy consumption is mainly from the electricity used and the company vehicle fuels. However, we constantly implement office environmental protection through the following four carbon reduction measures to achieve the goals of internal energy conservation and carbon reduction: digital solutions, energy conservation measures, management at the source, and awareness education.



Digital solution

- Enforce paperless HR recruitment and hiring process
- Use e-forms and the e-approval process to reduce paper consumption.
- Gradually enforce CMP projects
- Epic Cloud Engery Digital Transformation Solution
- HR digital solution: Automatic archiving of resumes



Energy Conservation Measures

- Set office air conditioner temperature to 25–26°C and periodically maintain air conditioning equipment to ensure high-efficiency operation to save energy.
- Encourage employees to take the stairs to promote health and reduce elevator occupation rate at rush hours.
- Turn off office lighting at the lunch break (12:00–13:15) every day.
- As needed, employees can apply for working remotely from home; it reduces GHG emissions as a result of employees commuting to and back from work.

Management at the Source

- Use energy-efficient lighting fixtures for fire equipment, evacuation, and emergency exit signs.
- Replace traditional T8 fluorescent lamps with LED lamps.
- Use eco-friendly and energy-efficient water foundations to reduce electricity consumption.
- Replace with energy-saving refrigerators for enhanced electricity-saving efficacy
- Hold virtual meetings to reduce energy consumption from personnel transportation.
- Replace sensor taps (faucets) and automatic sensor urinal valves in lavatories to reduce water consumption.

Awareness Education

- Enhance awareness education of turning off unnecessary power sources and computer peripherals.
- Encourage employees to reuse used paper for non-confidential documents.

12

Knowledge Relay and Common Good in Society

Value and Action

MetaAge is highly devoted to fulfilling its corporate citizenship and has been popularizing knowledge about metaverse among the general public through digital means and proactively building partnerships with external organizations, integrating resources to give back to society, and enhancing its positive influence on society.

Development Plan

Responsible Unit	**Human Resources Department/ Marketing and Public Relations Department/Welfare Committee**
Management Approach	Maximize the positive influence MetaAge can have on society through industry-academia collaboration, relay of knowledge, digital technology, and charity events.
Evaluation Mechanism	Examine the number of people successfully developed through the talent academy, the Youtube video view rate, and engagement in public events on a yearly basis and gradually maximize the efficacy.

Sustainable Development Goals

SDG1 No poverty

SDG4 Quality Education

SDG10 Reduced Inequalities

SDG15 Life on Land

Short-Term Goal

- Continue to work with well-known universities through the digital talent academy for RPA education
- Continue to introduce the “MetaAge in Process” series of Youtube videos on the topic of metaverse

Medium- and Long-Term Goals

- Pass new knowledge to the general public with digital technology at its core and devote to public charity events to make a difference in society

2022 Performance Outcome

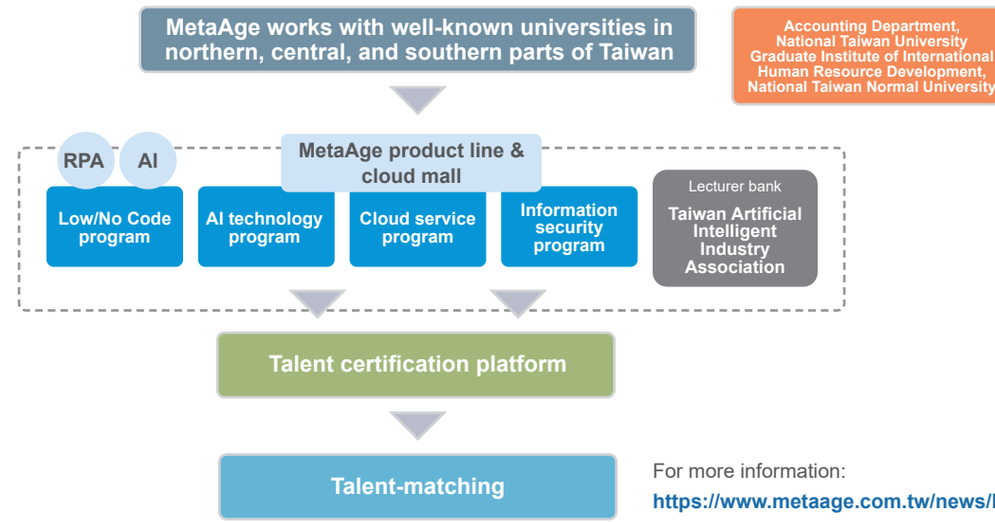
- The Digital Talent Academy was formed and 2 sessions on RPA were completed
- The YouTube channel was created to facilitate introduction of the “MetaAge in Process” series on the topic of metaverse

MetaAge Digital Talent Academy

MetaAge announced in 2022 that it formed the “MetaAge Digital Talent Academy”. The Academy combines resources from the industry, the government, and the academia and joins hands with the Digital Education Institute, the Cloud Innovation School of Feng Chia University, the Taiwan Artificial Intelligent Industry Association, and AiGOAL Technology to start off in the three major popular fields, namely, AI, RPA, and cloud. It aims to support digital talent within the country with enormous resources and lay the solid groundwork for corporate digital transformation.

The MetaAge Digital Talent Academy is known for its multiple developer professional technologies and teams and the pedagogical design profession made possible by the Taiwan Artificial Intelligent Industry Association and the Cloud Innovation School of Feng Chia University, with forward-looking “people-centered” talent training courses planned. The cloud learning platform of AiGOAL Technology is adopted for the academy to go with the training mechanism promoted by the Digital Education Institute. They are also certified by a third-party corporation. The Academy nurtures the talent needed for industrial digital transformation and helps upgrade the industry in Taiwan.

In order to proactively embark on this collaborative project, the MetaAge Digital Talent Academy started to offer programs on AI manufacturing in 2022, automation, big data analysis, and cloud intelligent supply chain, among others, and openings entitled to 50% sponsorship from the Industrial Development Bureau are available. The Academy will continue to join hands with experts from the Cloud Innovation School of Feng Chia University and the Taiwan Artificial Intelligent Industry Association in integrating current industrial trends and multiple technical momenta while at the same time combining the products and resources available from the international heavyweights that MetaAge resell and those from MetaAge’s cloud mall ISV in an effort to create enriched digital talent development programs and to realize a steady win-win situation for the industry and for the talent.



For more information:
https://www.metaage.com.tw/news/latest/395

4 QUALITY EDUCATION

MetaAge in Process

MetaAge set up its YouTube channel and introduced the “MetaAge in Process” series on the topic of metaverse in 2022. Its president serves as the host to talk freely with guests from professional fields in the industry about metaverse. Through the analyses and discussions that were easy in the beginning and went deeper and deeper between the host and the guests, a learning platform was built for the audience. The audience was able to know better important metaverse issues such as corporate cloud-ground integration, digital transformation, AI application, bid data analysis, virtual reality collaboration, and information security.

As a best partner in corporate IT intelligentization in the era of metaverse, MetaAge hopes to lead enterprises while they welcome the new Web 3.0 wave by keeping track of the industrial knowledge and competitive advantages the new generation is entitled to and by opening up the secret gate to metaverse, marching shoulder to shoulder with them towards the new digital age.

MetaAge 邁達特
@MetaAge
1530位訂閱者
訂閱

【MetaAge進行式】EP6 元宇宙創造溝通新場域・志在倒吃甘蔗，新創...

觀看次數：557次・2 個月前

【MetaAge進行式】EP5_用區塊鏈技術翻轉新商業模式 ft. 奧丁丁集團...

觀看次數：2104次・4 個月前

【MetaAge進行式】EP4_數位轉型的虛實整合 ft. LeadBest執行長 Nei...

觀看次數：5862次・6 個月前

【MetaAge進行式】EP3_NFT 的無限可能 ft. LeadBest執行長 Neil | ...

觀看次數：7686次・7 個月前

【MetaAge進行式】EP2_5G時代來臨，如何佈局元宇宙未來？ft....

觀看次數：7018次・8 個月前

【MetaAge進行式】EP1_一起漫遊元宇宙 ft. TAVAR 謝京蓓 Cori | 聚...

觀看次數：2589次・8 個月前

Charity Donations

Charity Events of BenQ Foundation

MetaAge is devoted to fulfilling its corporate social responsibilities and is proactively making contributions to society. Throughout 2022, a total of $3,000,000 was donated to the BenQ Foundation.

BenQ Foundation, adhering to the four major goals, namely, digital opportunity, good-will education, cultural value, and environmental sustainability, has been concerned about the urban-rural gap in digital developments and proactively promoting the idea of original culture over the long term. It reaches out to tribes and sets foot in fields to demonstrate the proactive action it takes in the promotion of respective charity events to promote co-prosperity and common good in society.

The current donation will increase the influence MetaAge has on social responsibilities and is a demonstration of the support and contribution MetaAge has to the cause in the best interest of the general public. In the future, we will continue to live up to our belief in sustainable development and contribute to a better society by getting involved in or supporting various events in favor of public interest.

Global Reporting Initiative (GRI) RBA Standards Reference Table

GRI 2: General Disclosures 2021

Category	GRI Disclosure	Disclosure Item	Chapters/sections of Report	Page No.	Remarks
The organization and its reporting practices	2-1	Organizational details	MetaAge	29	
	2-2	Entities included in the organization's sustainability reporting	MetaAge	32	
	2-3	Reporting period, frequency, and contact point	About the Report	3	
	2-4	Restatements of information	MetaAge Friendly Environment	33, 110	MetaAge reinvested in MetaGuru in May 2022 an changed its name from SysAge Technology to MetaAge in June of the same year. Due to the fact that ISO 14064-1 was referred to for the first time during the reporting period in the implementation of the GHG inventory check, the baseline is set at 2022.
	2-5	External assurance	About the Report	3	
Activities and workers	2-6	Activities, value chain, and other business relationships	MetaAge Responsible Supply Chain	36, 72	
	2-7	Employees	Happy Workplace	79	
	2-8	Workers who are not employees	There are no workers who are not employees	79	

Global Reporting Initiative (GRI) RBA Standards Reference Table

GRI 2: General Disclosures 2021

Category	GRI Disclosure	Disclosure Item	Chapters/sections of Report	Page No.	Remarks
Governance	2-9	Governance structure and composition	MetaAge	43	
	2-10	Nomination and selection of the highest governance body	MetaAge	43	
	2-11	Chair of the highest governance body	MetaAge	44	
	2-12	Role of the highest governance body in overseeing the management of impacts	MetaAge	43	
	2-13	Delegation of responsibility for managing impacts	MetaAge	44	
	2-14	Role of the highest governance body in sustainability reporting	MetaAge	43	
	2-15	Conflicts of interest	MetaAge	46	
	2-16	Communication of critical concerns	MetaAge Happy Workplace	33, 43, 94	
	2-17	Collective knowledge of the highest governance body	MetaAge	44	
	2-18	Evaluation of the performance of the highest governance body	MetaAge	45	
	2-19	Remuneration policies	Happy Workplace	87	
	2-20	Process to determine remuneration	MetaAge	45	
	2-21	Annual total compensation ratio	Happy Workplace	87	

Global Reporting Initiative (GRI) RBA Standards Reference Table

GRI 2: General Disclosures 2021

Category	GRI Disclosure	Disclosure Item	Chapters/sections of Report	Page No.	Remarks
Strategy, policies and practices	2-22	Statement on sustainable development strategy	Sustainability Strategy	13	
	2-23	Policy commitments	About MetaAge, first page of each chapter	29	
	2-24	Embedding policy commitments	About MetaAge, first page of each chapter	29	
	2-25	Processes to remediate negative impacts	Economic Performance and Risk Management	52	
	2-26	Mechanisms for seeking advice and raising concerns	Commitment to customers, happy workplace	66, 94	
	2-27	Compliance	Ethical Corporate Management	63	
	2-28	Membership associations	Sustainability Strategy	16	The Company is a member of the Cloud Computing and IoT Association in Taiwan, the Taipei Computer Association, the Information Service Industry Association of ROC, and the Information Management Association
Stakeholder Engagement	2-29	Approach to stakeholder engagement	Sustainability Topics and Stakeholders	28	
	2-30	Collective bargaining agreements	Sustainability Topics and Stakeholders	N/A	The Company has the labor-management meeting in place, but does not have collective bargaining agreements with its employees.

Global Reporting Initiative (GRI) RBA Standards Reference Table

GRI 3: Material Topics 2021

Category	GRI Disclosure	Disclosure Item	Chapters/sections of Report	Page No.	Remarks
Guidance to determine material topics	Step 1	Understand the organization's context	Sustainability Topics and Stakeholders	23	
	Step 2	Identify actual and potential impacts	Sustainability Topics and Stakeholders	26	
	Step 3	Assess the significance of the impacts	Sustainability Topics and Stakeholders	24	
	Step 4	Prioritize the most significant impacts for reporting	Sustainability Topics and Stakeholders	25	
Disclosure on Material Topics	3-1	Process to determine material topics	Sustainability Topics and Stakeholders	23	
	3-2	List of material topics	Sustainability Topics and Stakeholders	27	
	3-3	Management of material topics	First page of each chapter	-	

Global Reporting Initiative (GRI) RBA Standards Reference Table

GRI 200, 300, 400

Topic	GRI Disclosure	Chapters/sections of Report	Page No.	Remarks
Anti-corruption	205 Anti-corruption	MetaAge Ethical Corporate Management	46 60	
Economic Performance and Risk Management	201 Economic Performance	Economic Performance and Risk Management Friendly Environment	49	
Customer Privacy	418 Customer Privacy	Information Security	71	
Compliance with Socioeconomic Laws and Regulations	206 Anti-competitive practice 416-2 Violations of health and safety laws and regulations about products and services 417 Marketing and labeling	MetaAge Ethical Corporate Management	61	No violations of health and safety laws and regulations about products and services and failure to abide by information ad labeling-related laws and regulations for products and services occurred during the reporting period
Employment	401 Employment	Happy Workplace	77	
Supplier Social and Environmental Impact Evaluation	308 Supplier Environmental Impact and Evaluation 414 Supplier Social Impact and Evaluation	Responsible Supply Chain	74	
Occupational Safety and Health	403 Occupational Safety and Health	Occupational Safety and Health	96	
GHG Emissions	305-1 Direct (Scope 1) greenhouse gas emissions 305-2 Energy indirect (Scope 2) greenhouse gas emissions	Friendly Environment	111	

Sustainability Accounting Standards Board (SASB) Reference Table

Software & IT Services

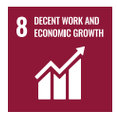
Domain	Indicator Code	Name of Indicator	Chapters/sections of Report	Page No.
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed (2) Percentage grid electricity (3) Percentage renewable	Friendly Environment	111
	TC-SI-130a.2	(1) Total water withdrawn (2) Total water consumed, percentage of each in regions with high or extremely high baseline water stress	Friendly Environment	110
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Friendly Environment	110
Data Privacy and Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Information Security	69
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	None	N/A
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Ethical Corporate Management	63
	TC-SI-220a.4	(1) Number of law enforcement requests for user information (2) Number of users whose information was requested (3) Percentage resulting in disclosure	None	N/A
	TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	None	N/A
Information Security	TC-SI-230a.1	(1) Number of data breaches (2) Percentage involving personally identifiable information (PII) (3) Number of users affected	Information Security	69
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Information Security	70
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore	Happy Workplace	80
	TC-SI-330a.2	Employee engagement as a percentage	Happy Workplace	90
	TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Happy Workplace	83
Intellectual Property Protection & Competitive Behavior	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Ethical Corporate Management	63
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions (3) total customer downtime	None	N/A
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Economic Performance and Risk Management	54

Climate-related Financial Disclosure (TCFD) Comparison

Domain	Indicator Code	Name of Indicator	Chapters/sections of Report	Page No.
Governance	TCFD_1 (a)	Governance of the Board of Directors on Climate Topics	Board of Directors Guidance and Supervision	12
	TCFD_1 (b)	Evaluation of and management over climate governance by the management	Risk Management Committee - Comprehensive Risk Control	13
Strategic	TCFD_2 (a)	Short-, mid-, and long-term climate-related risks and opportunities of the Company	Scenario-based Risk Simulation Methodology Disaster potential and hazard	15-18
	TCFD_2 (b)	Impacts of climate topics on the business operation model, strategy, and financial planning of the Company	Risk and Opportunity Factor Analysis	24
	TCFD_2 (c)	Disaster potential and scenario analysis	Scenarios and potential financial impact evaluation	25-27
Risk Management	TCFD_3 (a)	Climate risk identification procedure	Risk and opportunity identification procedure and evaluation	20
	TCFD_3 (b)	Risk management and assessment procedure	Comprehensive Risk Monitoring Risk and Opportunity Factor Analysis	21-23
	TCFD_3 (c)	Climate risk positioning		
Indicator and objective	TCFD_4 (a)	Indicators for the disclosure of climate-related risks and opportunities	Management Goals	32
	TCFD_4 (b)	Disclosure on GHG emissions	GHG Inventory Check Status	29-30
	TCFD_4 (c)	Product and organizational adjustment and mitigation measures	Energy Conservation and Carbon Reduction Efforts (Current Management and Projects) Management Goals	31-33

https://www.metaage.com.tw/files/csr/2022TCFD.pdf

United Nations Sustainable Development Goals (SDGs) Reference Table

SDGs	Sub-item goal indicator	MetaAge Action Plan	Chapters/sections of Report	Page No.
	1.1 Eradicate extreme poverty in all areas by 2030; currently measured as people living on less than US $1.25 a day. 1.2 Reduce the numbers of poor men/women and children in respective age groups to half of the population in each country by 2030.	Charity Donations	Knowledge Relay and Common Good in Society	113
	3.4 Promote mental health through prevention and therapy 3.8 Provide convenient and affordable basic healthcare	Quality Benefit Healthcare Workplace Safety	Happy Workplace Occupational Safety and Health	77, 96
	4.4 Increase the numbers of young people and adults capable of related employment, finding a good job, and corporate management. 4.4 Improve the corporate management function and occupational technical capabilities of employees	Talent Recruitment Talent Development	Happy Workplace	77
	5.1 Eradicate all forms of discrimination against women in all areas 5.5 Ensure comprehensive involvement of women in political-economic and public decision-making and that women are entitled to fair opportunities to take part as leaders in decision-making at all levels.	Talent Recruitment Diversification of Board of Directors	MetaAge Happy Workplace Occupational Safety and Health	29, 77, 96
	8.2 Support innovative technologies and technical developments to prove economic productivity 8.6 Combine what is learned in what one does and enforce trainings to empower youths in finding jobs	Economic Performance Products and Services Information Security Talent Recruitment Compensation and Remuneration Talent Development	MetaAge Information Security Happy Workplace	29, 67, 77
	11.6 Reduce harmful impacts urbanization has on the environment by 2030, air quality, urban administration, and waste management, in particular.	Energy Conservation and Carbon Reduction Measures Electricity, Water, and Waste Management GHG Inventory Check	Friendly Environment	105

United Nations Sustainable Development Goals (SDGs) Reference Table

SDGs	Sub-item goal indicator	MetaAge Action Plan	Chapters/sections of Report	Page No.
	12.5 Reduce waste generated through prevention, reduction, recycling, and reuse.	RBA Supply Chain Management Supplier Selection and Communication Green Supply Chain	Responsible Supply Chain	72
	13.1 Strengthen the ability to slow down and adapt to climate change	Electricity, Water, and Waste Management GHG Inventory Check Energy Conservation and Carbon Reduction Measures	Friendly Environment	105
	15.a. Mobilize and significantly increase properties and resources from respective areas in order to protect and sustainably use biodiversity and the ecology	Charity Donations	Knowledge Relay and Common Good in Society	113
	16.6 Define transparent, accountable, and effective governance framework	Communication with Stakeholders Corporate Governance Ethical Corporate Management Risk Management Information Security Management Customer Privacy Protection RBA Supply Chain Management Supplier Selection and Communication Green Supply Chain Occupational Safety and Health	Sustainability Topics and Stakeholders MetaAge Economic Performance and Risk Management Ethical Corporate Management Information Security Responsible Supply Chain Occupational Safety and Health	22, 29, 47, 58, 67, 72, 96
	17.16 Multi-lateral collaboration on sustainable development	Communication with Stakeholders Information Security Management Customer Privacy Protection RBA Supply Chain Management Supplier Selection and Communication Green Supply Chain	Sustainability Topics and Stakeholders Information Security Responsible Supply Chain	22, 67, 72

United Nations Global Compact (UN Global Compact) Principles Reference Table

Domain	Principle	Chapters/sections of Report	Page No.
Human rights	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and Principle 2: make sure that they are not complicit in human rights abuses.	Ethical Corporate Management Economic Performance and Risk Management	47, 58
Labor	Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining; Principle 4: the elimination of all forms of forced and compulsory labor; Principle 5: the effective abolition of child labor; and Principle 6: the elimination of discrimination in respect of employment and occupation.	Ethical Corporate Management Economic Performance and Risk Management Happy Workplace Responsible Supply Chain	47, 58, 72, 77
Environmental	Principle 7: Businesses should support a precautionary approach to environmental challenges; Principle 8: undertake initiatives to promote greater environmental responsibility; and Principle 9: encourage the development and diffusion of environmentally friendly technologies.	Responsible Supply Chain Friendly Environment	77, 105
Anti-corruption	Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	Ethical Corporate Management Economic Performance and Risk Management	47, 58

ISO 26000 Social Responsibility Directive Reference Table

Domain	Major Issues	Chapters/sections of Report	Page No.
Organizational Governance	1. Institutional control and governance	MetaAge	29
Human rights	1. Due diligence 2. Human rights risk situations 3. Avoidance of complicity 4. Discrimination and vulnerable groups 5. Resolving grievances 6. Civil and political rights 7. Economic, social and cultural rights 8. Fundamental principles and rights at work	Ethical Corporate Management Economic Performance and Risk Management Happy Workplace Responsible Supply Chain	47, 58, 72, 77
Labor Practices	1. Employment and employment relationships 2. Conditions of work and social protection 3. Social dialogue 4. Health and safety at work 5. Human development and training in the workplace	Happy Workplace Responsible Supply Chain	72, 77
Environmental	1. Prevention of pollution 2. Sustainable resource use 3. Climate change mitigation and adaptation 4. Protection of the environment, biodiversity and restoration of natural habitats	Ethical Corporate Management Economic Performance and Risk Management Happy Workplace Responsible Supply Chain	47, 58, 72, 77
Fair Operating Practices	1. Anti-corruption 2. Responsible political involvement 3. Fair competition 4. Promoting social responsibility in the value chain 5. Respect for property rights	Ethical Corporate Management Economic Performance and Risk Management Responsible Supply Chain	47, 58, 77
Consumer Issues	1. Fair marketing, factual and unbiased information and fair contractual practices 2. Protecting consumers' health and safety 3. Sustainable consumption 4. Consumer service, support, and complaint and dispute resolution 5. Consumer data protection and privacy 6. Access to essential services 7. Education and awareness	Ethical Corporate Management Economic Performance and Risk Management Customer Commitment Information Security Responsible Supply Chain	47, 58, 64, 67, 72
Community involvement and development	1. Community involvement 2. Social investment 3. Employment creation and skills development 4. Technology development and access 5. Wealth and income creation 6. Education and culture 7. Health 8. Responsible investment	MetaAge Knowledge Relay and Common Good in Society	29, 113

Independent Third-party Warranty

TÜV NORD

Assurance Statement

Metaage Corporation Sustainability Report

TUV NORD Taiwan Co., Ltd. (hereinafter referred to as TUV NORD) was commissioned by Metaage Corporation (hereinafter referred to as MetaAge) to perform the 2022 Sustainability Report Verification (hereinafter referred to as Sustainability Report) in accordance with the AA1000 Assurance Standard Version 3 and the GRI Sustainability Reporting Standards (GRI Standards) and related assurance standards.

The Scope of Statement and Assurance Standards

1) The scope of assurance is consistent with the scope of disclosure in MetaAge's 2022 Sustainability Report, which covers the period from 1 January 2022 to 31 December 2022.
2) Verification of MetaAge's compliance with the AA1000 Principles of Accountability bases on the AA1000 Assurance Standard, Third Edition, Application Type I. This does not include verification of the reliability of the information/data disclosed in the report.
3) Sustainability Accounting Standards Board (SASB) **Software and IT Services** industry sustainability accounting metrics.
4) TCFD climate related financial disclosure recommendation

Intended Users

The intended users of this statement are the stakeholders of MetaAge.

Assurance Type and Level

In accordance with the requirements of the AA1000 Assurance Standard Version 3, Type 1, Moderate of Assurance Level.

Opinion Statement

MetaAge refers to the GRI sustainability reporting and AA1000 accountability principles of inclusivity, materiality, responsiveness and impact. The Sustainability Report presents the commitment of top management, the needs and expectations of stakeholders. To achieve sustainability performance indicators by stakeholders' engagement.

We assure that MetaAge refers to the SASB Software and IT Services industry sustainability accounting standards to disclose relevant metrics

We assure that MetaAge refers to TCFD's climate-related financial disclosure recommendations and discloses relevant metrics.

TÜV NORD

Methodology

The verification is in accordance with the above stated assurance standards and the TUV NORD Sustainability Report Verification Agreement.

Our verification includes the following activities.

* Collect objective evidence of relevant performance metrics, as mentioned in the report.
* Assurance of expectations of local or national regulations; international standards as set forth in public opinion and/or expert opinion are relevant to such general considerations.
* Document review records and report content assessment in the context of GRI criteria application requirements.
* Interviews with managers and related staff on issues of concern to the company's stakeholders.
* Interviews with personnel involved in sustainability management, information gathering and report preparation.
* Review significant organizational developments and review internal and external audit findings.
* Review AA1000 (2018) Principles of Accountability and other compliance requirements.

Conclusion

The results of the AA1000 accountability standard for inclusivity, materiality, responsiveness and impact in the report are set out below.

Inclusivity

MetaAge using questionnaires to identify stakeholders' requirements and expectations on 22 issues including the scope of economy, governance, environment, society, human rights, and climate impact. The ESG Committee determines 8 material topics via engagement with stakeholders.

Materiality

MetaAge refers to the GRI Guidelines, SASB Software and IT Services industry sustainability indicators disclosure related metrics and TCFD climate related financial disclosure proposed indicators to disclose the company's material risks and opportunities fully, taking into account the extent of impact on the company and prioritize the materiality of the report.

Responsiveness

MetaAge's Sustainability Report clearly describes the relationship between sustainability and organizational strategy and the performance metrics corresponding to the materiality and their achievement status, and adequately addresses the main issues of concern to stakeholders.

TÜV NORD

Impact

MetaAge's Sustainability Report fully identifies materiality that reflect the significant economic, environmental, and social impacts on the organization. The company has established a robust process to monitor and measure the impact and establish short-, medium-, and long-term strategic planning through corporate governance.

GRI Sustainability Reporting Standards

MetaAge's Sustainability Report refers to the GRI 1 to GRI 3 universal Standards and the GRI 200 Series, GRI 300 Series and GRI 400 Series topic standards, and meet the requirements for disclosure.

Limitations

1. The financial report of MetaAge was certified by KPMG, the accounting firm appointed by the company.
2. The boundary of carbon emission verification report includes below plants:
   Metaage Corporation
   10F., No. 516, Sec. 1, Neihu Rd., Neihu Dist., Taipei City 1 14064 ,Taiwan (R.O.C.)
   9A, No. 1, Section 3, Gongdao Fifth Road, East District, Hsinchu City 300042, Taiwan(R . O. C.)
   13F B1, No. 51, Section 2, Gongyi Road, Nantun District, Taichung City 408383, Taiwan(R . O. C.)
   8F, No. 6, Boai Fourth Road, Zuoying District, Kaohsiung C ity 813502,Taiwan(R. O. C.)
   EPIC CLOUD CO., LTD.
   10F., No. 516, Sec. 1, Neihu Rd., Neihu Dist., Taipei City 1 14064 ,Taiwan (R.O.C.)
   GLOBAL INTELLIGENCE NETWORK CO., LTD.
   11 F., No. 516, Sec. 1, Neihu Rd., Neihu Dist., Taipei City 1 14064 ,Taiwan (R.O.C.)
3. The data of carbon emission verification was verified by SGS third party.

Independent Statements and Competence

TUV NORD Group is a leader in the supervision, testing and certification. It operates businesses and provides services in more than 70 countries around the world. The services include management systems and product certification; quality, environmental safety, social and moral audits and training; corporate sustainability report assurance.

TUV NORD and MetaAge are mutually independent organizations, and there is no conflict of interest with MetaAge or any of its affiliates or interested parties when performing the verification of the sustainability report. Regarding the sustainability report of

TÜV NORD

MetaAge, TUV NORD bases on the MetaAge verification agreement, and does not assume any legal or other responsibilities. MetaAge is responsible for responding to any questions that intended users concerned.

The verification team is composed of experienced chief reviewers such as ISO 9001, ISO 14001, ISO 14064-1, ISO 45001, SA 8000, ISO 50001, ISO 27001 etc., and has received the CSAP verification practice qualification certification of AA1000 AS v3 accountability training. The verification team bases on his qualifications, extensive knowledge and experience in the industry to provide professional advice in this assignment.

Jack Yeh
General Manager

AA1000
Licensed Assurance Provider
000-75

Date of Issuance: 2023.06.19
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Room A1, 9F, No. 333, Sec. 2, Tun Hua S. Rd., Taipei 10669 Taiwan, R.O.C.

You are welcome to follow us in order to receive the latest information.

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To become a best partner in IT intelligentization

2022 Sustainability Report