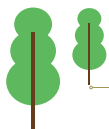




To become a best partner in IT intelligentization

# 2023 Sustainability Report





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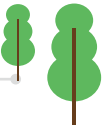
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#### Appendix 2: Third-party Independent Certification of the Report

# About the Report:



## Basis for compiling the report

Metaage Corporation (MetaAge, the Company, or We) issues non-financial reports every year, and now in its eighth year since the first released of the Corporate Social Responsibility Report (now known as the Sustainability Report) in 2016. As a tool for sustainability management and negotiation with key stakeholders, we continue to refer to the latest standards and the opinions of internal and external stakeholders to improve the completeness, appropriateness and communication of information disclosure. This report refers to the following reporting standards and structure:

- ◆ Universal Standards 2021 released by the Global Reporting Initiative (the GRI Standards)
- ◆ Task Force on Climate-related Disclosures (TCFD) released by the Financial Stability Board (FSB)
- ◆ Sustainability Accounting Standards of the Sustainability Accounting Standards Board (SASB)
- ◆ Other related international regulations, such as the UN Global Compact, the Social Responsibility Guidance (ISO 26000), etc.

## Reporting period and Periodicity

The reporting period covered is from January 1, 2023 to December 31, 2023, and discloses the corporate sustainability management policies, performance and future sustainability strategies of MetaAge in the previous year (2023) in corporate governance, economy, environment, society and other aspects.

The report is updated annually, last issue: June 2023/current issue: August 2024

Download the reports in English and Chinese for the past years: [https://www.metaage.com.tw/esg/download\\_report](https://www.metaage.com.tw/esg/download_report)

## Scope of Report

This Report focuses on the MetaAge Group and mainly covers the Company and the three subsidiaries under the Company as covered in the Annual Report of the Company, that is, MetaAge, Global Intelligence Network Co., Ltd., Epic Cloud Co., Ltd., and Metaguru Corporation. 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 four companies, on the other hand, clarifications will be provided under the specific disclosed item.

The financial data herein, 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.

The scope of the relevant report information is shown in the table below:

Report Information	Scope of information	Assurance Agency
Non-Financial Data	Metaage Corporation, Global Intelligence Network Co., Ltd., Epic Cloud Co., Ltd., and Metaguru Corporation	TUV NORD
Financial data	Same as consolidated financial reports	KPMG
Greenhouse gas inventory and third-party verification	Same as consolidated financial reports	TUV NORD

Note: The cash acquisition of Metaguru in December 2022 will be included in the scope of the 2023 report

## Contact Information

If you have any questions or suggestions about this report, please feel free to contact us. The contact information is provided below:  
Department: Environmental Safety and Risk Management  
Department

## Information recompilation

No

## External Assurance

Externally 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 II /Moderate of the Accountability Principles. The complete Statement of Assurance is appended to the end of this Report.

## Report writing and Quality management

The report is collected by each department and provided to the ESG Team of the Environmental Safety and Risk Management Division for compilation. The responsible department will confirm the completeness and correctness of the information, and the head of Environmental Safety and Risk Management department will finalize the report. Finally, the report will submit to the Sustainability Committee and the Board of Directors for approval. The responsibilities of report management and review are as follows:

Authorities and Responsible Departments	Job description
Board of Directors	Supervise the company's sustainable development and approved reports
Sustainability Committee	Promote sustainable development, review ESG goals and performance, and report progress to the board of directors
Head of Environmental Safety and Risk Management Department	Finalize the report and reported to the Sustainability Committee
Each Department	Collect relevant data and statistics, set the goals and indicators, and confirm the accuracy and completeness of information
Environmental Safety and Risk Management Department's Report Working Group	Execute the report editing, control progress, editing and revision of the content, and the overall planning
Third-party Assurance Agency	External verification



# Message from Chairman

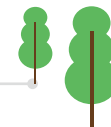
Looking back at 2023, MetaAge's full-year revenue hit a new high in the record of NT\$19.813 billion, and basic earnings per share also hit a 20-year high of NT\$3.14. In addition to pursuing more profitable results, MetaAge also focuses on ESG performances. In 2023, MetaAge has successively passed the ISO27001, ISO45001, and ISO14064-1 certifications, and was also awarded the Talent Development Leader Award and the Silver Award of the Sustainability Report in the 2023 TCSA Taiwan Sustainability Action Award. In 2023, all employees of MetaAge worked together to advance both EPS and ESG, and continued to pursue excellence in both.

MetaAge aspires to be the "best partner for IT intelligence," enhancing per capita productivity across various industries with intelligent solutions. The company is dedicated to providing comprehensive information service products and critical value-added technical services to clients in sectors such as enterprise, government, finance, healthcare, education, and defense. MetaAge has long represented top international and local information service brands, boasting a robust team of factory-certified technical experts, an extensive market distribution network, and solid consulting and maintenance services, empowering clients to embark on a digital transformation journey that balances performance, cost, and sustainability. Amid the new wave of digital transformation, low-carbon innovation and green economy, and the AI-native new normal, MetaAge continues to deepen its cooperation with major agents and business partners. Simultaneously, the company is actively integrating internal resources to connect the overall application ecosystem. Domestically, MetaAge's subsidiaries—"MetaGuru," "AdvancedTEK," and "Epic Cloud"—are specialized in enterprise process management and development, ERP implementation and maintenance services, and enterprise-level cloud SaaS applications, respectively. These three subsidiaries form key strategies for dual-axis transformation (digital + low-carbon) for enterprises. Internationally, MetaAge is also diversifying its information services operations, accumulating new momentum for future business growth.

Looking forward to 2024, facing the future of cloud, digitalization, AI, internationalization and mobility, MetaAge is fully prepared to work with original manufacturers, subsidiaries and business partners at home and abroad to welcome the bumper harvest period of the IT service market, with a view to continuously improving operational performance. MetaAge expresses gratitude to all its employees for their concerted efforts and promises to continue implementing comprehensive care and support for all colleagues.



Chairman of Metaage





## About MetaAge

### Established in

April 1998

### Listed

August 2001  
(Ticker Symbol : 6112)

### Joined the Group

August 2019  
Joined BenQ/Qisda Group

### Name Change

June 2022  
The name was changed from "SYSAGE Technology" to "MetaAge"

### Revenue

Revenue throughout 2023  
NTD19.813 billion

### Number of employees

Number of employees  
approximately 1,046 people\*

\*Note: The headcount as of March 2024, and includes MetaAge and its consolidated financial subsidiaries

### Company positioning

The goal is to become the best partner of business in IT intelligence  
Increase per capita output value and enhance the competitiveness of enterprises through intelligent solutions

## Business Vision

### To become a best partner in IT intelligitization

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 intelligitization by constantly introducing IT solutions that are leading in the world and reinforcing the momentum in technical service.



# Honor and Recognition

In 2023, MetaAge received recognition from different aspects, including the "TCSA Taiwan Corporate Sustainability Award - Information and Communication Industry - Silver Award of Sustainability Report ", "TCSA Taiwan Corporate Sustainability Award - Service Industry, Information Communication Industry and Hospital Group - Talent Development Leader Award", "112 Exemplary Enterprise Award for Green Transportation of Neihu Technology park Combined with ESG Promotion", "Chunghwa Telecom Gold Supplier" and other awards or recognitions, which have significance value for us. We will continue to enhance our competitiveness, strengthen our market position, and provide high-quality services and contributions to our customers and all stakeholders.

## Certified by the original firm

Dealer Certification
The first Greater China partner to be certified by Akamai with the #GcSP
Awarded by Dell Technologies 2023 Best Contributing Agent, Best APEX Solution Best Distribution Partner 2023 (Global Intelligence Network Co., Ltd.)
Finalist AWS Global & Regional Partner – AWS Rising Star Partner of the Year(SI) in Greater China
Pure Storage Best Distributor Award
Citrix 2023 Best Agency Award
Red Hat Best Performing Agency of the Year Award
Certified as one of the four Microsoft Solution Partners

## Honor



TCSA Taiwan Corporate Sustainability Award  
[ Information & Communication Industry -  
Silver Award of Sustainability report ]  
& [ Talent Development Leadership Award ]



112 Exemplary Enterprise Award for Green  
Transportation of Neihu Technology park  
Combined with ESG Promotion

## Customer recognition



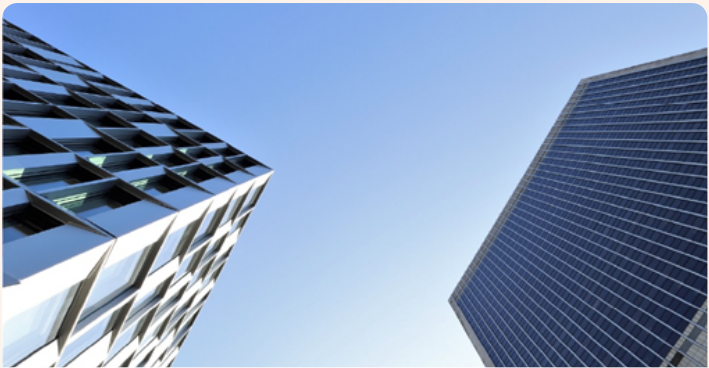
Chunghwa Telecom sustainable supply chain  
Gold Supplier



China Development Financial Holding Corporation  
2023 Excellence in Progress Award

# ESG Highlights and Accomplishments

## Governance



- Tenth Corporate Governance Evaluation [Overall Listed] 6%-20%
- TCSA Taiwan Corporate Sustainability Award [Information Service Category] Silver medal of report
- 2023 Chunghwa Telecom Gold Supplier of Sustainable Supply Chain
- Certification of the ISO 27001 information security management system
- Certification of the ISO 45001 occupational health and safety management system
- Customer satisfaction score over 90 for the fourth year in a row
- Subsidiaries launched a carbon management system

## Social



- TCSA Taiwan Corporate Sustainability Award Talent Leader Award
- Female to male employee ratio close to 1:1
- Female supervisors accounting for 44%
- Application Robotic Process Automation (RPA) to human resource operations
- Over 85% participation rate in employee shareholding trust
- The turnover rate has fallen for the third year in a row, and has fallen by 8 percentage in three years
- Donation of 122 bags of blood by employees
- Donation of NTD 2.14 million in public welfare



## Environment



- Certification of the ISO 14064-1 Organizational Greenhouse Gas Inventory
- Carbon Disclosure Project (CDP) climate change questionnaire score upgraded to C
- Completed the green procurement declaration of the Ministry of Environment
- Passed the feasibility assessment of the solar power system
- Disclosure of TCFD (Task-Forced on Climate-related Financial Disclosures)





# 01 Sustainability Strategy

16 PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS



17 PARTNERSHIPS  
FOR THE GOALS



## 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.

METAGE



# ESG Development Milestones

## 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

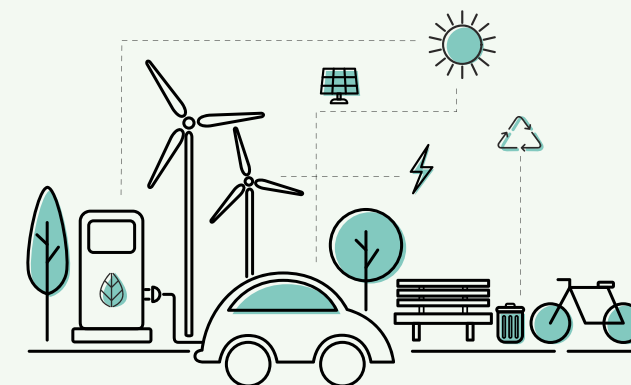
- ◆ Sustainability Report prepared with reference to the GRI Standards
- ◆ Sustainability Report qualified by third party
- ◆ Preparation of the BCP
- ◆ Creation of HR screen-hire-educate-retain digital solution

## 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
- ◆ 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
- ◆ Released 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



## 2023

- ◆ Tenth Corporate Governance Evaluation [Overall Listed] 6%-20%
- ◆ TCSA Taiwan Corporate Sustainability Award [Information Service Category] Silver Award of Sustainability report
- ◆ TCSA Taiwan Corporate Sustainability Award [Talent Leader Award]
- ◆ MetaAge and GLOBAL INTELLIGENCE NETWORK completed the ISO 27001 information security management system certification
- ◆ Continue to promote the Digital Talent Academy
- ◆ Increase the participation rate of employee shareholding trust
- ◆ Continue to promote the EAP employee assistance program
- ◆ Completed third-party verification of ISO 45001 occupational health and safety management system
- ◆ Completed ISO 14064-1 organizational greenhouse gas inventory and third-party verification

# ESG Management Framework



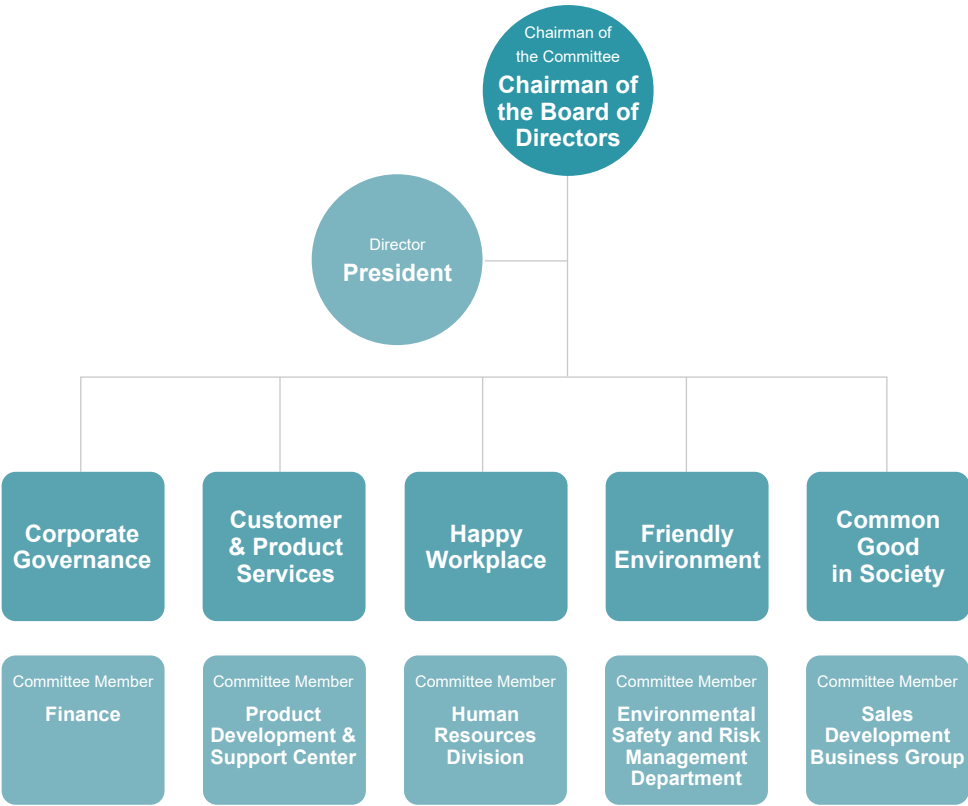
## ESG policy

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, Sustainable Governance, Ethical Corporate Management, Supply Chain and Customer Relationship, Information Security and Customer Privacy, Happy Workplace, Occupational Safety and Health, Environmental and Carbon Management, and Common Good in Society.

## 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 training courses on ESG. and senior executives also receive relevant training. MetaAge, in particular, takes part in 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.





# 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.

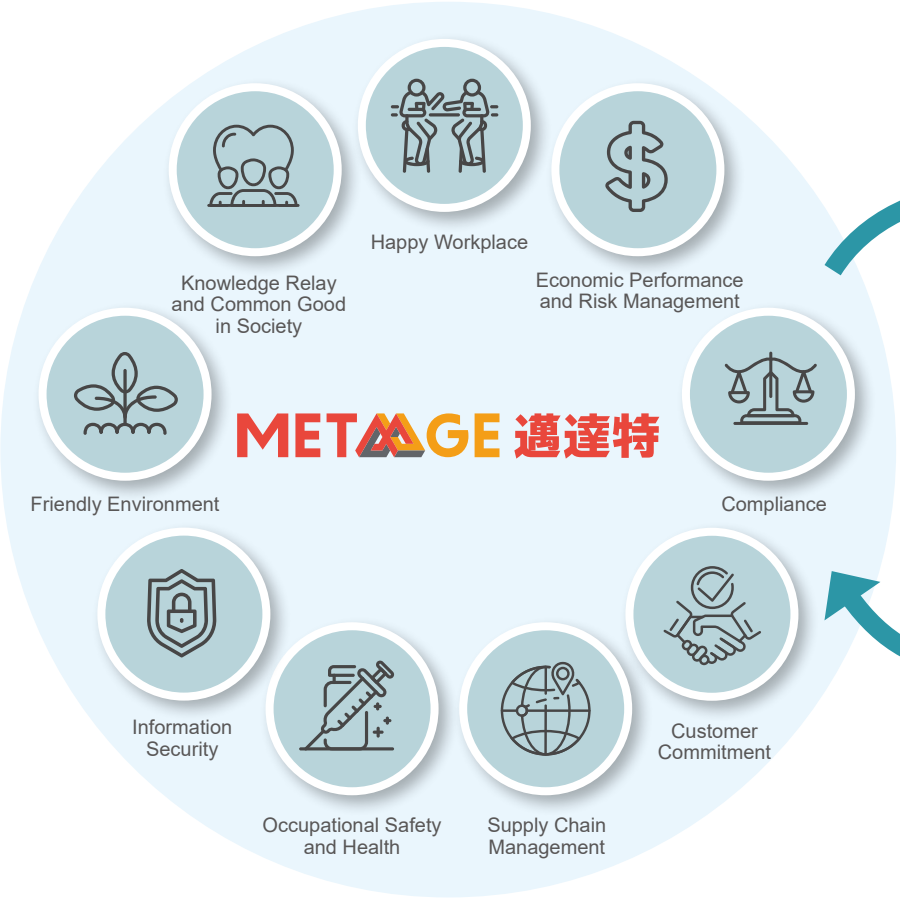
As a world-known dealer, MetaAge steadily pursues support and trust from its customers and manufacturers. With the constant expansion in the application of technology products, we will provide higher quality products and technical services. We will screen and obtain dealership of outstanding international 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.



# Create Top 9 ESG values



# Respond to six major stakeholders



## Involvement in International Initiative



Reference to the TCFD framework while disclosing climate-related information.



Inclusion of UN SDGs; a total of 12 goals are linked.



Participate in the Carbon Disclosure Program (CDP).



Compliance with the GRI Standards to reflect the international trend.

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



MetaAge has joined the "2024 TALENT, in Taiwan" Taiwan Talent Sustainability Action Alliance



**Responsible Business Alliance**  
Advancing Sustainability Globally

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



The Company is a member of the following associations/organizations:

- Taipei Computer Business 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	2023 Accomplishments Achieve ✓	short term		Medium term (3-5 years)	Long-term (5-10 years)
			2024	2025		
Governance	Corporate Governance Evaluation [Overall Listed]	6%-20%	6%-20%	6%-20%	6%-20%	6%-20%
	Customer Satisfaction	✓ 94.58 points	94.7 points	94.7 points	94.8 points	94.9 points
	Sustainability Report	✓ Pass the Type I medium level of assurance	• Persistent innovation and optimization of sustainability report • Approved for Type II medium level of assurance of AA1000	• Continuously innovate and improve information quality	• Continuously innovate and optimize information quality	• Continuously innovate and improve information quality
	Exclusive section for ESG on the website	✓ Optimization of exclusive section for ESG on the website	• Additon of community communication channels	• Addition of multi-media interaction zone	• Addition of multi-media interaction zone	• Persistent innovation and optimization of website contents
	Strengthen supplier engagement	✓ Implement supplier ESG self-assessment questionnaires	• Continuously optimize the supplier evaluation mechanism	• Continuously optimize the supplier evaluation mechanism	• Continuously optimize the supplier evaluation mechanism	• Continuously optimize the supplier evaluation mechanism
	ISO27001 Information Security Management System	✓ MetaAge certified by an impartial third party ✓ Ginnet certified by an impartial third party	• Consoildation of PDCA and persistent improvement	• Consoildation of PDCA and persistent improvement	• Consoildation of PDCA and persistent improvement	• Persistent improvement
Domain	Development Priority	2023 Accomplishments Achieve ✓	short term		Medium term (3-5 years)	Long-term (5-10 years)
			2024	2025		
Society	Optimization of human resources operations	✓ Introduction of smart HR systems	• Extension of smart HR systems to affiliates	• 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	• Persistent optimization of incentives	• Persistent optimization of incentives	• Persistent optimization of incentives
	Employee satisfaction	✓ 8.2	8.2	8.3	8.3	8.5
	Compensation and welfare	✓ No make-up days ✓ Addition of automatic dining facilities ✓ Paid health check-up leave ✓ MetaAge FUN Summer Science Camp	• Optimization of welfare measures	• Enhancement of compensation level	• Enhancement of compensation level	• Enhancement of compensation level
	Digital Talent Academy	✓ Collaboration with the National Taiwan Normal University in nurturing 17 talented people in digital technology (human resources combined with RPA) ✓ Creation of digital certification of human resources	• Collaboration with universities in nurturing talented people in digital technology • Digital certification of human resources	• Collaboration with universities in nurturing talented people in digital technology • Digital certification of human resources	• Collaboration with universities in nurturing talented people in digital technology • Digital certification of human resources	• Collaboration with universities in nurturing talented people in digital technology • Digital certification of human resources
	Corporate Internship Program	✓ 10 openings	20 openings/year	30 openings/year	30 openings/year	40 openings/year
	ISO45001 Occupational Heath and Safety Management System	✓ Certified by an impartial third party	• Consolidation of PDCA and persistent improvement of occupational safety and health	• Consolidation of PDCA and persistent improvement of occupational safety and health	• Consolidation of PDCA and persistent improvement of occupational safety and health	• Consolidation of PDCA and persistent improvement of occupational safety and health

# Short-term, Mid-term, and Long-term Development Goals of MetaAge (continued)

Domain	Development Priority	Targets for 2023	2023 Target/Performance Achievement ✓	short term		Medium term (3-5 years) 2026-2028	Long-term (5-10 years) 2029~2034
				In 2024	In 2025		
Environment	ESG solution	<ul style="list-style-type: none"><li>• Persistent dealership and introduction of innovative ESG digital solutions</li></ul>	<ul style="list-style-type: none"><li>✓ The subsidiary Metaguru launched a carbon management system</li><li>✓ Low-carbon and cloud products achieve 72% annual revenue growth rate in 2023</li></ul>	<ul style="list-style-type: none"><li>• Persistent dealership of low-carbon or cloud products</li><li>• Launch innovative integration solutions</li></ul>		<ul style="list-style-type: none"><li>• Persistent dealership of low-carbon or cloud products</li></ul>	
	Low-carbon office	<ul style="list-style-type: none"><li>• Evaluation of the feasibility of using renewable energy</li></ul>	<ul style="list-style-type: none"><li>✓ Passed the feasibility evaluation of the solar power system</li><li>✓ Replacement of some official vehicles with hybrid electric vehicles (new)</li><li>✓ Completion of Green Procurement Declaration (New)</li><li>✓ CDP performance improved to C (achieved early)</li></ul>	<ul style="list-style-type: none"><li>• Started the solar power system at the headquarters</li><li>• Increase the amount of green procurement</li><li>• Implement green logistics</li></ul>		<ul style="list-style-type: none"><li>• Gradually replace vehicles with hybrid electric vehicles</li><li>• Increase the amount of green procurement</li></ul>	<ul style="list-style-type: none"><li>• Addition of Scope 3 carbon reduction plan</li></ul>
				<ul style="list-style-type: none"><li>• Continue to disclose and maintain CDP performance</li><li>• Continue to check and plan to become low-carbon office</li></ul>			
	Carbon Reduction Targets and Actions	<ul style="list-style-type: none"><li>• Set a target of reducing per capita electricity consumption by 1% with 2022 as the base year</li></ul>	<ul style="list-style-type: none"><li>✓ Per capita electricity consumption decrease 15.6% in 2023</li></ul>	<ul style="list-style-type: none"><li>• Set a carbon reduction target for the second phase</li><li>• Obtaining Renewable Energy Certificates (RECs)</li><li>• Renewable energy accounts for 2% of electricity usage</li></ul>	<ul style="list-style-type: none"><li>• Renewable energy accounts for 4% of electricity usage</li></ul>	<ul style="list-style-type: none"><li>• Increase the proportion of renewable energy</li></ul>	<ul style="list-style-type: none"><li>• Reduce carbon emissions by 24% by 2030 compared to the base year (2022)</li><li>• Renewable energy accounts for 10% of electricity usage</li></ul>
	ISO14064-1 Organizational GHG inventory	<ul style="list-style-type: none"><li>• Authenticated by an impartial third party</li></ul>	<ul style="list-style-type: none"><li>✓ Completed the 2022 greenhouse gas inventory and verified by third party</li><li>✓ Implement of the digital GHG inventory system (added)</li></ul>	<ul style="list-style-type: none"><li>• Addition of internal environmental training courses for employees</li><li>• Optimize systems, processes, and data quality of GHG inventory</li></ul>		<ul style="list-style-type: none"><li>• Persistent conduct annual GHG inventory to review the achievement of greenhouse gas reduction targets</li><li>• Persistent promotion of energy-saving and carbon reduction measures</li></ul>	
TCFD Climate-related Financial Disclosures	<ul style="list-style-type: none"><li>• Release of Independent Report</li><li>• Approved for Type 1 medium level of assurance of AA1000</li></ul>	<ul style="list-style-type: none"><li>✓ Release of Independent Report</li><li>✓ Approved for Type 1 medium level of assurance of AA1000</li></ul>	<ul style="list-style-type: none"><li>• Persistent innovation and optimization of information quality</li></ul>		<ul style="list-style-type: none"><li>• Persistent management of climate-related risks and opportunities</li></ul>		



# 02 Sustainability Topics and Stakeholders



## Value and Action

In honor of accountability principles, identifies 6 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 Procedure and Stakeholder Engagement

MetaAge conducts an annual materiality analysis, with reference to the Global Reporting Initiative (GRI) General Criteria and the AA 1000 Accountability principle: 2018: Inclusivity, Materiality, Responsiveness and Impact. By understanding organizational context and stakeholder attention to MetaAge ESG issues, we identifying actual and potential impacts, assessing their significance, and prioritize reporting sequences. This process enable us to identify material topics and establish an ESG information disclosure framework.



## ★ Collected 17 Sustainability Issues

Referring to various sustainability initiatives and standards (including SDGs, GRI, SASB, TCFD, RBA, CDP, etc.), as well as competition and ESG benchmark companies, the report's working group considered the company's development goals, activities, business relationships, sustainability context, industry characteristics, and past identification results. We selected 4 issues in the environmental aspect, 6 in the social aspect, and 7 in the governance aspect, totaling 17 sustainability issues. In 2023, the 22 sustainability issues from the previous reporting period were consolidated and renamed to 17, as shown in the following three tables:

### List of Sustainability Issues

2023 Governance Sustainability Issues	2023 Environmental Sustainability Issues	2023 Social Sustainability Issues
<ul style="list-style-type: none"><li>• Corporate Governance and Ethical Corporate Management Management</li><li>• Risk Management</li><li>• Supply Chain Sustainability Management</li><li>• Economic Performance</li><li>• Information Security and Customer Privacy</li><li>• Customer Relationshipship Management</li><li>• Innovative Products and Services</li></ul>	<ul style="list-style-type: none"><li>• Carbon Management and Climate Adaptation</li><li>• Waste management</li><li>• Water management</li><li>• Biodiversity</li></ul>	<ul style="list-style-type: none"><li>• Human Rights, Equity and Diversity</li><li>• Talent Cultivation and Development</li><li>• Talent Attraction and Retention</li><li>• Occupational Safety and Health, Employees physically and mentally healthy</li><li>• Social Participation</li><li>• Maintenance of Labor Relations</li></ul>

## Materiality analysis >> materiality assessment process

### Step 1 Know the organization context

#### ★ Identify 6 major stakeholders

To fully understand internal and external expectations and strengthen communication with key stakeholders, MetaAge refers to the AA1000 SES Stakeholder Engagement Standards (AA1000 SES) five principles, focusing on Dependency, Responsibility, Tension, Influence, and Diverse Perspectives. We Identify groups or individuals that have a significant impact or are affected by the company's operations as 6 major stakeholder groups: shareholders, employees, customers, suppliers\*, government agencies, and social groups\*.

(\*Note: Two of them were adjusted in 2023 due to changes in definitions and scopes: supply chain has been changed to supplier and public welfare organizations have been changed to social groups.)

#### ★ Survey of stakeholder opinions

To understand the opinions of stakeholders, MetaAge issued an online sustainability issue questionnaire in 2023, which included the 17 sustainability issues. Questionnaire were issued to the company's shareholders, employees, senior executives, customers, suppliers, and social groups that have cooperative relations or business dealings with MetaAge. Through this questionnaire, we can understand various stakeholders's attention to sustainability issues and their expectations for MetaAge. A total of 122 valid questionnaires were collected.

### Step 2 Identify actual and potential impacts of each issue

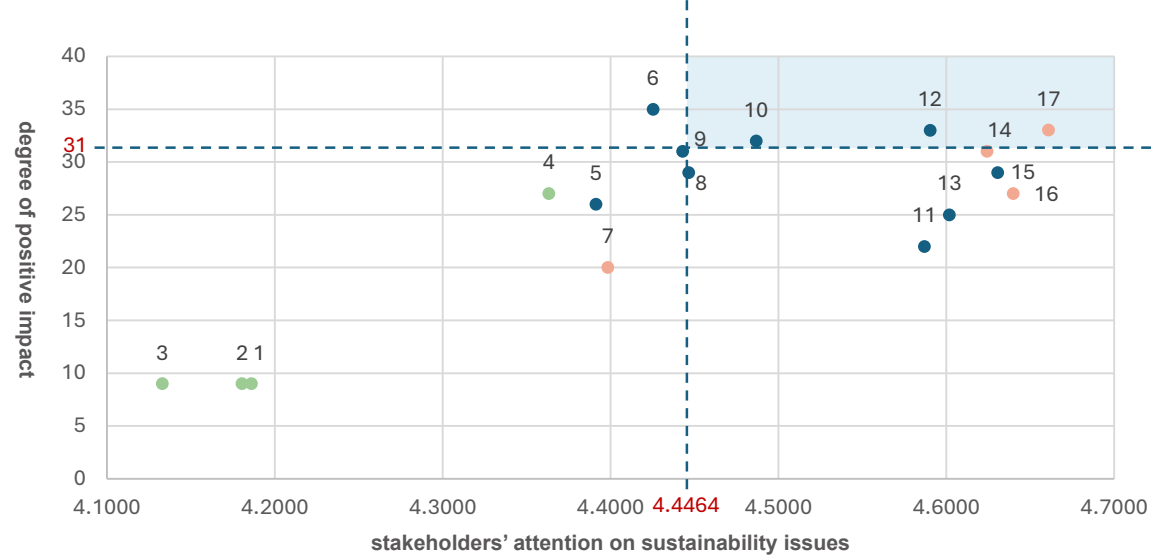
MetaAge conducted due diligence on the actual and potential impacts on the economy, environment and people (including human rights) that occur in the company's daily operations and business relationships. These impacts include positive or negative, short-term or long-term, intentional or unintentional, and reversible or irreversible. Detailed information on these impacts is provided in the table of Potential Impacts of Material Sustainability Topics of the value chain.

### Step 3 Evaluate the significance of impacts

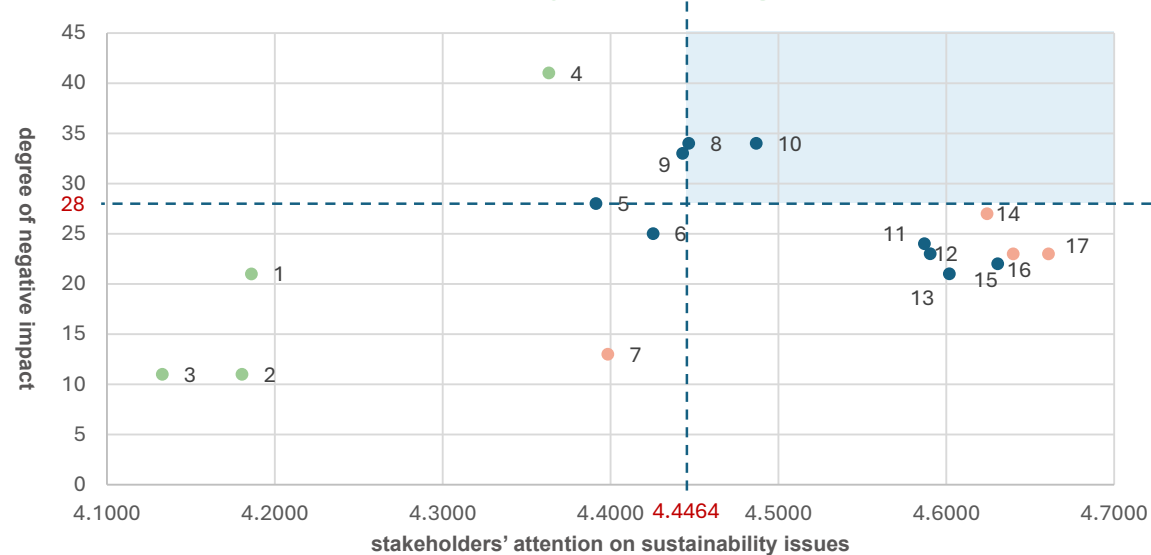
To measure the impact of business activities on stakeholders and the value chain, we conducted a quantitative analysis to examine the environmental, social/human rights, and economic impacts associated with various sustainability issues. We assessed both positive and negative impacts, scoring them based on the criteria of "scale", "scope of impact", "probability of occurrence" (for both positive and negative potential impacts), and "difficulty of repair" (for negative impacts).



## Matrix of Material Sustainability Topics positive impact



## Matrix of Material Sustainability Topics negative impact



## Step 4 Prioritize and Generate materiality topics

MetaAge creates a matrix of materiality topics with the "degree of positive/negative impact" on the Y axis and the "stakeholders' attention on sustainability issues" on the X axis. In this impact matrix, we use screening thresholds set at the top 25% for the significance of both positive and negative impacts and the top 50% for stakeholder attention. This process identifies five materiality topics. Additionally, considering the company's business strategy, we include one topic focused on innovative products and services, resulting in a total of six annual materiality sustainability topics.



- |   |  |
|---|--|
| 1 Water management                                      | 10 Risk Management   |
| 2 Waste management                                      | 11 Innovative Products and Services  |
| 3 Biodiversity  | 12 Information Security and Customer Privacy                                 |
| 4 Carbon Management and Climate Adaptation              | 13 Occupational Safety and Health, Employees physically and mentally healthy |
| 5 Supply Chain Sustainability Management                | 14 Talent Attraction and Retention   |
| 6 Corporate Governance and Ethical Corporate Management | 15 Maintenance of Labor Relations  |
| 7 Social Participation                                  | 16 Human Rights, Equity and Diversity  |
| 8 Customer Relationship Management                      | 17 Talent Cultivation and Development  |
| 9 Economic Performance                                  |  |



# Material Sustainability Topics Evaluation Procedure and Stakeholder Engagement

• Explanation of materiality topics changes from the previous reporting period

2022 Material Sustainability Topics	2023 Material Sustainability Topics	Explanation of the differences
<ul style="list-style-type: none"><li>• Economic Performance and Risk Management</li><li>• Greenhouse Gas Emissions</li><li>• Occupational Safety and Health</li></ul>	<ul style="list-style-type: none"><li>• Risk Management</li></ul>	The disclosure way of material sustainability topics is changed
<ul style="list-style-type: none"><li>• Labor-Management Relations</li></ul>	<ul style="list-style-type: none"><li>• Talent Attraction and Retention</li><li>• Talent Cultivation and Development</li></ul>	Material sustainability topics noun changes and disclosure way adjustments
<ul style="list-style-type: none"><li>• Customer Privacy</li></ul>	<ul style="list-style-type: none"><li>• Information Security and Customer Privacy</li><li>• Customer Relationshipship Management</li></ul>	Material sustainability topics noun changes and disclosure way adjustments
	<ul style="list-style-type: none"><li>• Innovative Products and Services</li></ul>	Customize material sustainability topics
<ul style="list-style-type: none"><li>• Compliance with Socioeconomic</li><li>• Anti-Corruption</li></ul>		Other disclosure topics are included in the chapter "Corporate Governance and Ethical Corporate Management ".
<ul style="list-style-type: none"><li>• Supplier Social and Environmental Impact Evaluation</li></ul>		Other disclosure topics are included in the chapter "Supply Chain and Customer Relationship"

This report discloses each materiality topics and aims to negotiate with stakeholders. Compared with the material topics of the previous reporting period (2022), the changes in the material topic of this year are explained as below, and please refer to the comparison table on the right for details:

- 1 This year, under the topic of "Risk Management", "Economic Performance and Risk Management", "Greenhouse Gas Emissions", "Occupational Safety and Health" and other topics were revealed.
- 2 This year, the relevant content of "Labor-Management Relations" will be revealed on the topics of "Talent Cultivation and Development", "Talent Attraction and Retention".
- 3 This year, under the topics of "Information Security and Customer Privacy" and "Customer Relationshipship Management", we introduce the content related to "Customer Privacy".
- 4 This year, the chapters of " Corporate Governance and Ethical Corporate Management " and "Supply Chain and Customer Relationship" revealed three topics: "Compliance with Socioeconomic", "Anti-Corruption", and "Supplier Social and Environmental Impact Evaluation".
- 5 This year, a new custom topic "Innovative Products and Services" has been added.



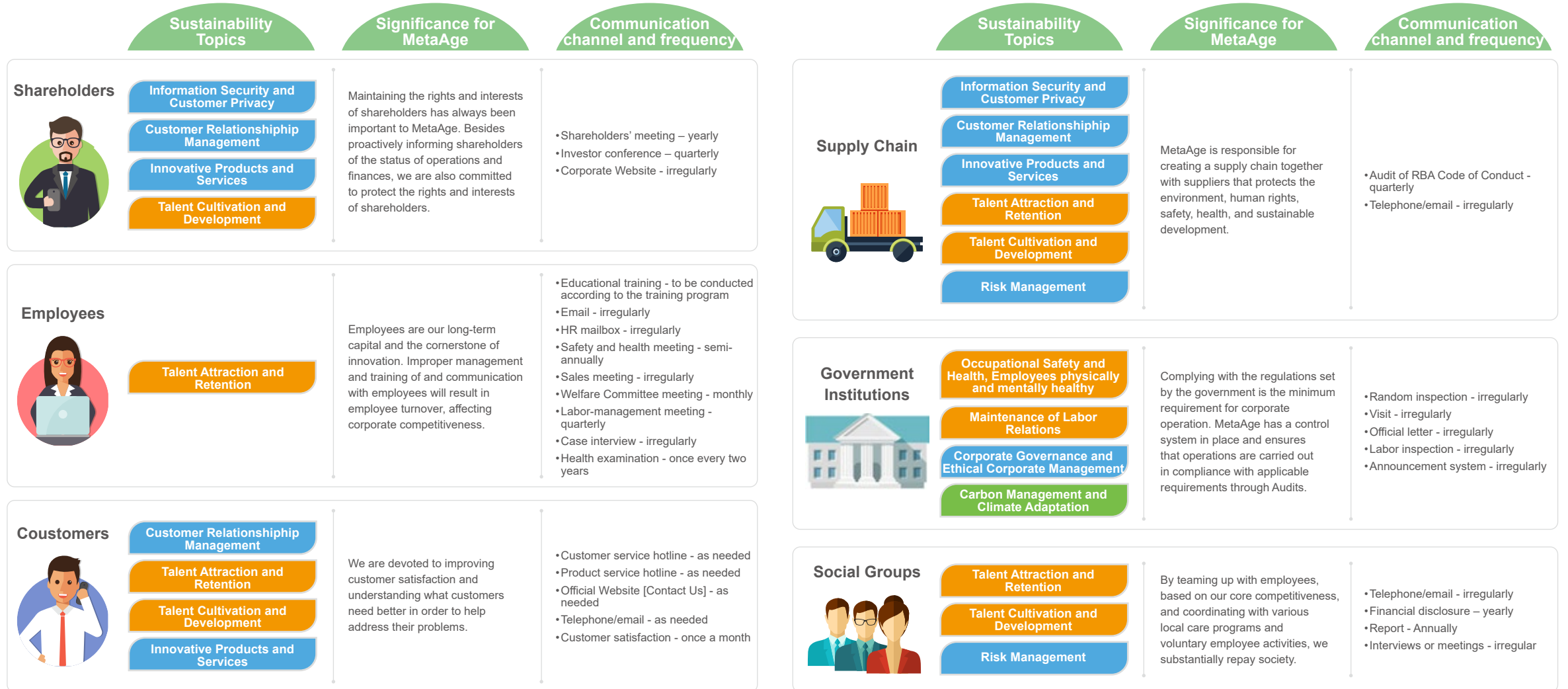
# Evaluation of Substantiality and Potential Impacts of Material Sustainability Topics

● : Substantial impacts ○ : Potential impacts

Material Sustainability Topics	Value chain							
	Upstream	Outside the organization		Inside the organization			Downstream	Explanation
	Supplier	Government institutions	Social groups	Shareholders	employees	organization Itself	Customers	
Customer Relationship Management				○	●	● ○	●	<ul style="list-style-type: none"><li>• MetaAge actively maintains good customer relationships, fully understands customer needs, and improves the quality of products and services through adequate staff education and training and corporate strategies, which is conducive to the improvement of the company's reputation and operation.</li><li>• If customer loyalty and satisfaction are reduced, it is likely to have a negative impact on operations and reputation.</li></ul>
Risk Management	○	●	○	○	●	● ○	○	<ul style="list-style-type: none"><li>• Face to globalization and fast-changing business environment, MetaAge implements risk management to effectively identify and control emerging risks and key risks, which can reduce operational risks and enhance resilience, maintain and strive for the distribution rights, and avoid the loss of profits and the change of market position caused by the transfer of distribution rights.</li><li>• In recent years, the rise in climate risk and ESG regulations has led to higher operating costs. If potential risks are not identified or effectively mitigated, the stability of corporate operations could be compromised, potentially resulting in significant financial losses in the event of a major incident.</li></ul>
Talent Attraction and Retention		● ○			● ○	●		<ul style="list-style-type: none"><li>• MetaAge creates an attractive workplace and salary system, continually optimizes its welfare programs, and improves employee retention rates. By providing excellent employment opportunities, MetaAge enables talents to fully realize their potential and contributes to improving overall employment rates.</li><li>• If enterprise has difficult to recruit employees and experiences a decreasing sense of employee identification with the company, it will lead to increase personnel costs and affect the operation activities of enterprises.</li><li>• Fierce competition among upstream and downstream companys for key talents may lead to the loss of talent and increase management costs.</li></ul>
Innovative Products and Services	●			●	● ○	●	●	<ul style="list-style-type: none"><li>• MetaAge focuses on market opportunities and continuously to innovates products and services to meet customer expectations in the era of digital transformation. MetaAge also launched low-carbon goods and services solutions to assist customers in their low-carbon transition.</li><li>• If the company fails to recognize market trends, it will lose the opportunity to innovate and reduce the company's competitiveness.</li><li>• Actively nurturing human resources to provide innovative services.</li><li>• Attract shareholders through a competitive market position and create profit or value for them.</li></ul>
Information Security and Customer Privacy		○		○	●	●	●	<ul style="list-style-type: none"><li>• Through the ISO27001 information security management system and mechanism, and regular audits and drills, we aim to prevent infringement of customer privacy and rights.</li><li>• Face to the rise in laws and regulations and increasing customer demands for corporate information security , companies need to invest more resources in response to the increase in cyber attacks to avoid high penalties due to information leakage.</li></ul>
Talent Cultivation and Development	○				●	● ○	○	<ul style="list-style-type: none"><li>• MetaAge continues to nurture key talents and school talents, and enhances the reputation and operational performance of the organization through diversified talent development programs.</li><li>• MetaAge provide sufficient learning resources and diversified channels to ensure that employees have the professional knowledge required in the workplace and cope with market challenges, enhance the competitiveness of organizational talents, and provide customers with excellent services.</li></ul>



# Stakeholders Engagement





# 03 About MetaAge



## Value and Action

With the software and hardware product line of internationally renowned brands, the technical support talents certified by the original factory, the dense and extensive marketing channels and the strong technical consulting and maintenance services, "brand, talent, channel, service" have become the four important pillars of MetaAge business development. Renamed Metaage Corporation (Metaage Corporation, taken from the Meta of the Metaverse) in 2022. Declare that we are ready to serve to help customers enter the next era, and can be the best partner for enterprise IT intelligence. In 2023, we will continue to propose innovative products and services in response to market demand, and create more value with our business partners and customers.

## Material Sustainability Topics

Innovative products and services

The MetaAge logo, featuring the word 'METAAGE' in a bold, sans-serif font. The 'M' and 'A' are red, while the 'E' is orange. The logo is centered within a large white circle that has a glowing orange border. The background of the slide is a solid brown color with decorative wavy lines and various icons representing sustainability topics like environment, social, and governance.

**METAAGE**

# 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

- January 2021 Acquired 100% Company's shares of the South African company COREX (PTY) LTD.
- March 2021 Qisda Corporation acquired 16.37% of the Company's shares to bring the total shareholding ratio to 51.41%.
- December 2022 Acquired 100% Company's shares of MetaGuru
- June 23 2022 Name changed to MetaAge
- 2023 METAMatch was established
- In August 2023 Purchase 35.09% equity of Brainstorm Corporation
- May 2022 Obtained AWS MSP status
- September 2022 Obtained Microsoft dealership
- January 2023 Obtained Mammoth Cyber dealership
- November 2023 Obtained MinIO dealership
- January 2024 Shareholding in Grandsys increased to 40.15%.

# Change of Corporate Name and Strategic Investment in Subsidiaries

## Change of Corporate Name

### 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.

## Recent Investments

### MetaGuru

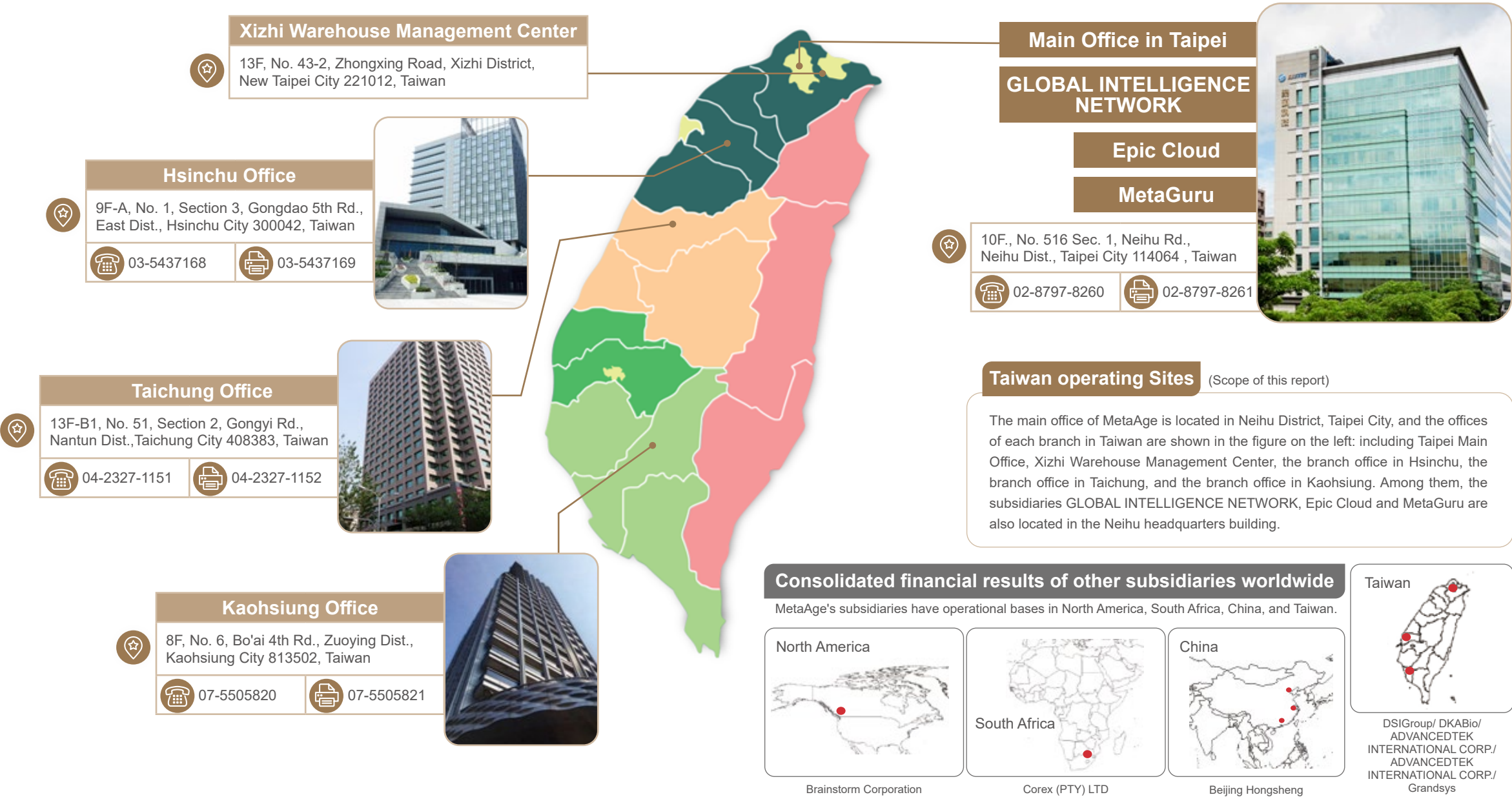
To cope with its operational developments over the long term, MetaAge has combined the solid technologies and experience of MetaGuru in HCM and BPM in connecting the existing abundant products and solutions of MetaAge. In May 2022, we invested in MetaGuru and officially joined hands with MetaGuru in 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.

### Grandsys

Benefiting from the growth trend in cloud customer service, the expansion of AI speech recognition and analytics services is accelerating. To actively seize business opportunities in AI intelligent service applications, MetaAge increased its shareholding in Grandsys Technology from 20.96% to 40.15% in early 2024. Grandsys main services include artificial intelligence intelligent quality inspection, enterprise digital transformation services, and acting as an agent for the Genesys system, a major overseas cloud service provider. With expertise in software research and development, system architecture integration, and maintenance, Grandsys boasts high product compatibility, enabling use with various cloud platforms. Having been deeply engaged in this field for a long time, Grandsys has significant future growth potential.

### Brainstorm

In 2023, MetaAge announced its investment in Brainstorm in the United States, acquiring a 35.09% shareholding in the company. This investment allows MetaAge to provide local and immediate services to Taiwanese customers entering the U.S. market. Additionally, it provides Brainstorm with more resources to accelerate its development in the U.S. market. To capitalize on business opportunities driven by generative AI, Brainstorm established Skytech AI. Skytech AI will actively target the pre-development equipment market for enterprise AI by leveraging its capability to swiftly meet customization needs.





## Industry Positioning

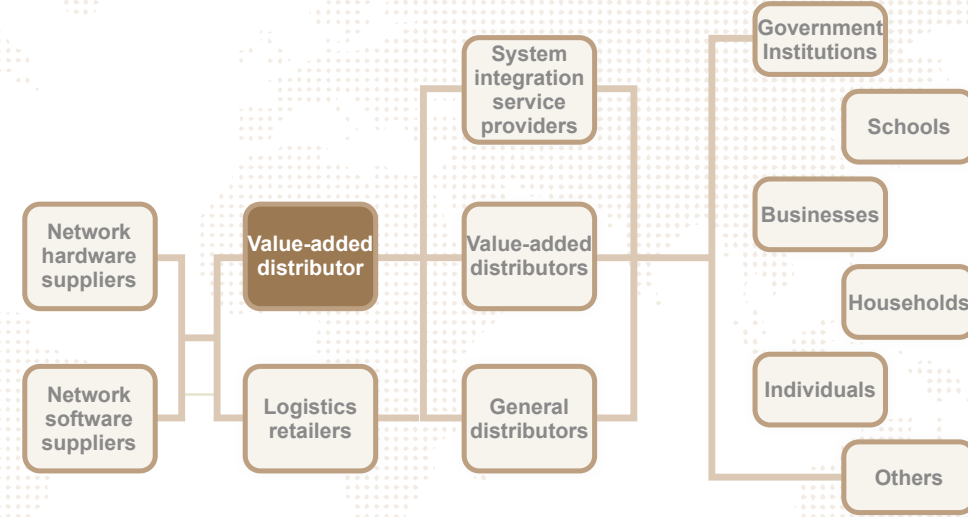
MetaAge and its subsidiaries are mid-stream value-added dealers that deal mainly with various types of telecommunication and Internet software and hardware equipment, work stations and servers, and tool integrated application software, among others. Being capable of integrating products they resell, 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.

## Upstream

## Mid-stream

## Downstream



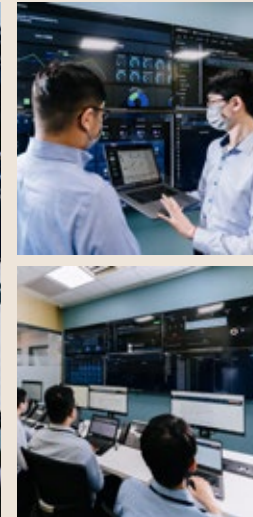
## Business Model

MetaAge and its subsidiaries distribute and resell products from more than 50 world-famous IT brands, including Akamai, AWS, Cisco, Check Point, Dell, Microsoft, Oracle, Pure Storage, Red Hat, Veeam 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. A Managed Service Provider (MSP) Center offers 24/7 monitoring by dedicated personnel, ensuring comprehensive infrastructure, service, and information security availability monitoring.



MSP Center

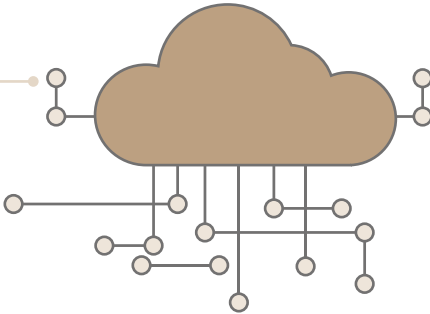


Demo Center

# Operational Strategy.

## 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.



**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.



**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.



**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.

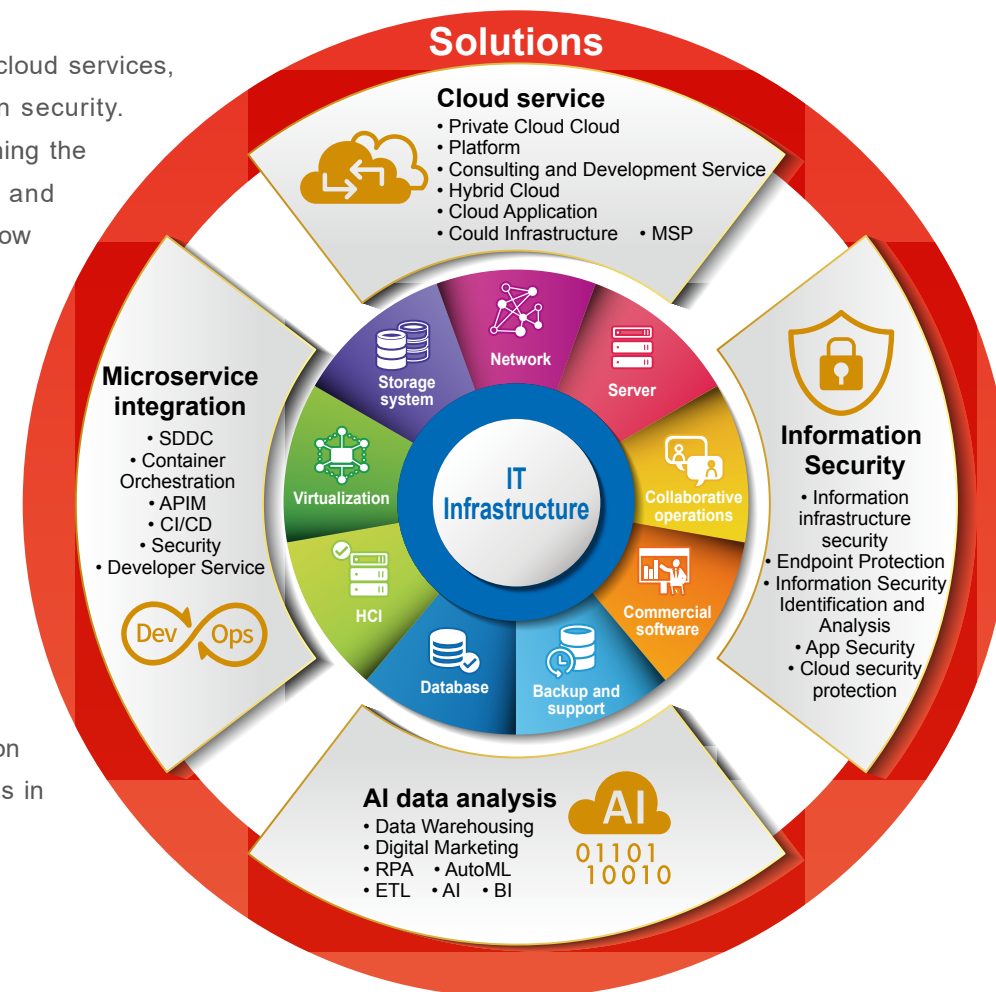
## Products and Services: Four Major Solutions

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 hybrid-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.



# Solutions

## 1. Enterprise backup and redundancy

Offsite backup

Technology threading

Resource integration

Offering solutions for small and medium-sized enterprises up to large corporations, we aid financial and government institutions in implementing backup and redundancy measures. We integrate cross-product technologies to assist customers and partners in addressing common pain points and effectively responding to challenges like geopolitics and information security incidents.

## 2. Cloud-to-ground integrated application

Cloud-to-ground integration

Applied research

Cross-brand collaboration

MetaAge possesses comprehensive technology and product expertise, offering a one-stop solution to help enterprises and partners seamlessly integrate cloud-to-ground systems and services, enhancing digital resilience.

## 3. MSP Services

Site relocation

Performance monitoring

MSP Services

Having successfully passed MSP partner audits and ISO27001 audits, we provide 24-hour online cloud hosting services throughout the year, eliminating customer obstacles in advance.

Note: There will be no performance issues, service interruptions, or user service interruptions in 2023





Overview of brand applications

Cloud service

Modern app

AI data analysis

Information Security

Server

Network

Storage system

Backup and support

Virtualization

HCI

Database

Commercial software

Collaborative operations

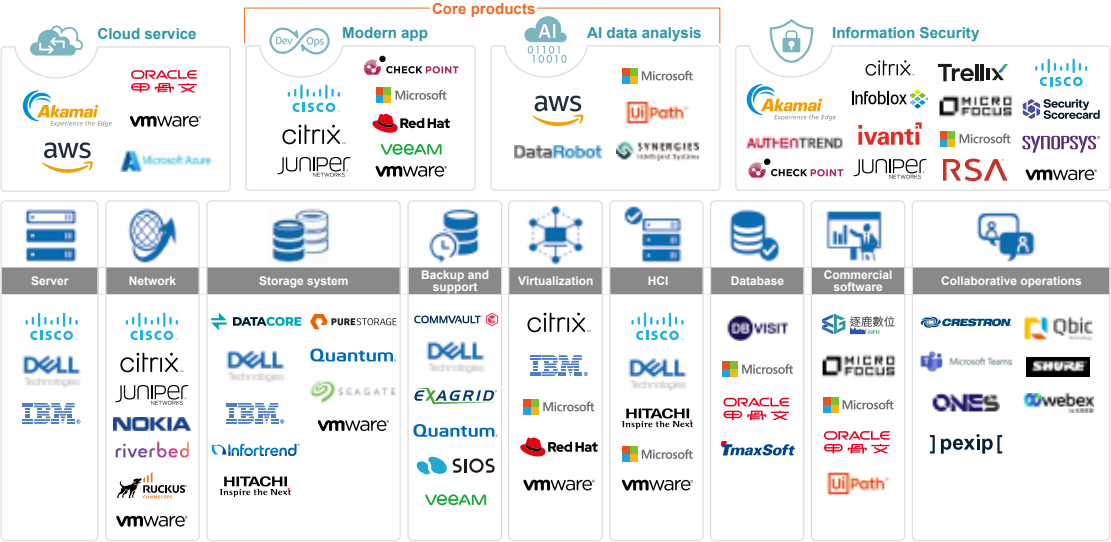
# Main Products and Solutions Over the Past Two Years

MetaAge divided products of primary brands 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 2022 and 2023; there have been no major changes to brands that it dealt with over the past two years.

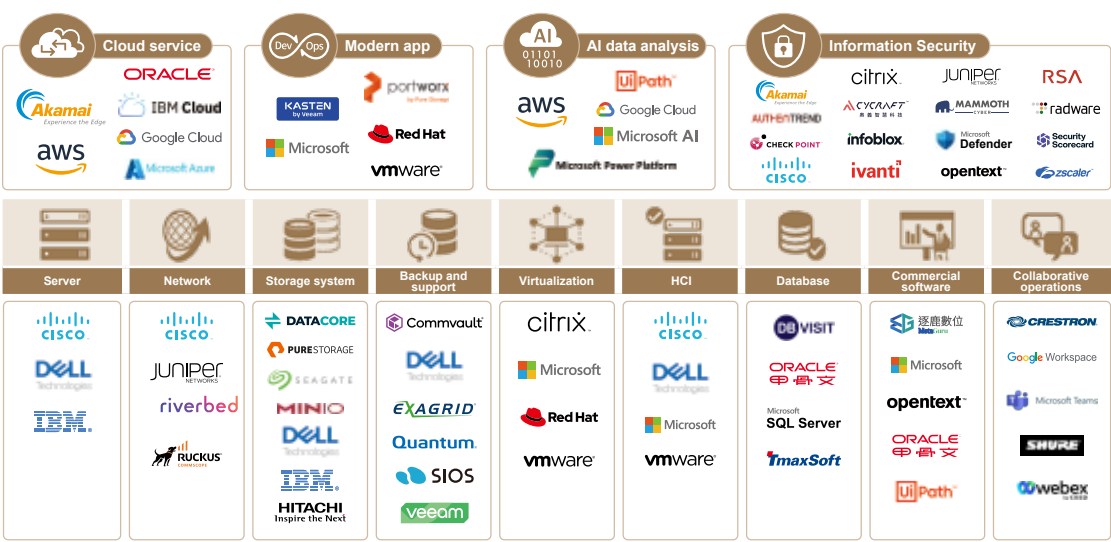
## Overview of brand applications in 2022

## Overview of brand applications in 2023

### Overview of brand applications



### Overview of brand applications





## Innovative Service Model – METAMatch Ecosystem Matchmaking Platform

Accelerating Digital Transformation for Enterprises

Lack of Distribution Platforms on the Supply Side

Limited Workforce and Budget on the Demand Side

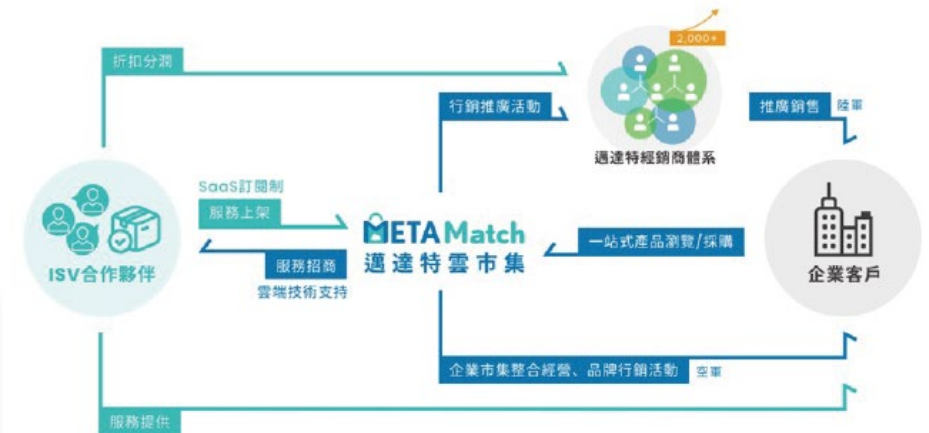
MetaAge Connects Partnerships

**Background:** In response to the rapid growth of the enterprise cloud market in recent years and the rise of digital transformation needs of small and medium-sized enterprises, with more than 20 years of experience in agency, integration, and pre-sales and after-sales services of more than 50 international IT leading brands, MetaAge established the "METAMatch" for enterprise application software in 2023. This platform implements solutions through practical application scenarios across various vertical industry sectors, offering matchmaking opportunities for independent software vendors (ISV), system integration partners (SI), and enterprise users, thereby facilitating deep cooperation within the information service industry and jointly promoting the transformation and upgrading of various industries.

**Approach:** Lowering the barrier to entry for customers: Due to the overwhelming variety of products that make it difficult for enterprise customers to choose the most suitable solution, the collaborates with nearly 100 software vendors (ISV). By utilizing an operation mechanism similar to that of e-commerce platforms, it offers categorized solutions including smart enterprise, IT integration, artificial intelligence, catering and retail, intelligent education, and ESG sustainable operations. The platform supports enterprises from a professional service perspective, swiftly assisting customers in selecting the appropriate solutions based on their needs.

### MetaMatch three main benefits

- 1. Supply-Side Complementation:** Through MetaAge's comprehensive digital participation channels, we address ISVs' shortcomings in business manpower, product diversity, and issues such as data silos.
- 2. Demand-Side Fulfillment:** The ecosystem platform team provides professional services, effectively overcoming the limitations enterprise customers face due to limited IT personnel, expertise, and budget constraints.
- 3. Industrial Chain Upgrade and Transformation:** The platform enables partners to evolve from early-stage, linear, and unidirectional upstream and downstream relationships to forming vertically and horizontally integrated industrial ecosystem partnerships. Whether it's original suppliers, consultants, channel partners, or end users, all can connect through this platform, creating higher value for the entire industry.



① METAMatch official website: <https://www.metamatch.market/>  
 Background of METAMatch : [https://www.metaage.com.tw/cloud\\_marketplace/background\\_story](https://www.metaage.com.tw/cloud_marketplace/background_story)  
 Further reading: "METAMatch gathers platforms, links ISV and SI and other roles, and carefully selects the best choice for enterprise digital transformation" <https://www.metaage.com.tw/news/latest/615>



## Innovative Product – iCarbon Carbon Process Tracking System

### Carbon Management Platform Becomes a Benchmark Application for Green Enterprises

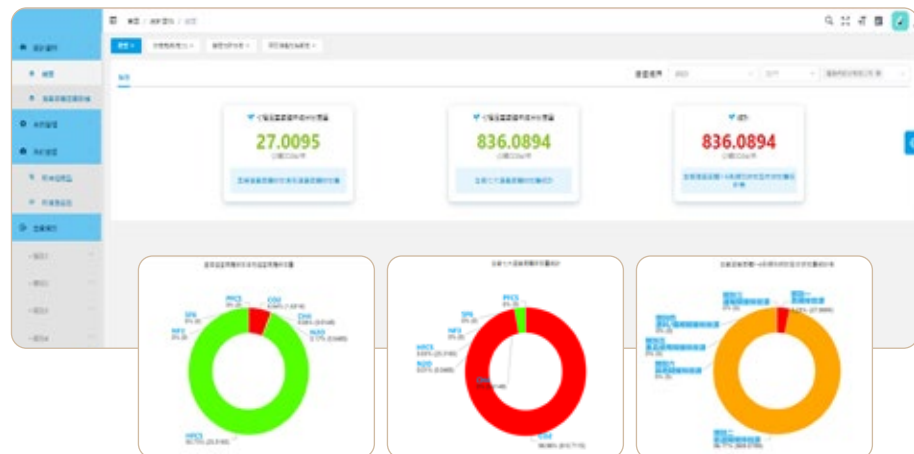
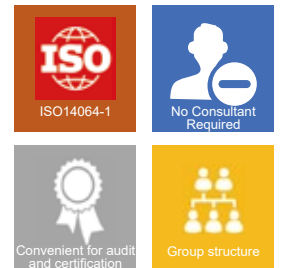
As the demand for greenhouse gas inventory in domestic enterprises increases, carbon management systems have become essential equipment for green enterprises. In 2023, MetaGuru, a subsidiary of MetaAge Enterprise Process Management Development Company, announced the launch of the carbon process tracking system, "iCarbon Cloud."

"iCarbon Cloud" is an innovative product designed specifically for current greenhouse gas inventory international standards and corporate practices. It combines the latest technology and creativity to provide a simple and effective way to assist enterprises in managing and protecting the data of upstream and downstream suppliers. "iCarbon Cloud" is not only a tool for data management but also provides convenient and precise solutions for carbon reduction for enterprises. The aim is for users to experience a more relaxed and secure data management experience when using this product.

### Product Features and Characteristics

- 1. Data encryption protection:** Utilizes advanced encryption technology to effectively protect user data from unauthorized access and theft.
- 2. Cloud backup and recovery:** Easily backs up and restores data, ensuring that important information is accessible in any situation.
- 3. User-friendly interface:** Intuitive and user-friendly interface, allowing users to easily access and manage data.
- 4. Automatic updates and upgrades:** The system undergoes regular updates and upgrades to ensure compliance with the latest standards and security measures.
- 5. Group structure:** Provides decentralized management or centralized control based on customer requirements.

① MetaGuru Official website: <https://www.metaguru.com.tw/products-solutions/icarboncloud>





# 04 Sustainable Governance



## 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.

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 with stakeholders.

MetaAge pursues sustainable corporate management. The Board of Directors has approved the “Risk Management 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


Risk Management



METAAGE



# Development plan

<div><div>Sustainable Development Goals</div><div>SDG8 Decent work and economic growth SDG13 Climate action SDG16 Peace, justice and strong institutions</div></div>	<div></div>		<div><div>Responsible Unit</div><div>Finance Department, Risk Management Committee, Environmental Safety and Risk Management Department</div></div>
	<div><div>Management Approach</div><div><p>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.</p><p>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.</p></div></div>		
<div><div>2023 Performance outcome</div><div><ul style="list-style-type: none"><li>• Top 5% among enterprises with a small-to-medium market value</li><li>• 6%~20% among all listed companies</li><li>• To evaluate the impacts and develop countermeasures reflective of the climate risk and supply chain risk</li></ul></div></div>	<div><div>Short-term goals</div><div><ul style="list-style-type: none"><li>• To remain as 6%~20% among overall listed companies in the Corporate Governance Evaluation</li><li>• To review the annual key risk indicators (KRIs) and improve on items that fell short of being fulfilled</li></ul></div></div>	<div><div>Medium-and-long-term goals</div><div><ul style="list-style-type: none"><li>• To continue obtaining optimal performance in corporate governance revaluation</li><li>• The MetaAge Group continued to grow in both revenue and EPS</li><li>• To adjust the risk management strategy and enforce comprehensive operational risk control reflective of the external economic and social changes</li></ul></div></div>	<div><div>Evaluation Mechanism</div><div><p>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.</p><p>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.</p></div></div>

# Corporate Governance

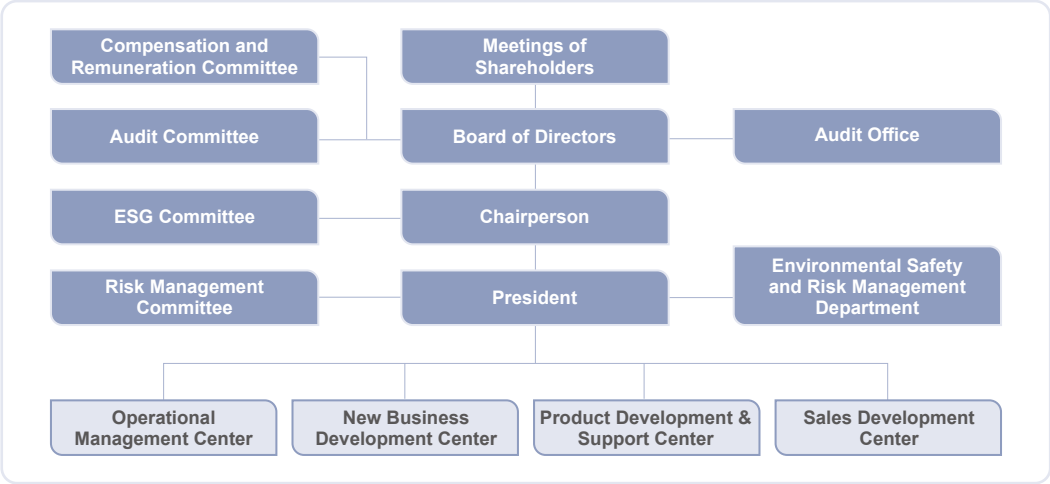
## Composition of the Board of Directors

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. The responsibilities of the Board of Directors are also referred to in the Corporate Governance section of the Annual Report.

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 (as defined by the Taiwan Stock Exchange), 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.

In FY2023, the Company announced a total of 26 material information. For recent major events , please refer to the 2023 Annual Report and MOPS: <https://mops.twse.com.tw/mops/web/t05st01> (stock code: 6112).

## 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

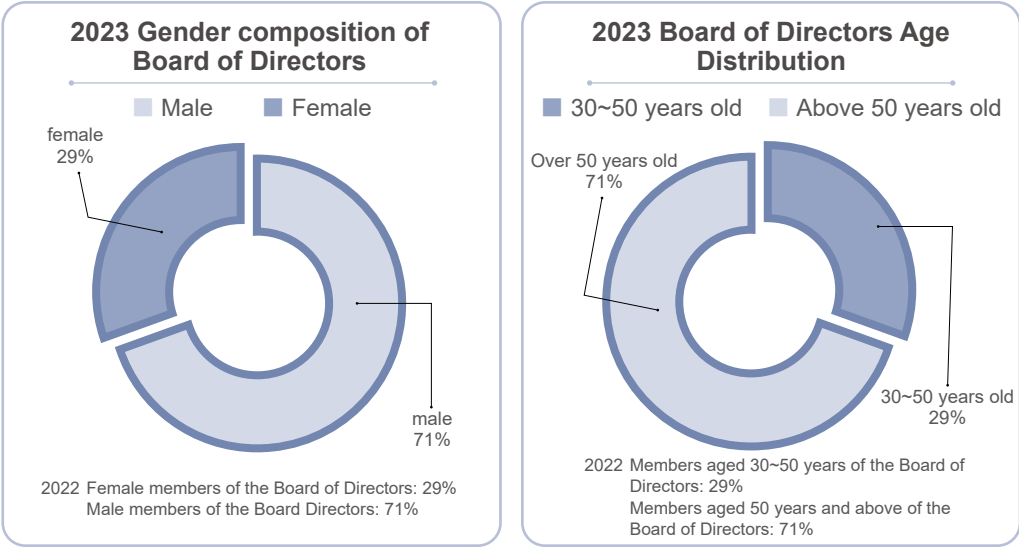
MetaAge currently has seven directors, including 3 independent directors, to serve a term in office of 3 years. Diversification is emphasized in the composition of the Board of Directors. Based on the professional background and work field, those with experience in operation and management, leadership 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: Wen-Hsing Tseng	Male	Master of Mechanical Engineering, National Taiwan University	Senior Director of Innovation Strategic Planning Department of Qisda Group Senior Director of Intelligent Solution Business Group of Qisda Group	✓	✓		✓	✓		✓			✓
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, Biling-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	✓	✓	✓	✓	✓		✓			✓

Note: On 2024/3/22, the corporate director of Qisda Technology was reappointed as the representative of Mr. Wen-Hsing Tseng, and was promoted to chairman of the board of directors on April 2, 2024.



## Board members' gender and age distribution



## 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 has been completed for the Board of Directors to further enforce corporate governance.

Year	Number of meetings	Attendance
2023	4	100%
2022	6	

## 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.

Organizer	Course name	Duration	Number of participants
China Association of Independent Directors	Analyze the responsibilities of directors (INEDs) from practical cases	3	1
Taiwan Investor Relations Association	The establishment and key to the establishment of enterprise intellectual property management system	3	5
China Association of Independent Directors	Tax governance in the new tax environment	3	4
Chamber of Commerce and Industry of the Republic of China	Corporate Resilience and Taiwan's Competitiveness	3	1
Taiwan Stock Exchange	2023 Cathay Sustainable Finance & Climate Change Summit	6	1
Chamber of Commerce and Industry of the Republic of China	2023 New Net Zero Power Summit Forum	3	2

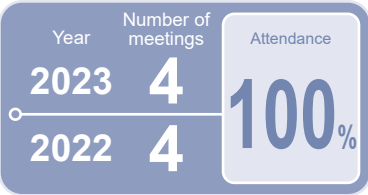
## Compensation and Remuneration Committee

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.

Year	Number of meetings	Attendance
2023	2	100%
2022	2	

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.

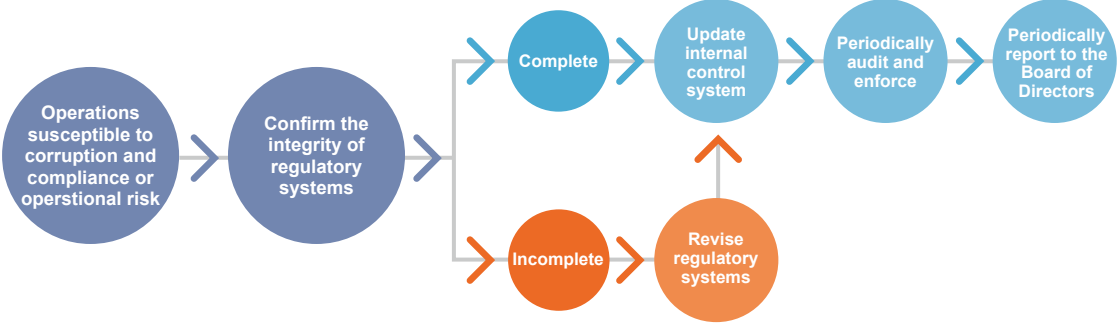


Compensation and Remuneration Committee and Audit Committee member

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 2023. 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. Wen-Hsing Tseng; 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.

# Economic Performance

## The demand in the IT services market is steadily growing, collaborating with original manufacturers to jointly embrace a period of prosperity.

According to the Statistics Department of the Ministry of Economic Affairs, the turnover of the island's computer and information services industry reached NT\$570 billion in 2023, marking a record high with an annual growth of 8.9%. Among these, the IT services sector of MetaAge achieved an impressive annual growth of 15.8%. In response to the booming opportunities in digital transformation and cloud adoption, MetaAge will continue to deepen its business cooperation with various original manufacturers, offering customers one-stop integrated solutions that span cloud and on-premises integration, networking, storage, cybersecurity, cross-border backup and recovery, and MSP management. Together with major original manufacturers, MetaAge aims to embrace a period of prosperity.

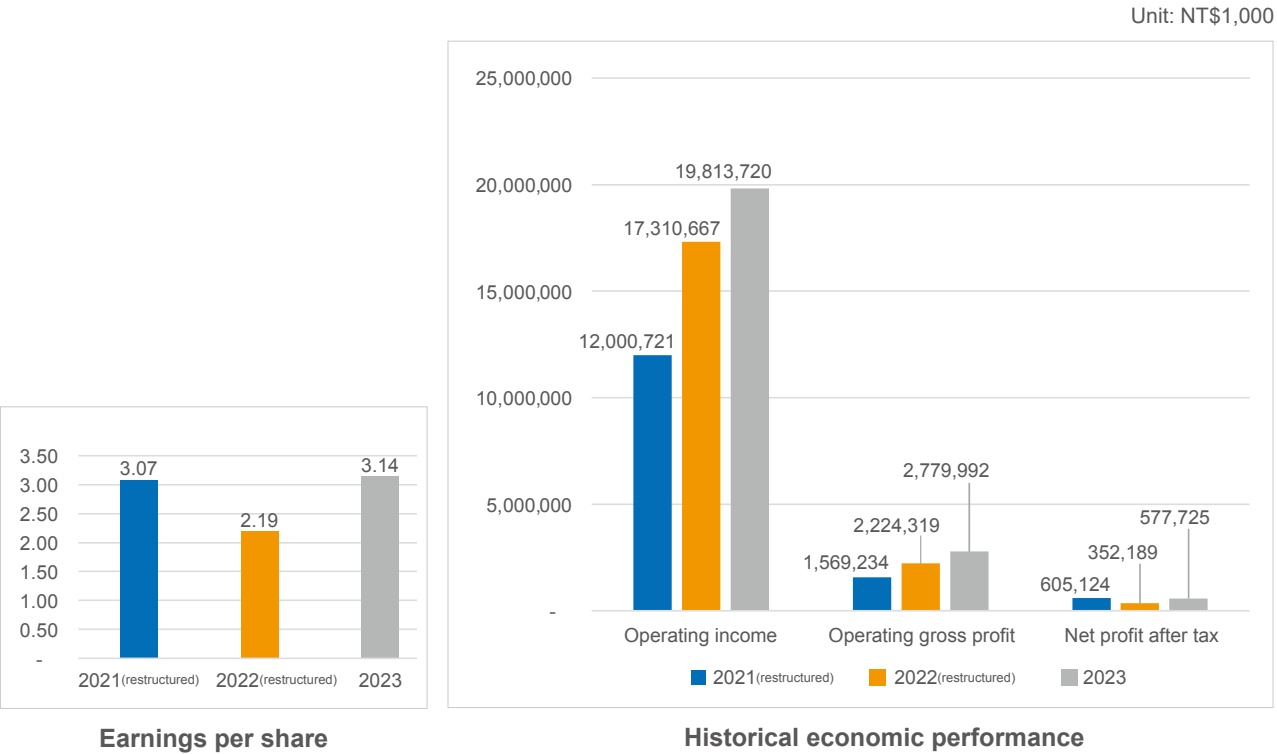
## The growth of subsidiary operations is promising, collaboratively establishing key strategies for digital transformation.

Surveying the domestic business landscape, MetaAge's subsidiaries play pivotal roles in various domains. "AdvancedTEK" specializes in ERP implementation and maintenance services; "Epic Cloud" focuses on Google Cloud technologies and enterprise-level SaaS applications; and "MetaGuru" excels in enterprise process management and development. Together, these three subsidiaries are key to establishing strategies for digital transformation for businesses. In addition, MetaAge also has "Grandsys", which specializes in AI speech recognition and analysis services, "DSIGroup", which specializes in AI big data consulting services, and "Dynasafe", known for its robust cybersecurity capabilities. These subsidiaries significantly contribute to the prominent areas of AI applications and cybersecurity compliance, both of which are major investment trends for enterprises.

① 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/>

## The dedicated team focuses on AI/Data integration applications and deep-links with Domain Know-how

In order to target AI/Data integration applications, the AI and Data Application Integration team has also actively planted the rapidly expanding AI and Data application fields, and tailored AI/Data integration services for customers through deep links with Domain Know-how in major industrial fields. In addition, through the newly established Cloud Lab, MetaAge also demonstrate our industry-leading technology and practical experience to the market in real time, so as to bring together more projects and customers, and create more sustainable benefits for shareholders.



# Allocation of Economic Values of Stakeholders

MetaAge and its subsidiaries have operating locations in Taiwan, South Africa and the United States. 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.



Project / Year	2021 Note 2 (After restructuring)	2022 (After restructuring)	2023
Operating income	12,000,721	17,310,667	19,813,720
Operating cost	10,431,487	15,086,348	17,033,728
Employee salaries and Benefits	818,780	1,126,157	1,234,265
Cash dividend	470,894	376,714	517,983
Interest paid	14,404	29,222	63,025
Payments to government (Income tax)	111,056	120,957	113,931
Community investment	NA	NA	NA
Retained economic value	154,100	571,269	850,788

Note 1: There were no financial subsidies from the Government in 2023

Note 2: In 2021, Grandsys was an affiliated enterprise and a non-consolidated subsidiary



# Risk Management

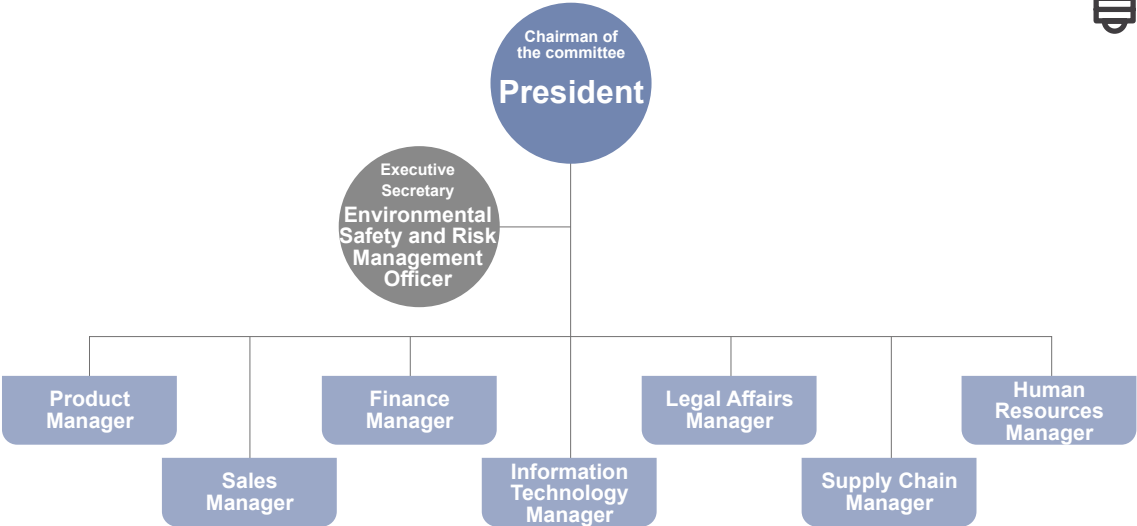


## Risk Management Policy

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

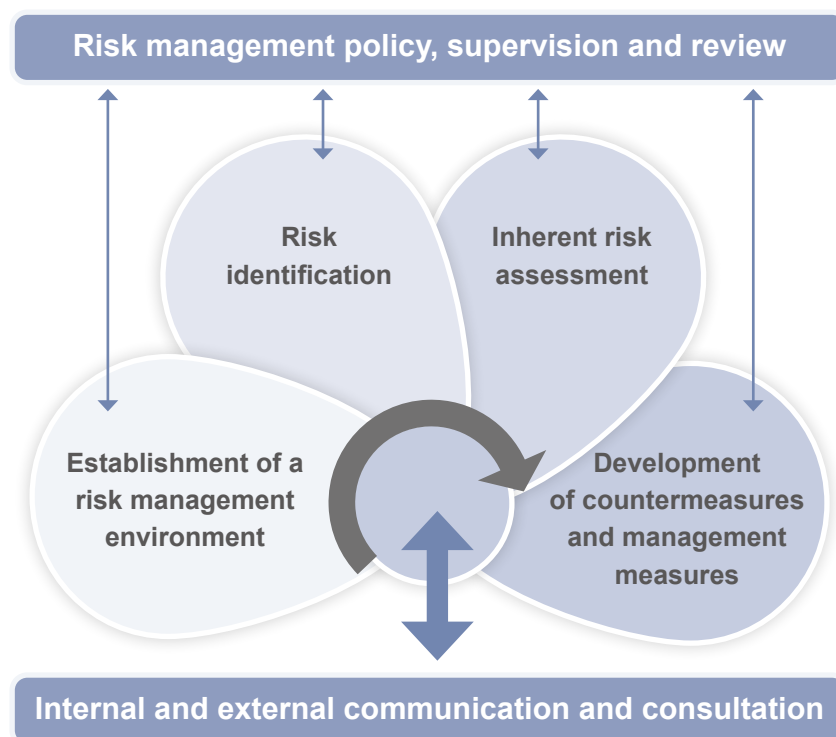
The Risk Management Committee is supervised by the Board of Directors and the Audit Committee, and risk management is carried out through the Risk Management Committee (RMC). The Risk Management Committee, chaired by the president, the Head of the Environmental Safety and Risk Management Division as the Executive Secretary, and the heads of the Company's first-level department as members, holds RMC meetings every six months to discuss the Company's major risks and risk control matters. RMC be 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 in order to ensure the company's sustainable operations.



MetaAge summarizes the risk categories into eight aspects: sales risk, product and technical service risk, financial risk, information security risk, compliance risk, human resources risk, climate risk and supply chain risk, covering a total of 32 potential risks under each category of risk, assessing the risk degree with risk measurement indicators for each category. MetaAge regularly reviewing the risk management mechanism, and establishing response strategies and risk control measures. Additionally, MetaAge's Risk Management Committee reports annually to the Board of Directors on its operations and the business implications of identified risks.

## Risk Management Process

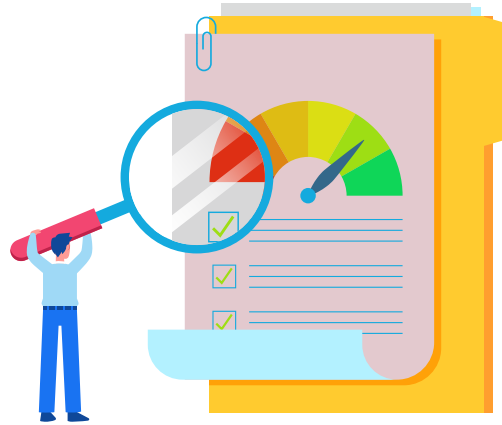
Through the risk management process, we identify and assess all inherent risks and develop corresponding countermeasures and management measures to lower or avoid any potential impact caused by risk events.



- 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.

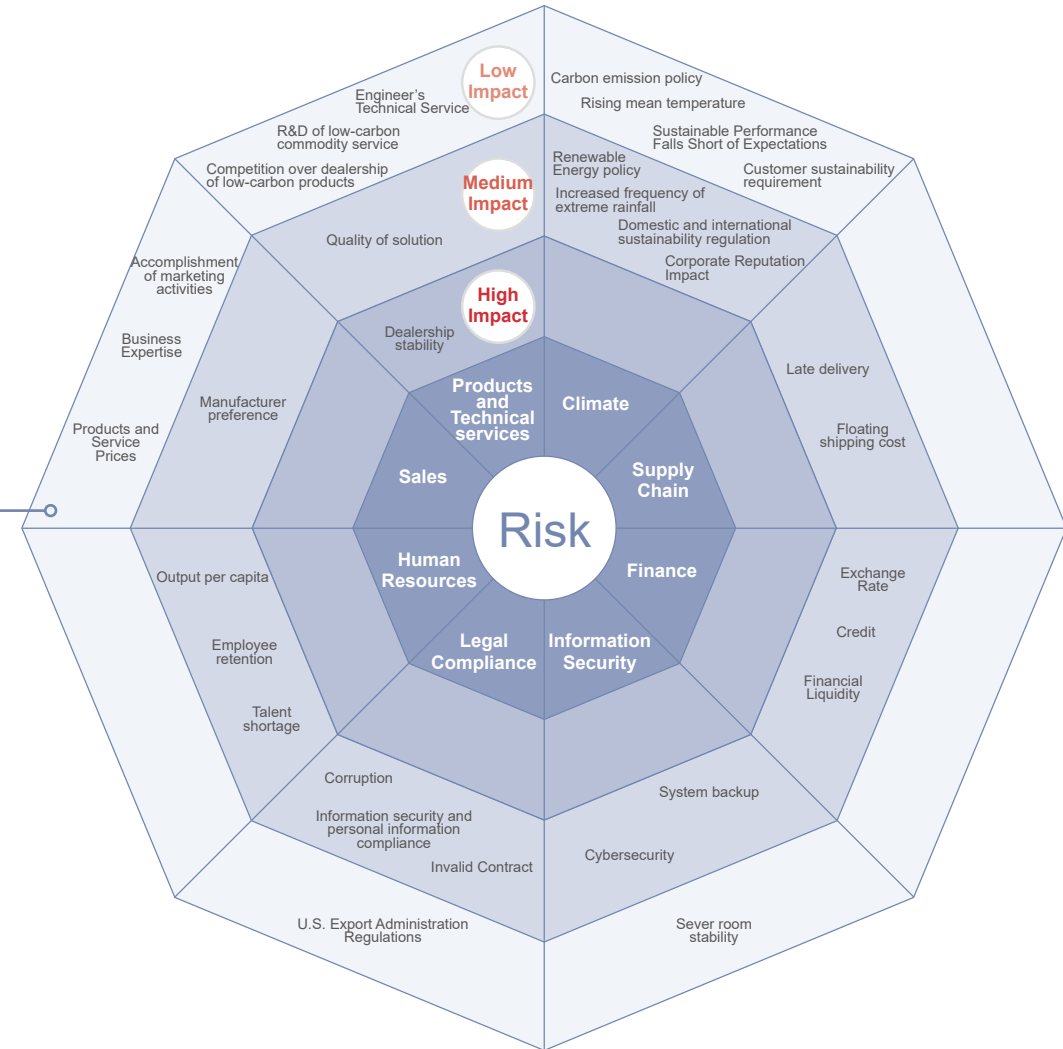
## 2023 Risk Assessment Results

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” determines the current risk level to produce the risk category and the risk matrix.



### Risk Radar Map

- ◆ Risk category: 8
- ◆ Potential risk: 32
- ◆ High impact: 1
- ◆ Moderate impact: 19
- ◆ Low impact: 12



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” determines the current risk level to produce the risk matrix. We identifies a total of 32 actual and potential risks in 2023.

Note: For a discussion of MetaAge's climate-related risks and opportunities, please refer to the 2023 Climate-related Financial Disclosure Report

	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.

Risk Matrix

Risk Impact Level



Risk Occurrence Likelihood



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. The items assessed as medium risk during the year are as follows:

Risk Category	Potential Risk	Impact on Financial Position	Risk indicators	Target	Countermeasures
Sales risk	Business Expertise	The professional response and handling ability of the business will affect the satisfaction of customers.	The number of major dealership right (more than 200 million revenues) was withdrawn	In each year, no dealership right was withdrawn	<ul style="list-style-type: none"><li>Enhance the service quality of the business through education and training, and emphasize the benefits that the product can bring to the customer's needs.</li><li>After grasping the available price, return to the original manufacturer, and establish a good relationship with the original manufacturer.</li><li>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.</li><li>Strengthen connections and relationship development with the target customer groups and raise the collaboration intention of brand owners.</li></ul>
	Manufacturer preference	The allocation of order resources by the original manufacturer will affect the company's revenue performance.			
	Dealership stability	If the main dealership are withdrawn, it will affect the company's revenue performance and market share.			
Products and Technical services risk					
Financial risk	Exchange rate	Resulting in a decrease in the value of foreign currency assets and fluctuations in future cash flows	Using derivative instruments to hedge exchange rate risk hedge ratio	80%-120%	<ul style="list-style-type: none"><li>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.</li></ul>
Human resources risk	Output per capita	Maintain an appropriate number of employees to ensure per capita output value.	Output per capita	More than NTD 2.5 million	<ul style="list-style-type: none"><li>Through the assistance of digital technology and intelligent operation processes, we can improve the work efficiency of employees and allocate manpower to more effective or valuable work, so as to increase the per capita output value.</li></ul>
Climate risk	Customer sustainability requirement	The increasing requirement of sustainability by customers, if we cannot be followed up in time, will affect the results of supplier evaluation, and may affect customers' willingness to cooperate	The pass rate of customer's supplier evaluation	100% pass rate	<ul style="list-style-type: none"><li>The company implements relevant management systems such as ISO 14064-1, ISO 45001, etc., and manages the completeness and effectiveness of results through external third-party audit views.</li><li>Actively cooperate with customer supplier surveys to ensure that customer evaluations are passed</li><li>Please refer to Chapter 9 Occupational Health and Safety, Chapter 10 Environment and Carbon Management, and TCFD</li></ul>

# 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.



METAAGE



# Development plan

Sustainable Development Goals

SDG16 Peace, Justice, and Strong Institutions

SDG17 Partnerships for the Goals



2023 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

Short-term goals

- Zero tolerance of violations of the Ethical Corporate Management Best Practice Principles and the Employee Code of Ethics and Conduct

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

Responsible Unit	Legal Department, Human Resources Department
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.



# Ethical Corporate Management

## 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.



# 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.

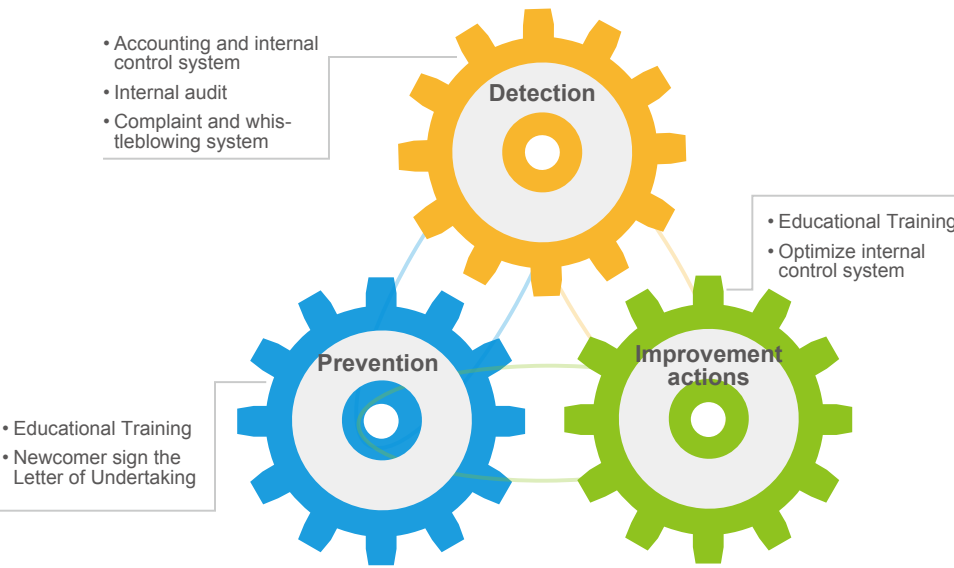
## Professional Ethics of Employees

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 2023.

In accordance with the Ethical “Corporate Management Best Practice Principles”, MetaAge identifies and conducts risk assessments of major risks of corruption, including bribery, illegal political donations, improper charitable donations, improper gifts or benefits, infringement of intellectual property rights, unfair competition and damage to the rights and interests 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 anticorruption to all stakeholders.



# Complaint and whistleblowing system

MetaAge has established a “whistleblowing and complaint management method”, and accepts and investigates whistleblowing cases in accordance with standard operating procedures to maintain corporate governance and sustainable operation.

## Scope of reporting

When any member of MetaAge and the following subsidiaries GLOBAL INTELLIGENCE NETWORK, Epic cloud and MetaGuru have any illegal acts or mistreatment with job seekers, visitors or external parties. This includes violations of the “Ethical Corporate Management Best Practice Principles”, discrimination, abuse, or sexual harassment, etc.

## Methods and channels of reporting

Physical mailbox: set up at the company's headquarters.  
Internal and external complaint channels: There is a whistleblowing form on the official website of MetaAge for stakeholders to use: [https://www.metaage.tech/code\\_report](https://www.metaage.tech/code_report)

## Handling of whistleblowing cases

The Legal Department will accept reports of internal and external violations of the Ethical Corporate Management Best Practice Principles such as corruption, conflict of interest, violation of the law or the principle of confidentiality of trade secrets, and participation in political activities, and report to the responsible units for standard operating procedures in accordance with the management measures. The Human Resources Department handles reports of mistreatment, sexual harassment, and discrimination from employees within the company, and conducts follow-up operations.

## Whistleblower’s identity kept confidential

When the Company handles whistleblowing cases, the safety of the whistleblower shall be protected, and the responsible unit shall not record the name of the whistleblower or information sufficient to identify the whistleblower (including but not limited to position, work unit, home address, telephone number, etc.) in public documents, and conceal the content that may expose the identity of the whistleblower.

## Whistleblower rewards

If a reported case is verified to be true and it benefits the company by removing disadvantages, or if a person provides significant leads or evidence for a major report, the dedicated unit will report to the CEO, and the whistleblower will be given an appropriate reward.



## Corruption Risk Education Training

MetaAge completes anti-corruption and ethical corporate management trainings through its online training platform; in 2023, the anti-corruption training was completed 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%.

## Education 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. The employee code of conduct training completion rate is 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



Type	Benchmark regulation	Governance efficacy
Environment	GHG, waste water, and waste	No violations of applicable environmental protection laws and regulations and resultant fines occurred.
	Compliance	No fines or non-monetary penalties as a result of violating environmental protection laws and regulations occurred.

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.

Type	Benchmark regulation	Governance efficacy
Society	No discrimination, forced labor, sexual harassment	During the reporting period, a complaint regarding an incident of unlawful infringement was filed. After investigation, it was determined to be unsubstantiated. For details, refer to Chapter 10 "Happy Workplace – Addressing Complaints".
	Compliance	No fines or non-monetary penalties associated with labor laws.

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.



# 06 Supply Chain and Customer Relationship



## 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.

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.

## Material Sustainability Topics

Customer Relationship Management



METAAGE



Development plan

Responsible supply chain

Sustainable Development Goals

SDG8 Economic growth

SDG12 Responsible Consumption and Production

SDG17 Partnerships for the Goals

2023 Performance outcome

The return rate for signed commitment letters from newly onboarded suppliers is 94.6%

100% of the top 10 suppliers of MetaAge have completed internal assessments

Short-term goals

Implement internal evaluations of key suppliers

Implement the signing of the letter of commitment for new suppliers

Continuously optimize the supplier evaluation mechanism

Medium-and-long-term goals

Continuously optimize the supplier evaluation mechanism

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.

Illustration of a sustainable city with wind turbines, solar panels, and green buildings.

Illustration of a sustainable city with wind turbines, solar panels, and green buildings.

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# RBA Supply Chain Management



MetaAge is a distributor of ICT products, primarily representing globally renowned brands for network and system software and hardware products. 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. All these upstream suppliers have established codes of social responsibility that comply with the regulations of their respective countries. Subsequently, 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.

# Supply Chain Overview

## Supplier classification

According to the purpose, MetaAge procurement can be divided into two categories: non-sales and sales of products and services. The management measures described in this section primarily focus on suppliers of "sales products or services." Non-sales administrative procurement items are numerous, smaller in amount, and suppliers change frequently. Some management details are supplemented in the green procurement section.

Procurement classification	Procurement items
Products or Services (Sales)	According to the classification of financial reports, the procurement content generally includes four categories: information and communication infrastructure, data computing and application, digital integration, and cloud application software and services
Administrative Duties (Non-Sales)	Services required for operations (e.g. insurance, building maintenance), office supplies, etc

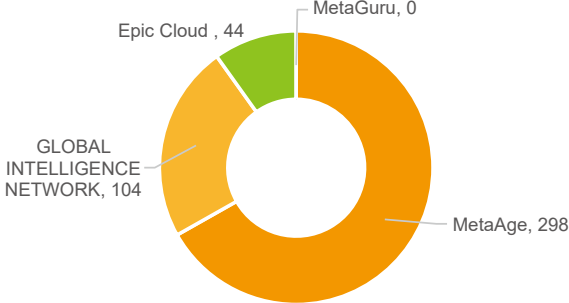
## Supplier Tier management

In order to effectively control supplier-related risks, Medat has screened out "key suppliers" and "important suppliers" as priority management objects, and conducted evaluation and investigation of key suppliers and important suppliers of MetaAge in 2023, covering a total of more than 99.52% of the total annual procurement transaction amount.

		Management measures	2023	2024
Key suppliers	According to the annual procurement transaction amount, the top 10 key suppliers of MetaAge, GLOBAL INTELLIGENCE NETWORK, and Epic Cloud are screened out.	Annual internal assessments are regularly conducted by the procurement department.	Key Supplier Assessment 100% completion rate.	Conduct key supplier assessments on an ongoing basis.
Significant suppliers	MetaAge defines an annual transaction amount of more than one million NTD as an important supplier, with a total of 131 suppliers in 2023.	Irregular sustainability self-assessment surveys are conducted.	A total of 25 key suppliers of MetaAge have completed the self-assessment survey.	The scope of implementation was expanded to: GLOBAL INTELLIGENCE NETWORK and Epic Cloud.

## The total number of suppliers

The total number of suppliers cooperated by each company in 2023 is 446 in the three companies of MetaAge (298), GLOBAL INTELLIGENCE NETWORK(104) and Epic Cloud (44), of which the number of suppliers of MetaAge accounts for 67%, and there is no external procurement and sales of products or services for MetaGuru, so it is 0%.



# Supplier Selection and Communication

## 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.

## New Supplier Selection

For new suppliers, the Procurement, Product and Finance Department will conduct an assessment based on the company's basic information, financial status, product quality, service and supply capabilities, procurement-related contracts or other supplier documents. In 2023, a total of 88 new suppliers of MetaAge, GLOBAL INTELLIGENCE NETWORK and Epic Cloud (there is no external procurement for MetaGuru, so they are not included in the calculation) have been required to submit supplier commitment letters to meet the corporate social responsibility requirements of the Responsible Business Alliance Code of Conduct, and the sign-back rate of new supplier commitments in 2023 is 94.6%.

## 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

Supplier Audit

Price Inquiry

Procurement

Outsourcing



# Responsible supply chain

## Responsible 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.

## Supplier 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.

## 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.

## Environmental impacts from upstream and downstream transportation

In the upstream and downstream transportation process, MetaAge will produce greenhouse gas emissions, which will have an impact on the earth's environment. At present, the company's upstream and downstream transportation emissions and management measures are as follows:

Category	Explanation	Management measures
Upstream transportation	The upstream original manufacture shipped to the MetaAge warehouse	Evaluating the adoption of low-carbon green logistics solutions.
Downstream transportation	MetaAge shipped to the client	Reduce fuel usage and carbon emissions by optimizing transportation planning, such as reducing fuel consumption by planning the shortest transportation journey, consolidating shipments to reduce the number of shipments, and streamlining volume to increase transportation efficiency

## Local procurement\* ratio


We represent and sell competitive products and services from well-known major manufacturers in Taiwan and abroad that meet customer needs. In 2023, the proportion of local and international procurement by each company, based on purchase amounts, is shown in the table on the right:

Company	Local: Abroad
MetaAge	49:51:00
GLOBAL INTELLIGENCE NETWORK	100:00:00
Epic Cloud	84:16:00

\*Note: Local procurement is defined as when the procurement transaction partner is located in Taiwan

Development plan

Customer Relationshiphip management

<div><div>Sustainable Development Goals</div><div>SDG8 Economic growth</div></div>		<div><div>Responsible Unit</div><div>Product Development &amp; Support Center/Marketing and Public Relations Department</div></div>
		<div><div>Management Approach</div><div>MetaAge values brand management and conducts distributor satisfaction survey each year in order to boost communication and exchange with customers.</div></div>
		<div><div>Evaluation Mechanism</div><div>Distributor Satisfaction Survey is conducted to help MetaAge know what to improve in brand management and customer service.</div></div>
<div><div>2023 Performance outcome</div><div><ul style="list-style-type: none"><li>Customer satisfaction was up to 95.86%</li></ul></div></div>	<div><div>Short-term goals</div><div><ul style="list-style-type: none"><li>Customer satisfaction maintained above 90%</li></ul></div></div>	<div><div>Medium-and-long-term goals</div><div><ul style="list-style-type: none"><li>Persistent outstanding dealer in the information and communication industry and maintained trust among customers</li></ul></div></div>



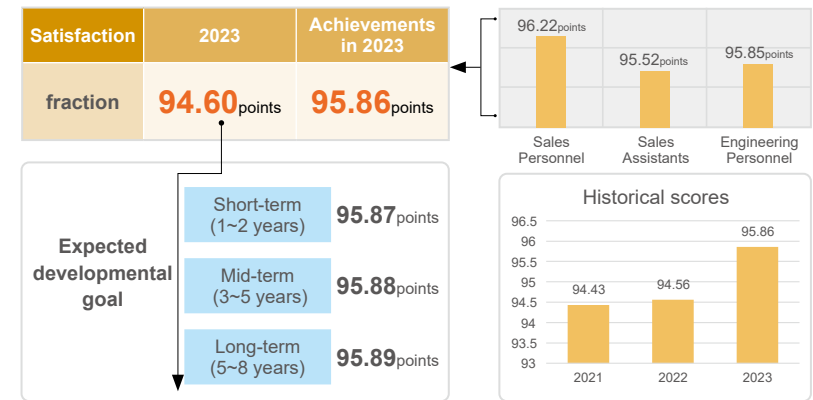
## Customer Satisfaction Survey

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.

### Results of dealer satisfaction survey

After processing, categorization, and statistical analysis of dealer survey data, the results of overall customer satisfaction in 2023 are as follow:



### 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 recommendations, plan corrective actions, and follow up on corrections.

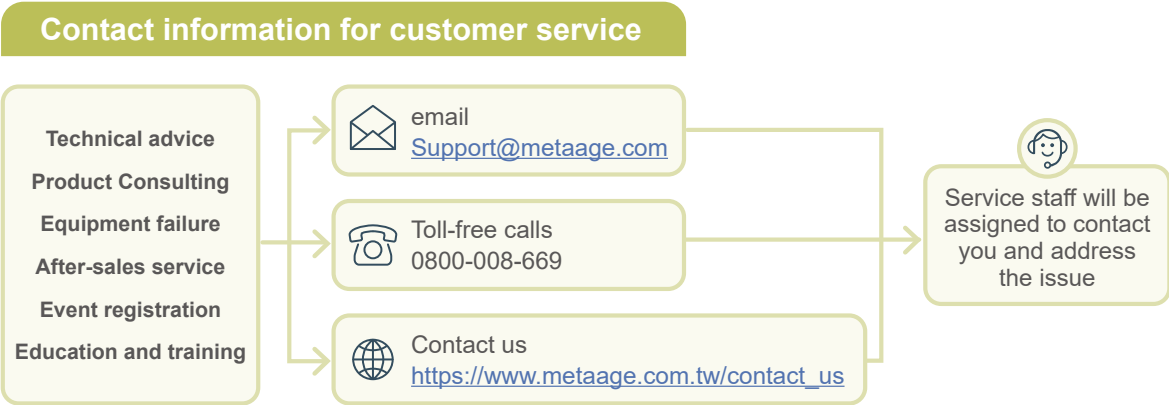
### The dealer satisfaction survey comprises three major sections and sub-sections:

- 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)

# Customer communication and service channel

MetaAge holds various physical exhibitions (B2B) and education and training activities throughout the year, inviting customers to participate. We continuously understand customer needs through brand promotion activities, and provide products and services that meet customer needs and the latest technology trends.

At the same time, MetaAge provides a variety of customer communication channels, from product consultation to handling technical problems and equipment failures. Through excellent after-sales service and real-time communication, we aim to provide high-quality service.



## Physical exhibition



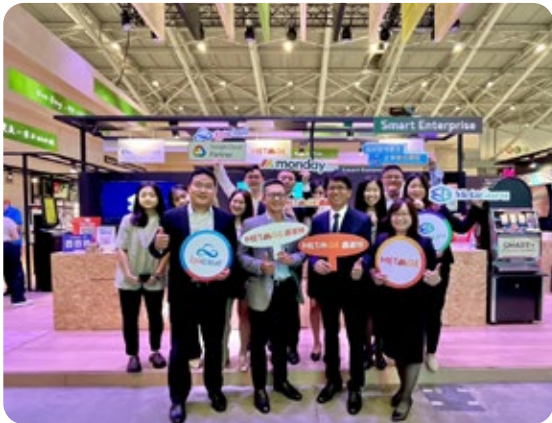
MetaMatch rally



Dell Technologies Forum



Cloud Summit



COMPUTEX

# 07 Information Security & Customer Privacy



## 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

Information security and customer privacy

METAGE





# Development plan

Sustainable Development Goals

SDG16 Peace, Justice, and Strong Institutions



2023 Performance outcome

- No violations of customer privacy and information security occurred during the reporting period
- Have the ISO 27001:2013 Information Security Management System authenticated by a third party

Short-term goals

- Control over internal data safety; no major information security events have occurred
- Have the ISO 27001:2022 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

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.



# Information Security Management

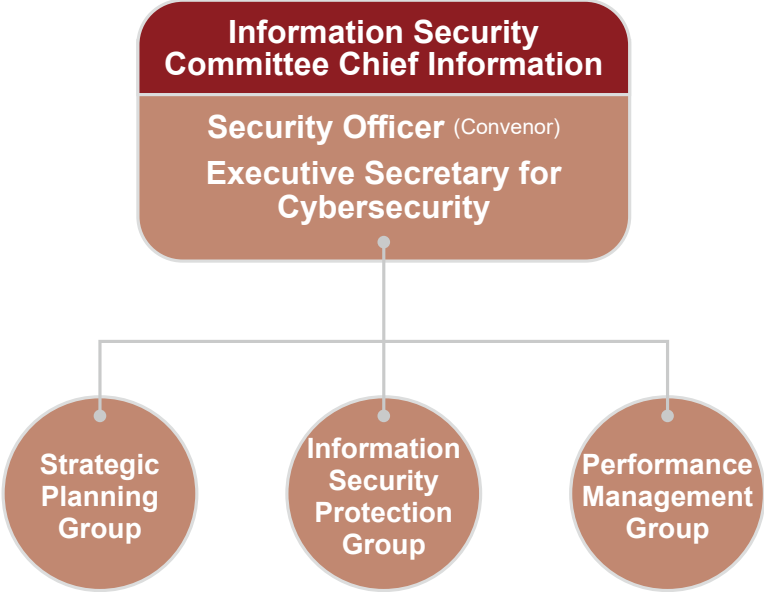
To ensure the confidentiality, integrity, availability, and legitimacy of information assets (hardware, software, data, documents, and personnel related to information processing), prevent willful or accidental internal or external threats, MetaAge has effectively reduced the risks of information and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

MetaAge has passed the ISO 27001 information security management system certification 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.



## Management Structure

The Information Security Committee is jointly formed by the Chief Information Security Officer and the heads of various departments of the Company, and the Information Security Officer serves as the convener and the heads of various departments serve as members. Hold regular meetings to coordinate the formulation, implementation, risk management and review of information security-related policies. On February 23, 2023, the first ICT security management review meeting was held.



# Information Security Management

## 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 measures

Both personal computers and company servers are equipped with Endpoint Detection and Response (EDR) protection, which actively monitors and logs suspicious activities or programs occurring on endpoints. Upon detecting potential threats, the system immediately blocks abnormal behaviors and suspicious programs, and automatically notifies the cybersecurity personnel.
- Account security

Employees shall properly keep and use their user IDs, passwords, and privileges and change their passwords regularly., advocating a total of 5 times in 2023.
- 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.
- Education and training

During the reporting period, a total of 761 people were trained on information security and annual information security issues.The training was conducted through online courses and included assessments to reinforce the learning. 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.

To respond quickly to an emergency information security crisis, in addition to the above control measures, MetaAge plans regular annual drills. These include social engineering drills, Vulnerability Assessment, information system recovery drills, and Penetration test, covering all four companies within the group. In 2023, all four major drills were successfully completed. MetaAge also collaborated with customers to conduct on-site audits of supplier information security, performed ISO 27001 internal and external audits, and completed responses to the customer's supplier audit questionnaire.

Regularly Rehearse Project

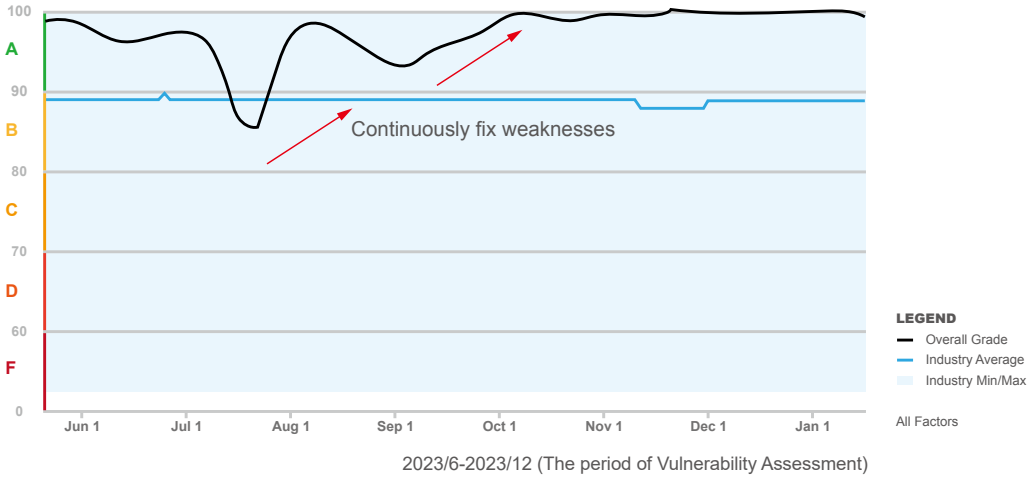
Project	Frequency	Object	Content
Social Engineering Drill	Twice a year	Company-wide	2023.04 Executed 2023.11 Executed
Vulnerability Assessment	Real-time detection	Company domain name	Grading A
Information System Operations Continuity Drill Plan	Executed monthly	Company operating system	18 systems with 100% completion rate
Penetration Test	Twice a year	The company uses the platform	Executed on October 2023

BCP Business Continuity Plane

MetaAge has an business continuity plan (BCP), which is part of routine information security management. The systems are categorized by level, and various drills are conducted based on different scenarios. These drills include exercises for the ERP system, internal web system, and domain management system, among others. In 2023, a total of 18 drills were conducted to ensure that the company can respond swiftly to emergencies and maintain uninterrupted operations.



Vulnerability Assessment



# Customer Privacy Protection

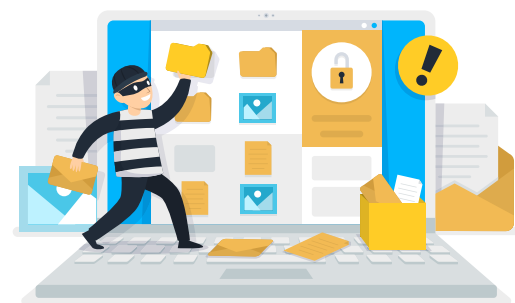
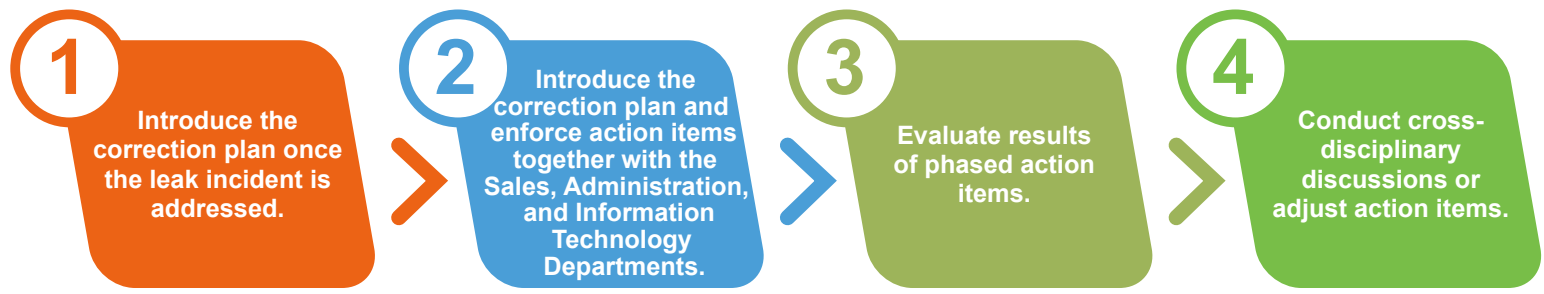
We deeply understand the importance of privacy and are thus committed to ensuring, respecting, and protecting customer privacy and trade secrets. Except with definite authorization or at legal requests, we will neither disclose nor use the privacy or trade secrets of customers for any purpose. We have 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.

In 2023, no customer complaints related to privacy or information issues were received, no information security breaches, no information was used for secondary purposes, and no law enforcement agencies requested user information and monitoring.

## Privacy Leak Management Procedure





# 08 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

Talent attraction and retention  
Talent cultivation and development



# Development plan

Sustainable Development Goals

SDG3 Good health and Well-being

SDG4 Quality Education

SDG5 Gender Equality

SDG8 Decent work and Economic Growth

SDG16 Peace, Justice, and Strong Institutions

2023 Performance outcome

Taiwan Corporate Sustainability Award: Talent Development Leadership Award

The turnover rate has fallen for the third year in a row, and has fallen by 8 percentage points in three years

85% participation rate of employee stock ownership trusts

Develop robot RPA for human resource operation

Short-term goals

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 patrener in HR

Responsible Unit


Division of Human Resources


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

The Information Security Risk Management Group performs risk assessments and provides information security educational trainings periodically.





# 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 2023, the MetaAge Group had a total of 671 employees, an increase of 44 people from 2022 where the total number was 627. Full-time employees accounted for 98.07% with a gender ratio of 1.01:1. 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.

Local, gender and number of people in 2023								
Region	Taipei		Hsinchu		Taichung		Kaohsiung	
Type	Gender	Number	Gender	Number	Gender	Number	Gender	Number
Full-time official staff	Male	292	Male	13	Male	5	Male	26
	Female	274	Female	18	Female	8	Female	22
Part-time interns	Male	2	Male	0	Male	0	Male	0
	Female	11	Female	0	Female	0	Female	0
Total	579		31		13		48	

Local, gender and number of people in 2022								
Region	Taipei		Hsinchu		Taichung		Kaohsiung	
Full-time official staff	Male	292	Male	13	Male	6	Male	25
	Female	259	Female	19	Female	8	Female	16
Part-time interns	Male	5	Male	0	Male	0	Male	0
	Female	2	Female	0	Female	0	Female	0
Total	558		32		14		41	

Note: Full-time employees = employees hired for 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

Proportion of contract-based employment categories in 2023								
Type of Employment/ Gender/Company	MetaAge		Global Intelligence Network		Epic Cloud		MetaGuru	
	male	female	male	female	male	female	male	female
Number of employees	259	276	48	23	19	20	12	14
Full-time - full-time	48.86%	51.14%	67.61%	32.39%	52.78%	47.22%	47.83%	52.17%
Part-time - Intern	14.29%	85.71%	0.00%	0.00%	0.00%	100.00%	33.33%	66.67%

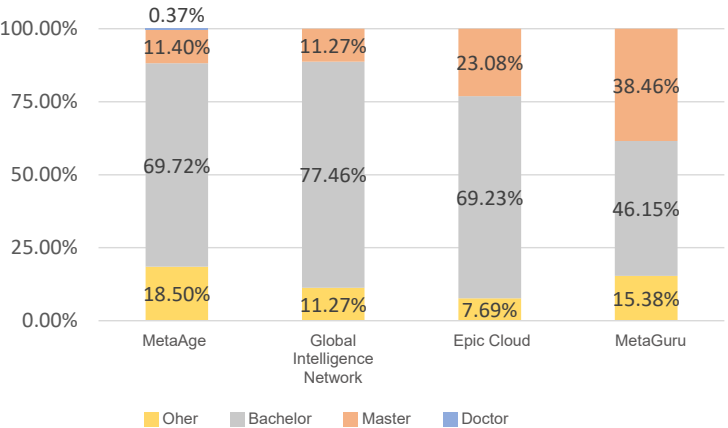
Proportion of contract-based employment categories in 2022								
Type of Employment/ Gender/Company	MetaAge		Global Intelligence Network		Epic Cloud		MetaGuru	
	male	female	male	female	male	female	male	female
Number of employees	266	257	43	24	22	15	10	8
Full-time - full-time	50.68%	49.32%	64.18%	35.82%	58.33%	41.67%	55.56%	44.44%
Part-time - Intern	66.67%	33.33%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%

Distribution by age and gender in 2023								
Age distribution	MetaAge		Global Intelligence Network		Epic Cloud		MetaGuru	
	Male	Female	Male	Female	Male	Female	Male	Female
Under 30 years old (Proportion/number of people)	41.84% / 59	58.16% / 82	61.90% / 13	38.10% / 8	44.44% / 8	55.56% / 10	40.00% / 2	60.00% / 3
30 to 50 years old (Proportion/number of people)	50.15% / 171	49.85% / 170	68.75% / 33	31.25% / 15	50.00% / 10	50.00% / 10	50.00% / 8	50.00% / 8
Over 50 years old (Proportion/number of people)	54.72% / 29	45.28% / 24	100.00% / 2	0.00% / 0	100.00% / 1	0.00% / 0	40.00% / 2	60.00% / 3

Distribution by age and gender in 2022								
Age distribution	MetaAge		Global Intelligence Network		Epic Cloud		MetaGuru	
	Male	Female	Male	Female	Male	Female	Male	Female
Under 30 years old (Proportion/number of people).	51.66% / 78	48.34% / 73	69.23% / 18	30.77% / 8	53.33% / 8	46.67% / 7	0.00% / 0	100.00% / 1
30 to 50 years old (Proportion/number of people).	50.75% / 170	49.25% / 165	58.97% / 23	41.03% / 16	61.90% / 13	38.10% / 8	62.50% / 10	37.50% / 6
Over 50 years old (Proportion/number of people).	48.65% / 18	51.35% / 19	100.00% / 2	0.00% / 0	100.00% / 1	0.00% / 0	0.00% / 0	100.00% / 1

Proportion of educational background (%)

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.



MetaAge is devoted to protecting a diversified and inclusive workplace and provides aboriginals, the disabled, or foreign employees with proper opportunities. In 2023, we have 3 foreigners working for us. mainly technical engineers, accounting for approximately 1.4% of the technical engineering department.

In terms of hiring employees from disadvantaged groups, the proportion reached 1.79%. MetaAge exceeds the legal requirement of 1% for employing individuals with disabilities and provides suitable job opportunities for Indigenous people and individuals with disabilities, ensuring their work and life rights. The company strives to contribute to a friendly employment environment.

Distribution of employees by diversity (2023)

Category/Company/ Gender	MetaAge		Global Intelligence Network		Epic Cloud		MetaGuru	
	male	female	male	female	male	female	male	female
Numbers of minorities	3	7	0	0	1	1	0	0
Numbers of foreigners	2	0	0	0	0	0	1	0

Distribution of employees by diversity (2022)

Numbers of minorities	3	6	0	1	0	0	0	0
Numbers of foreigners	3	0	0	0	0	0	0	0

MetaAge offers smooth career paths while at the same time valuing gender equality. There are female high-ranking supervisors and medium-ranking supervisors.



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

category	Male	Female	Nationality	Foreign nationality
Supervisors (including senior and mid-level executives)	56.00%	44.00%	100.00%	0.00%
General colleagues (including other colleagues outside the technical engineering unit, non-supervisor colleagues and interns)	29.50%	70.50%	100.00%	0.00%
Technical Engineering Department	80.10%	19.90%	98.60%	1.40%

# Talent Recruitment

To 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 2023, for example, were a total of 54 men (about 45%) and 66 women (about 55%). There were 120 newcomers in total, fewer than the 161 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.

New hires in 2023 are categorized by age, company and gender								
Company	MetaAge		Global Intelligence Network		Epic Cloud		MetaGuru	
Age	Gender	(Proportion/ number of people)	Gender	(Proportion/ number of people)	Gender	(Proportion/ number of people)	Gender	(Proportion/ number of people)
Under 30 years ols	Male	36.96% / 17	Male	33.33% / 1	Male	50% / 4	Male	100% / 1
	Female	63.04% / 29	Female	66.67% / 2	Female	50% / 4	Female	0% / 0
30~50 years old	Male	39.02% / 16	Male	100% / 8	Male	42.86% / 3	Male	0% / 0
	Female	60.98% / 25	Female	0% / 0	Female	57.14% / 4	Female	100% / 1
Over 50 years old	Male	100% / 3	Male	100% / 1	Male	0% / 0	Male	0% / 0
	Female	0% / 0	Female	0% / 0	Female	0% / 0	Female	100% / 1

2023 New Employees by Region and Gender (Proportion/Number)				
Gender/Region	Taipei	Hsinchu	Taichung	Kaohsiung
man	49.50% / 50	25.00% / 1	100% / 1	21.43% / 3
woman	50.50% / 51	75.00% / 3	0% / 0	78.57% / 11

## AI Talent Selection

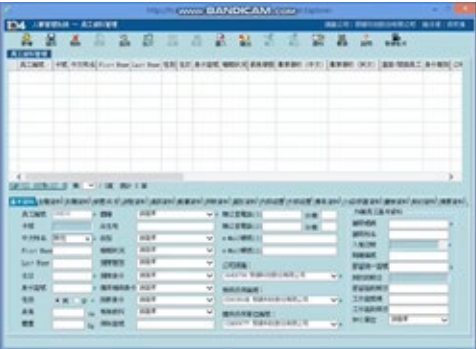
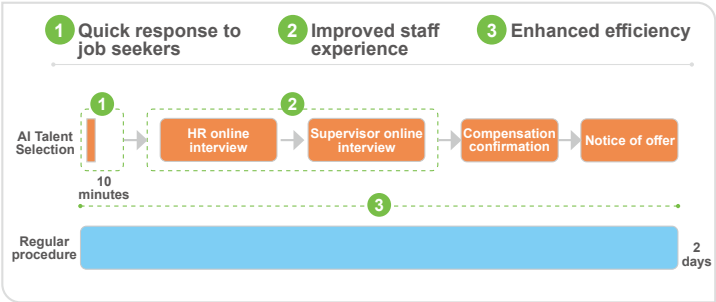
A leading ICT solution provider, MetaAge applied AI to its HR talent selection in 2021 taking advantage of its strength in technology; it significantly improved the efficiency of the recruiting process and employee experience.

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 resume

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.

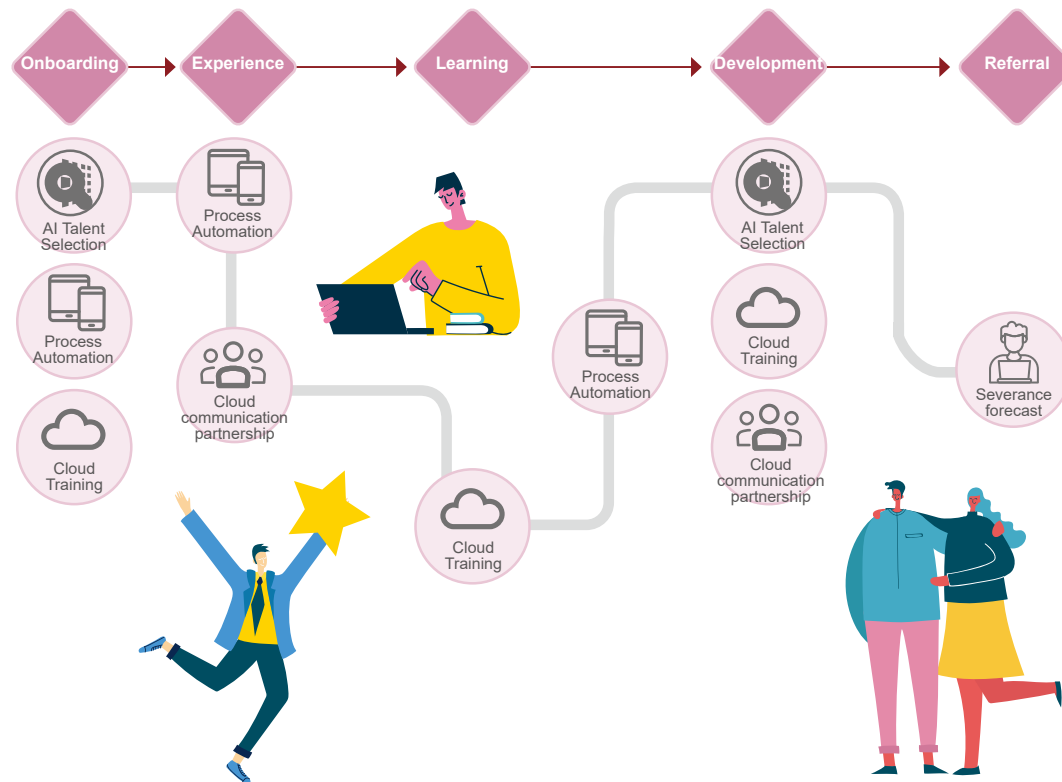




# Human Resources Digital Transformation Program

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.

## Talent Journey Map



### AI Talent Selection

- Precise referral
- Rapid recruitment

### Cloud Training

- AI precision learning
- Human resources trend analysis



### ESG Pioneer

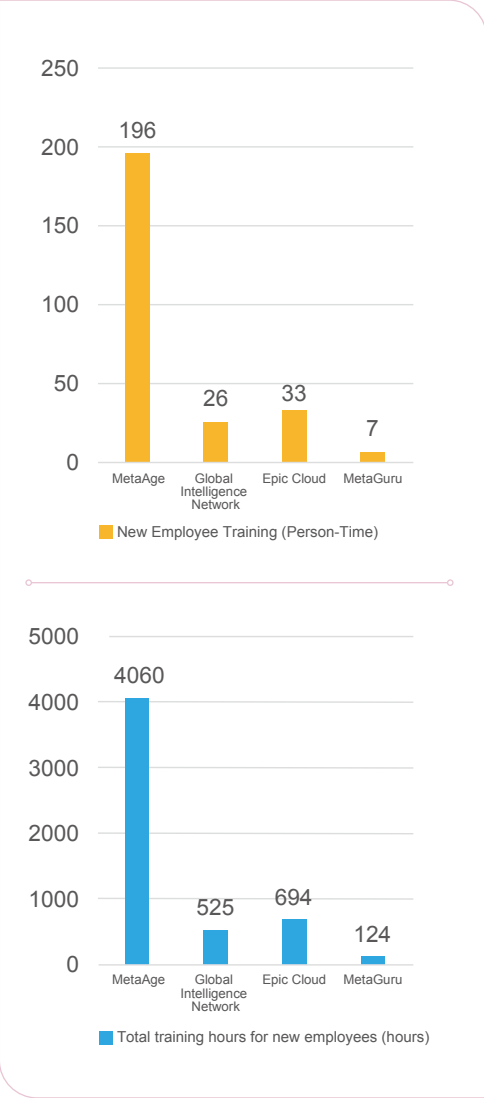
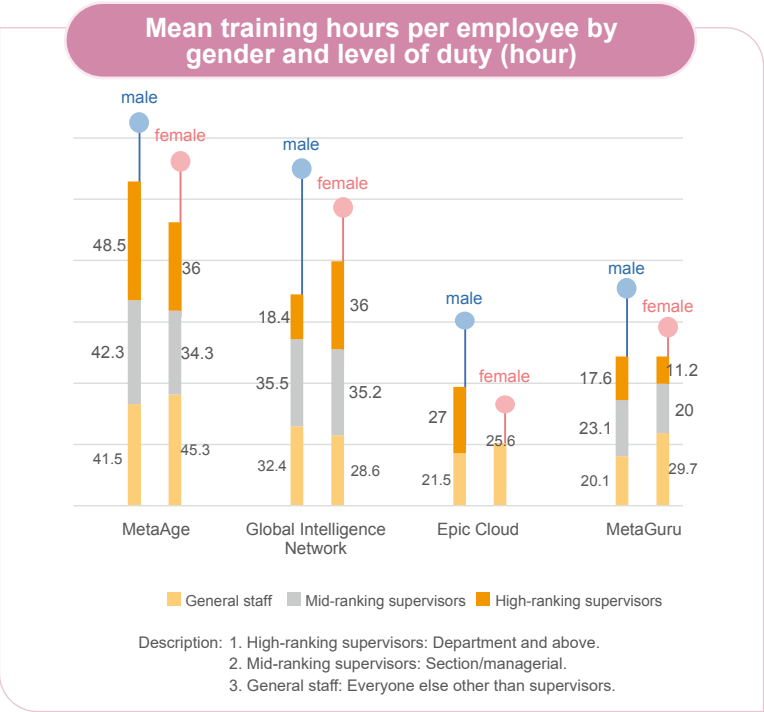
- Business administration
- Process automation
- Paperless management

### Advance Talent Retention Effort

- Employee satisfaction survey
- Health risk forecast
- Severance forecast

# Talent Development

The MetaAge Group values employee training and development. Among the 2023 newcomer educational trainings, 262 newcomers in total completed general educational trainings that consist of 5,403 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. In 2023, employees received a total of 33,612 hours of education and training.



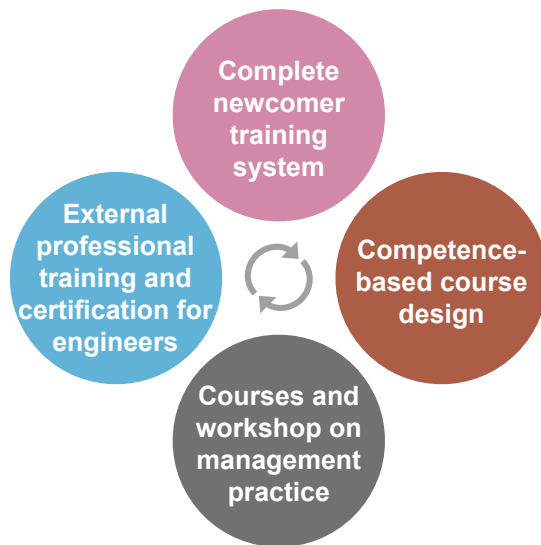
**Virtual human chatbot is applied to employee education and training**

MetaAge attaches great importance to the training and integration of talents, and continues to try the application of new technologies. In 2022, virtual human technology will be introduced, and courses such as company introduction, newcomer notice, and regulatory training will be combined with virtual human images to deepen learners' memory points and interactive experience. In the near future, it is also planned to combine virtual humans and chatbots through generative AI technology to establish a generative online interactive platform, which can quickly respond to the company's inquiries from colleagues, effectively save the operation time of human resources units, and achieve a win-win effect of mutual assistance.



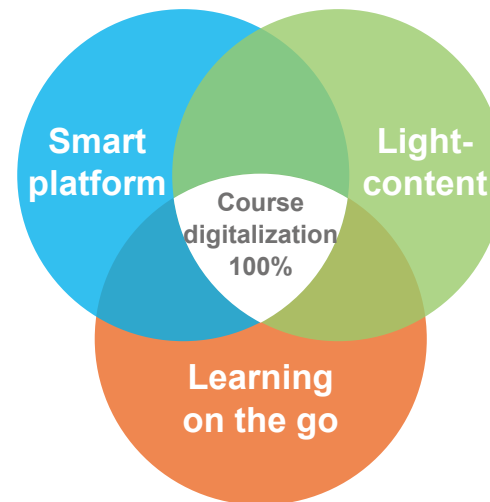
## Training Course

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. In 2023, there were a total of 194 applications for external examinations, costing approximately 1.2 million NT dollars. There were also 53 applications for external training, costing approximately 2.4 million NT dollars.



## 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-based training process



Online meetings



Instant interaction



Course sharing



Digital learning

# Talent Retention

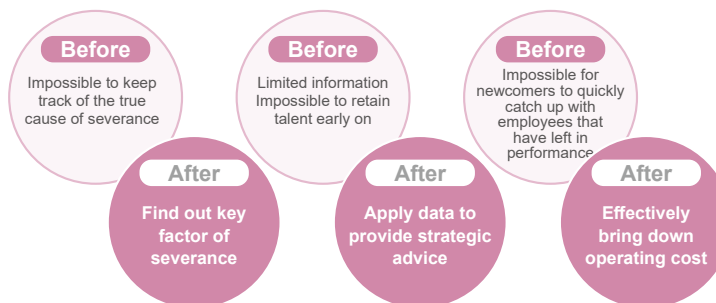
Throughout 2022, 109 employees left the company; the severance rate was about 17.38%, which was lower than that in 2021 where there were 135 employees who left the Company, with a severance rate of 23.73%. MetaAge values talent retention. The data show the distribution and ratio of people who leave the company. Those who leave MetaAge are mainly men aged 30-50 years old.

Distribution of severance by age, gender and company (Proportion/Number)								
Company	MetaAge		Global Intelligence Network		Epic Cloud		MetaGuru	
Age	Gender	Number	Gender	Number	Gender	Number	Gender	Number
Under 30 years of age	man	55.56% / 15	man	100% / 2	man	50% / 2	man	0% / 0
	woman	44.44% / 12	woman	0% / 0	woman	50% / 2	woman	0% / 0
30~50 years old	man	51.72% / 30	man	40% / 2	man	100% / 2	man	100% / 1
	woman	48.28% / 28	woman	60% / 3	woman	0% / 0	woman	0% / 0
Over 50 years old	man	100% / 1	man	0% / 0	man	0% / 0	man	0% / 0
	woman	0% / 0	woman	0% / 0	woman	0% / 0	woman	0% / 0

Distribution of severance by gender and region (Proportion/Number)				
Gender/Region	Taipei	Hsinchu	Taichung	Kaohsiung
Male	55.81% / 48	0% / 0	100% / 1	50.00% / 5
Female	44.19% / 38	100% / 3	0% / 0	50.00% / 5

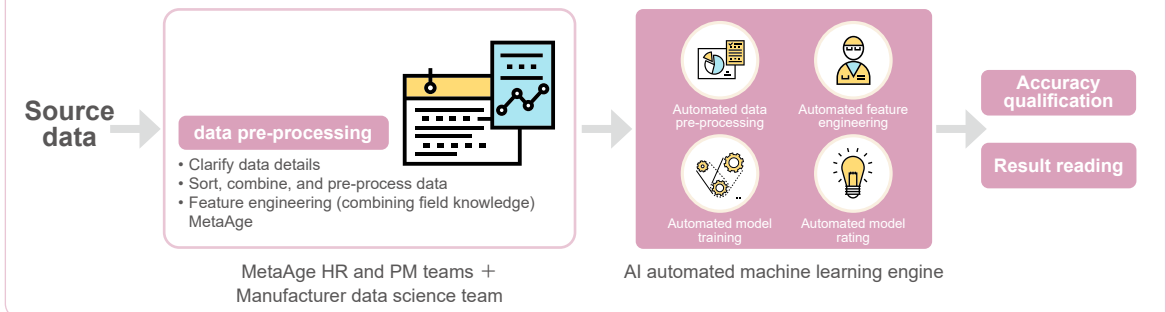
## Actual Efficiency

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.

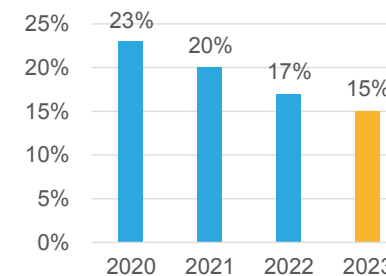


## Severance forecast

"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.

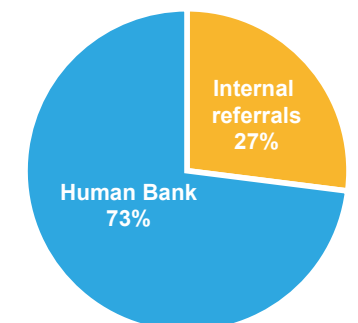


The turnover rate has fallen for the third year in a row, by 8 percentage points



posts	Average length of stay
<b>Supervisor</b> (Senior, Intermediate)	11 years and 5 months
<b>Non-Supervisor</b> (General Employee)	4 years and 5 months

2021~2023 talent channel source



In 2021~2023, more than 100 colleagues joined the company through the internal referral program

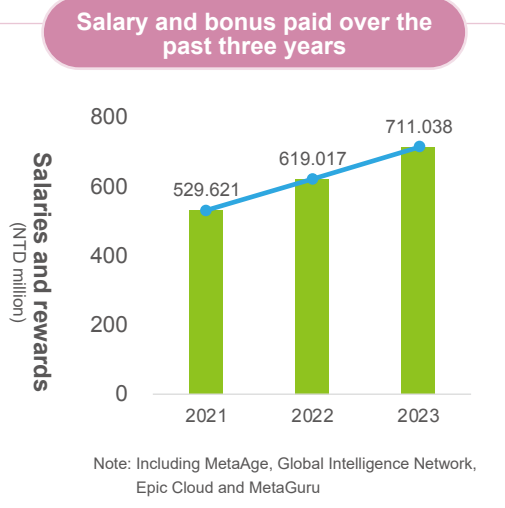
## Compensation and Remuneration

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. Business, product management, service engineering units, 100% of the quarterly assessment.

Since 2020, MetaAge has been increasing its expenditure on salaries and bonuses. The increase each year is fixed at around 15-16%; the hope is to create a workplace satisfying to and assuring for employees.

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 nonfinancial 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.



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.

**Ratio of standard salary to local minimum wage for entry-level employee(%)**

MetaAge

1.14

EpicCloud

1.25

Global Intelligence Network

1.14

MetaGuru

1.52

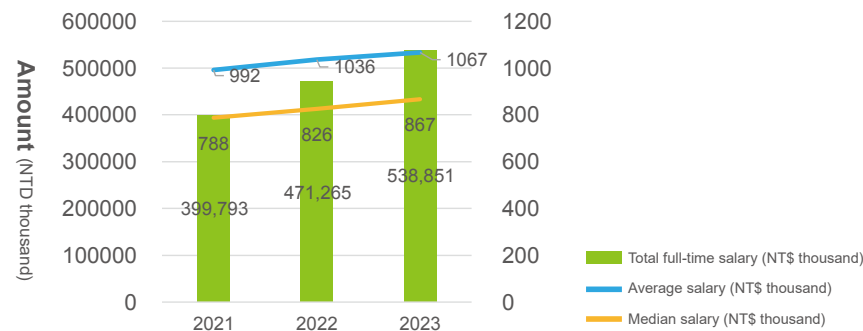
\*Entry-level Employee: only full-time (direct) employees.  
\*The ratio of male and female employees is the same.



# Compensation and Remuneration

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 2023, MetaAge had a total of 505 full-time employees in nonsupervisory positions; the total salaries paid out came to NTD 538,851 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. In response to the amendments to the "Operating Guidelines for Compiling and Filing CSR Reports by Public Companies," implemented by the Taiwan Stock Exchange on September 22, 2022, it is required to disclose the annual median salary of full-time employees in non-supervisory positions.
2. Annual salary: including the base salary and bonus for the whole year.
3. The ratio of the highest salary to the average salary is 8.01:1.
4. The ratio of the highest salary to the median salary increase is 0.88:1.

## 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.

## Employee Transition Assistance Program

If the reason for involuntary resignation is the company's "organizational downsizing/adjustment" (non-personal ability factors), and if the internal assistance and transfer fails, MetaAge will provide a salary and transition time that is better than the regulations, so that colleagues can find new job opportunities externally.



## Quality Benefits

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.



### Quality Welfare System

#### Bonuses, sharehold and subsidies

Performance bonuses, employee shareholding trust, festival gift money, gift box, domestic travel subsidies, subsidies for gatherings over meals, etc

#### Listening to employees

Employee satisfaction survey  
Employee poll box

#### Insurance

Coverage for employees  
(Life insurance, accident insurance, and healthcare insurance)  
Enrollment of lineal relatives in group insurance

#### Free food and entertaining facility

Refreshment station  
Breakfast/Afternoon tea pop-up event  
Ramen noodle machine  
Multi-purpose lounge  
Dart machines

#### Leave of absence

4 days of paid leave for newcomers, prenatal checkup leave, maternity leave, paternity leave, child care leave, family care leave, full-pay vaccination leave, volunteer leave

#### Flexible working hours

Off duty 16:00 on Fridays  
Daily flexible working hours window of 2 hours

#### Healthcare

Pregnancy package, various type of healthcare (Refer to the chapter about healthcare for details)

#### Employee events

Club event  
Group contest  
Group charity event  
Group Family Day  
Year-end party

Benefit item

## Plenty of food and recreation

### Food supply stations



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



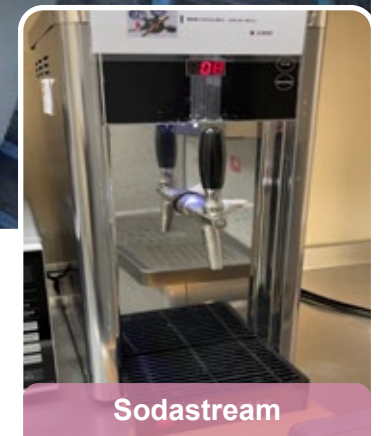
Free vending machines



Capsule coffee machine



Premium toaster/  
microwave

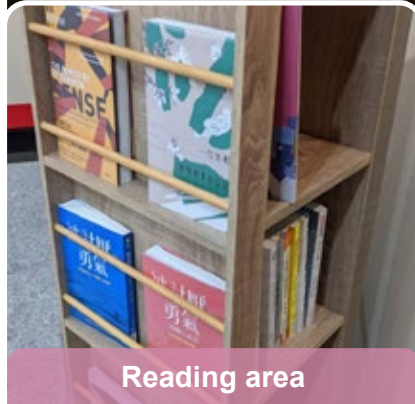


Sodastream

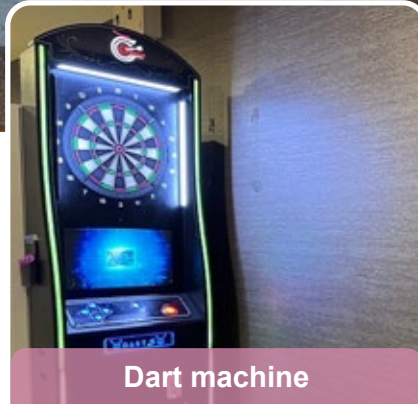


## Comfortable environment and entertainment

Comfort zone for discussions



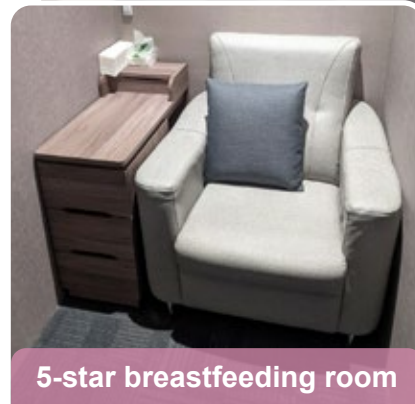
Reading area



Dart machine



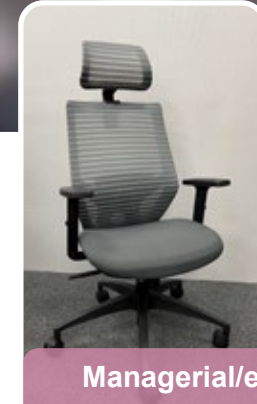
Soundproof cabin



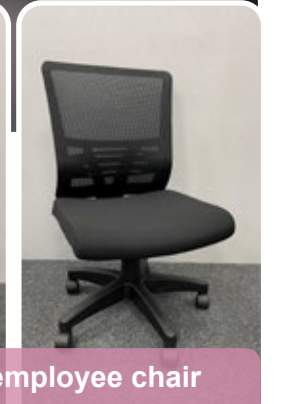
5-star breastfeeding room



Relaxing massage room



Managerial/employee chair



## Parental leave

Number of males						
Number of reinstated persons from parental leave in the previous year (D)	After returning to work after the previous year's parental leave, Number of persons who have completed one year of service (C)	Actual number of reinstated persons in the current year (B)	Projected number of reinstated persons during the reporting period(A)	The actual number of people who applied for parental leave	Number of employees eligible for parental leave (number of people applying for maternity and paternity leave)	
0	0	1	2	2	5	MetaAge
0	0	0	0	0	2	Global Intelligence Network
0	0	0	0	0	0	Epic Cloud
0	0	0	0	0	0	MetaGuru
<hr/>						
0	0	0	0	0	0	MetaGuru
0	0	0	0	0	0	Epic Cloud
0	0	0	0	0	0	Global Intelligence Network
1	0	5	5	4	7	MetaAge
Number of females						

MetaAge Group provides parental leave, maternity leave and paternity leave, so that employees can balance work and family, and has a comprehensive employee return system, including arrangements for the period of leave without pay, work and career assistance, etc. In 2023, six employees apply for parental leave, seven people are expected to be reinstated, the actual number of reinstatement is 6, since 2021, only 1 person has not actually returned to work in 2023, and the reinstatement rate in the rest of the years has reached 100%.



Return to work after parental leave (B/A)%\*

100% MetaAge Female

50% MetaAge Male

Retention rate after parental leave (C/D)%\*\*

0%

0%

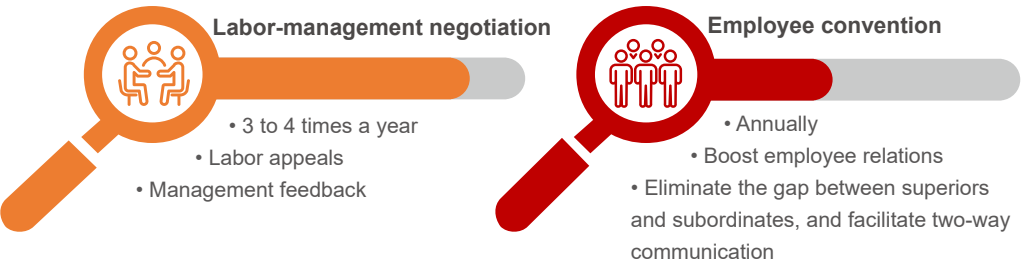
\*\* Reinstatement rate" is calculated = Actual number of reinstated employees in the reporting year / Total number of reinstated employees who should have been reinstated in the reporting year

\*\* Retention rate is calculated = number of persons who have completed one year of continuous service after reinstatement in the previous reporting year / total number of persons who should have been reinstated in the previous reporting year



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.



Addressing complaints

Illegal infringement incident

**Cause:**  
In October 2023, colleagues filed a complaint for workplace illegal infringement through the complaint e-mail.

**Preventive measure and corrective action:**  
In accordance with the handling process of illegal infringement incidents, interviews are conducted with relevant personnel to gain an in-depth understanding and clarify the incident, and relevant information is provided to the labor representatives. With the goal of creating a safe and friendly workplace, the company publicly declares that it adopts a "zero tolerance" policy for all forms of illegal abuse, and ensures that every complaint of illegal infringement is evaluated fairly, justly, and legally.

External complaint-filling 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](https://www.metaage.tech/investor_relations/stakeholders/contacts)

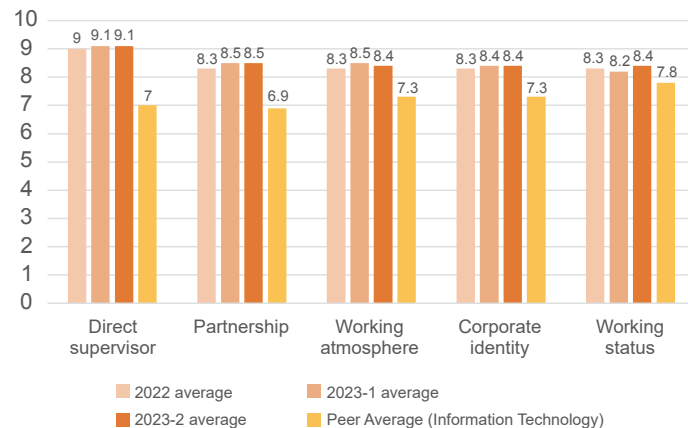
Prevention and control of illegal infringement in the workplace

In order to provide employees with a friendly, safe and secure working environment, MetaAge Group strictly prohibits any form of illegal infringement in the workplace, including physical and psychological violence, sexual harassment, stalking, etc., and has set up complaint telephone, complaint e-mail, etc., while protecting the privacy of the complainants. Gender equality advocacy is carried out for new employees and current employees from time to time, so that each employee can establish a correct understanding of gender equality and understand their own relevant rights and interests. During the reporting period, one complaint was received about unlawful infringement.



## Employee satisfaction surveys

Since 2022, MetaAge has conducted a total of three online employee satisfaction surveys by third-party units, and the recovery rate has gradually increased, with the latest survey return rate reaching 63%. Through anonymous surveys of employees' satisfaction in all aspects of the workplace, we can understand the real opinions of employees. According to a recent survey, the top five employee satisfaction are: direct supervisor, corporate image, partnership, working status and working atmosphere. All of them outperformed their peers of similar size. MetaAge continues to optimize the existing welfare program and looks forward to improving employees' satisfaction in the workplace.

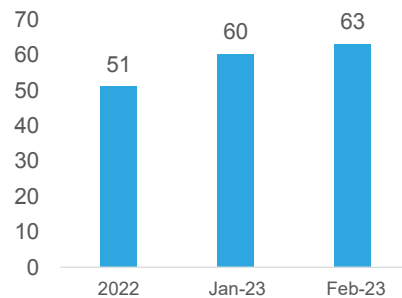


### Employee engagement in the most recent year

(Average of Partnership, Centripetal Force, and Sense of Fulfillment at Work)



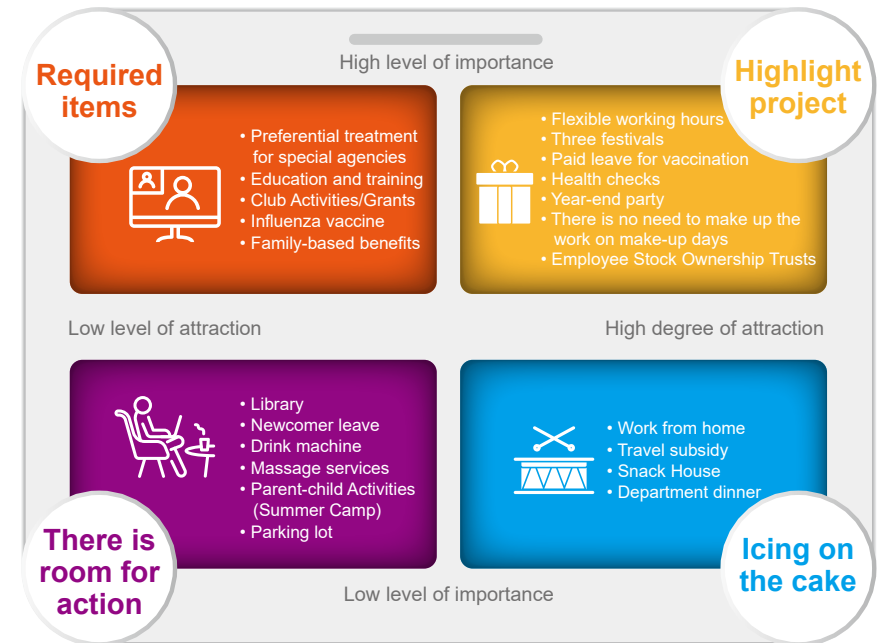
Note: The scale is similar to that of the same industry Both scored 6.97



MetaAge's employee satisfaction rollback rate (%)

## The future development direction of welfare projects

According to the results of the employee satisfaction survey, the welfare programs are divided into four categories according to their importance and attractiveness, namely: highlight items, necessary items, icing on the cake and spare energy. MetaAge will actively improve welfare programs that are less attractive to employees, such as dart machines. In the future, we will continue to listen to the opinions of employees and adjust the planning and development direction of the company's welfare programs.



## Grow Together with Employees



### New Year Painting Couplets

In order to welcome the New Year with employees, MetaAge Group specially invited calligraphy masters and colleagues to draw a variety of ingenious Spring Festival couplets together, hoping that employees and the company can have good luck in the new year.



### MetaAge Group Peak Annual Meeting

In order to show sympathy for the hard work of employees throughout the year, MetaAge Group has prepared a series of wonderful activities and rich prizes. In addition to encouraging employees, we also look forward to condensing the centripetal force of the enterprise from top to bottom, so that the company and employees can continue to grow and reach new heights in the new year.



### Qisda Badminton Cup

Participating in the Qisda Badminton Cup Competition, passing all the way from the district preliminaries to the fierce finals, showing the outstanding athletic strength of colleagues, and hoping to encourage colleagues to contact sports and promote physical and mental health through this event.



### Workplace Experience

In order to allow children to experience their parents' usual work appearance, MetaAge Group held parent-child activities for children to experience their parents' work life and environment through the way, so that children can laugh and fill the office with laughter and create an unforgettable parent-child time.

# Human Rights 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 Rights 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 Rights Education and Training

### Human rights educational 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 2023, newcomers had completed a total of 696 hours of training, general staff 3328 hours, and the management 464 hours.





# 09 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 workplace 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.



METAAGE




# Development plan

Sustainable Development Goals

SDG3 Good health and social welfare

SDG5 Gender Equality



2023 Performance outcome

- Passed ISO 45001 Occupational Health and Safety Management System independent third-party verification
- There were no occupational accidents
- Lectures: Prevention and Control of Sexual Harassment, Eating Skills Before and After Exercise, Emergency Response (Fire Fighting, First Aid)
- Employees donated a total of 167 bags of blood


Short-term goals

- Zero occupational accidents
- ISO 45001 is maintained and implemented on an ongoing basis
- Increase the health screening rate to 85%

Medium-and-long-term goals

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

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	<p>The PDCA is consolidated through the ISO 45001 Occupational Health and Safety Management System, with zero occupational hazards as the goal.</p> <p>The four major health plans are followed to protect the mental and physical health of employees.</p>

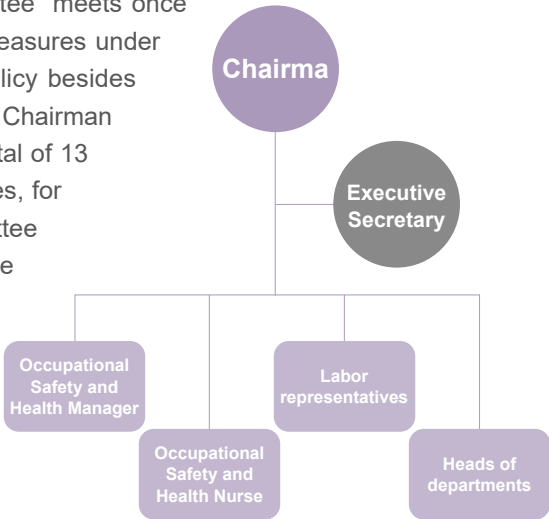


# Occupational safety and health management

In order to create safety and health management matters and implement the workplace environment of zero accidents in occupational safety and health management, MetaAge Group has established and passed the ISO 45001 certification of the occupational safety and health management system, and the management procedures are systematized, which is conducive to tracking quantitative data and data management, and has established an occupational safety and health management unit to formulate, plan and supervise, and form an occupational safety and health committee, advise, review and coordinate occupational safety and health policies.

## 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, and the committee has a total of 13 members, including seven labor representatives, for a term 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.



## Health and Safety Policy

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.



## Implementation of safety and health programs and the participation of workers

In 2018, a new maternal health protection plan, a human hazard plan, an illegal infringement plan and an abnormal workload plan were added to enhance employees' awareness and prevention of workplace safety and health through various occupational safety and health education and training and cross-departmental coordination and cooperation.

Labor Engagement Projects	Content
Identify hazards and assess risks	Assess the risks and hazards of the workplace according to the procedures, implement risk control and improve the working environment.
Occupational Disaster Survey	In the event of an occupational accident, the employer will work with the occupational safety officer and labour representatives to investigate, record and improve.
Safety and Health Committee	Labor representatives communicate at committee meetings, ask questions to employers and communicate with inspectors
Working environment monitoring	The occupational safety and health personnel shall supervise the environmental monitoring in the office in conjunction with the labor representative.
The Code of Practice for Safety and Health has been established	Employers and labour representatives shall formulate codes of practice for safe and healthy work that suit their needs.
Internal Audit	In accordance with the provisions of ISO 45001, the audited unit is audited, and the internal and external audits are tracked the improvement status of the relevant non-conformities.

## Occupational Health and Safety Management System

In order to implement occupational safety and health management, and in accordance with the Ministry of Labor's Occupational Safety and Health Act and Occupational Safety and Health Organization Management Measures, we have formulated the Labor Safety and Health Work Code. The scope of occupational safety protection includes all employees and other workers (including contractors and interns) of MetaAge Group's headquarters, subsidiaries, and branches. Additionally, all employees at each location are encouraged to strengthen self-management and implement the dynamic PDCA (Plan, Do, Check, Act) cycle to review deficiencies and use them as a basis for examination and improvement.



## 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	Status
Fire safety equipment	Annual fire safety inspection and fire drills and education and training in the first and second half of the year.
Waste disposal	Each floor is set up with a general waste classification and treatment site, and large waste is handed over to a professional legal removal company for disposal.
First aid measures	Design AED first-aid device to rescue sudden cardiac arrest, no pulse and no breathing, and invite the fire department to teach every year.
Lighting, ventilation and sanitation in the workplace	The workplace has sufficient light, the light is evenly distributed, and the light-to-dark ratio is appropriate. Avoid the glare of light. Use central air-conditioning to regulate fresh air and temperature; set up a high-efficiency air purifier according to the number of pings.
Warehouse and Material handing	The use of machinery instead of manpower, where more than 40 kilograms of goods, in the principle of manpower vehicles or tools for handling, set up hydraulic vehicles and trailers, and regular maintenance and maintenance, and personal wear safety shoes and other personal protective equipment.
Occupational safety management system	Occupational health and safety management system ISO 45001 was established, and management procedures were systematized, which is good for tracking quantitative data.
Workplace insurance	The workplaces owned and leased by MetaAge Group are insured by fire insurance and public accident insurance.

Occupational Safety Risk Evaluation and Hazard Identification

There are 61 assessment items in the unit, a total of 61 items in risk level 1, a total of 61 items in risk level 2, and 0 items in risk level 3 to 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..



Risk level	Number of pieces	Percentage
1	61	50.00%
2	61	50.00%
3	0	0.00%
4	0	0.00%
5	0	0.00%
total	122	

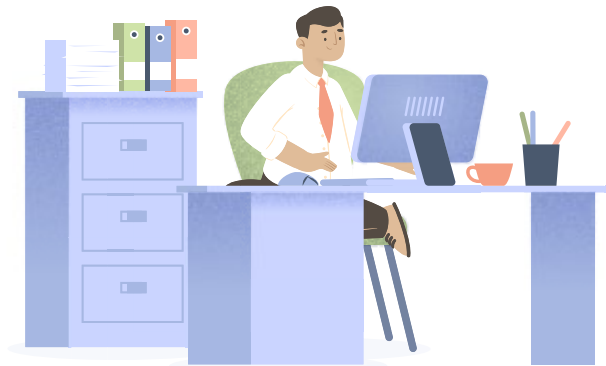
Accident category	Risk level				
	Level 1	Level 2	Level 3	Level 4	Level 5
Cut/prick/scratch	O				
Nip/drag/crimping	O				
Electric shock/leakage		O			
Incorrect posture		O			
Fall/slip	O				

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.

## Education and 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 in order to protect the safety of the workplace environment and employees.

Training Class	Hours	Percentage %
General Safety and Health Education and Training (New Employees)	513	37.17%
On-the-job education and training for general workers	627	45.43%
Professional occupational safety and health training	132	9.57%
Fire drill	108	7.83%
<b>total</b>	<b>1,380</b>	<b>100%</b>



## Occupational safety performance 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. The main cause of occupational disaster-related incidents in 2023 will be due to commuting traffic accidents, so traffic safety publicity and teaching material planning will be strengthened.

Category	2021	2022	2023
Commuting to and from work	3	4	7
Number of people with occupational accidents	0	1	0
Major occupational disasters	0	0	0
FR disabling injury frequency	0	0.8	0
SR disabling injury severity rate	0	0	0
<b>Total working hours</b>	<b>1,103,696</b>	<b>1,234,808</b>	<b>1,275,472</b>

Note 1: There were 14 cases of injuries caused by traffic accidents within three years, all of which were temporary total disability.

Note 2: Traffic accidents at work are not included in the frequency of disabling injuries and the frequency of severe disability due to non-workplace-related accidents.

Note 3: Fatal disasters are intended to occur due to major occupational disasters, disasters with more than three people, and other disasters designated by the central competent authority.

Note 4: Disabling injury frequency (FR) = (number of disabling injuries x 1,000,000) ÷ total working hours; Disabling Injury Severity Rate (SR) = (Number of Days Lost in Disabling Injury x 1,000,000) ÷ Total Man-Hours Experienced.



# Health care

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.

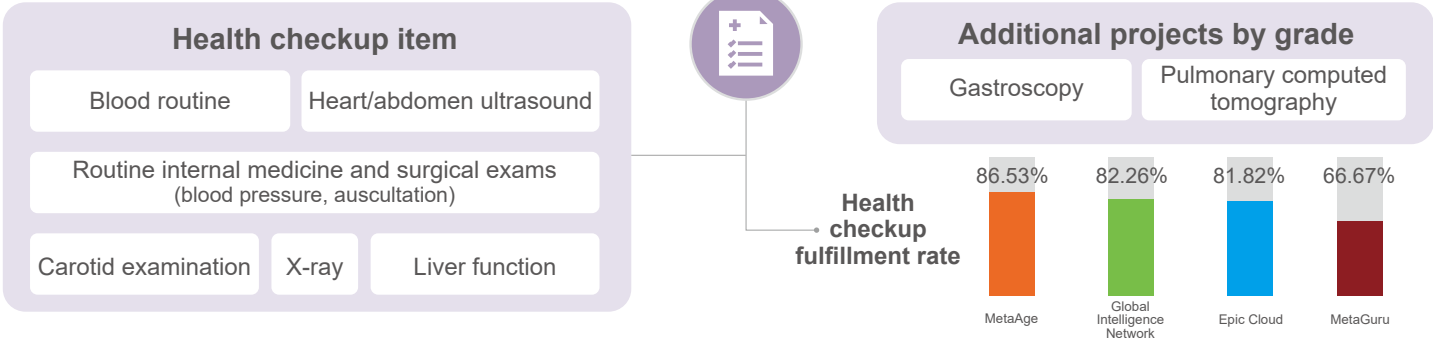
Health checkups revealed absence of occupation-related nonconformities.

For the results identified under the Four Major Health Programs, corresponding improvement measures are taken reflective of the risk group. In 2023, it has been identified as a non-high-risk project.

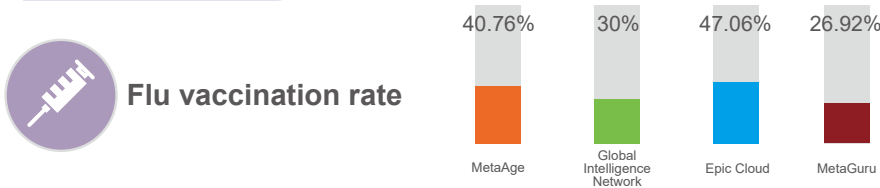
In addition, a safe and healthy workplace is created throughout the MetaAge Group. There are air-purifying equipment and various anti-pandemic measures to provide employees with thoughtful care internally and externally so that each employee is entitled to a healthy and comfortable workplace.



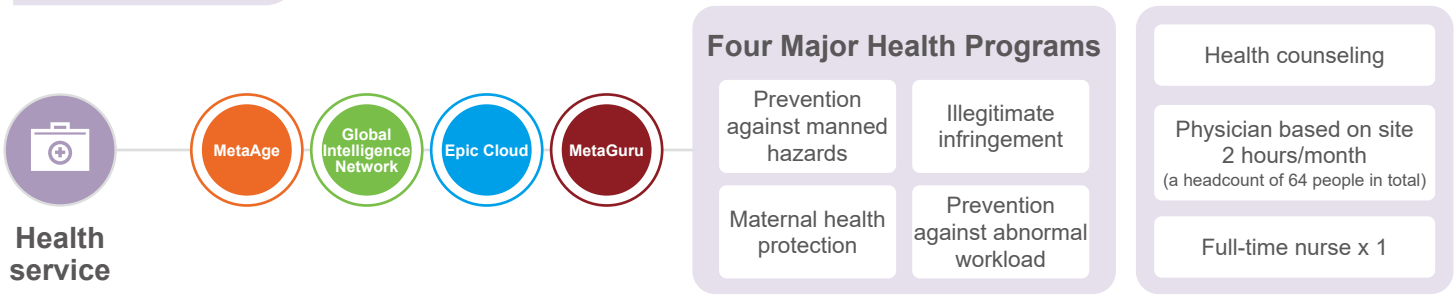
## Health checkup



## Vaccination



## Health service





### Health promotion workshop

- Three lectures with 142 people:  
Lectures on the prevention of sexual harassment  
Emergency response (Firefighting, First aid)  
Eating tips before and after exercise

### Pressure-relieving course

Yoga  
Masseuse  
Massage chair

### Physical and mental health

Blood donation (Twice, 167 bags of blood donated)  
Employee Assistance Program (EAP)

### Disease-prevention measure

Flu vaccination (three round in total)  
Office disinfection

### Maternity care

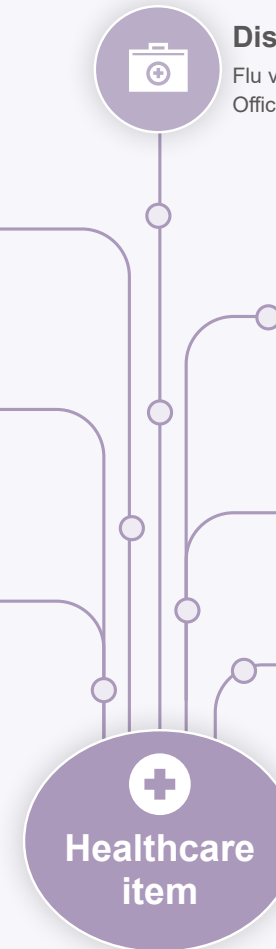
Pregnancy package  
5-star breastfeeding room

### Professional medical care

Contract physician based on site  
Full-time nurse

### Health checkup

One free employee health checkup every two years  
Paid health checkup leave



## Attentive health care and facilities



Pregnancy package



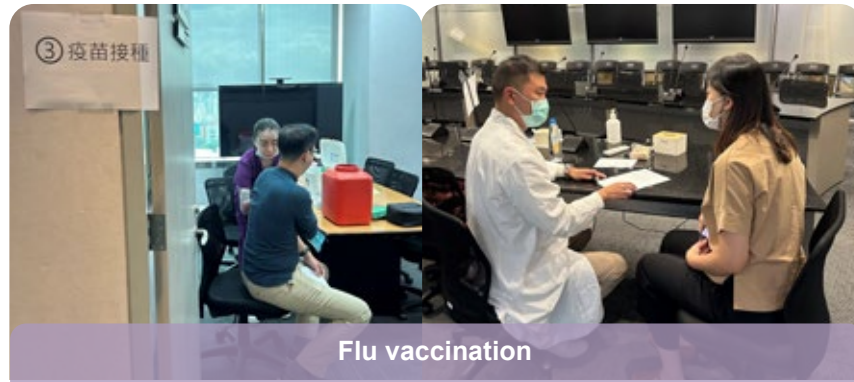
Lectures on sports eating techniques



Lectures on the prevention of sexual harassment



Blood donation



Flu vaccination



CPR training



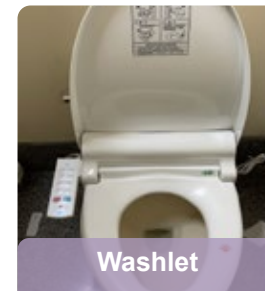
Breastfeeding support facilities



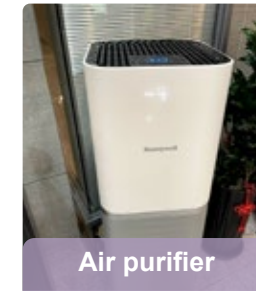
Wash bin tepid warm water



Heart-felt handy item



Washlet



Air purifier



# 10 Environmental and Carbon Management



## Value and Action


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

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# Development plan

<div><div>Sustainable Development Goals</div><div><div>SDG6 Clean water and sanitation</div><div>SDG11 Sustainable cities and Communities</div><div>SDG12 Responsible consumption and production</div><div>SDG13 Climate Action</div></div></div>		<div><div>Responsible Unit</div><div>Environmental Safety and Risk Management Department/ Human Resources Department</div></div>		
<div><div>2023 Performance outcome</div><div><div><div><div>• The subsidiary MetaGuru launched a carbon management system</div><div>• Cloud product line achieve 72% annual revenue growth rate in 2023</div><div>• Passed the feasibility assessment of the solar power system</div><div>• Some of the official vehicles were replaced with hybrid gasoline-electric vehicles</div><div>• Completed the first green procurement declaration</div><div>• Raise CDP score to C</div><div>• Per capita electricity consumption will decrease by 15.6% in 2023</div><div>• Completed ISO 14064-1 Organizational Greenhouse Gas Inventory and verified by a third party</div><div>• Released the first climate-related financial disclosure report, TCFD</div></div></div></div></div>	<div><div>Short-term goals</div><div><div><div><div>• Continuously represent and launch innovative integrated solutions</div><div>• Started the solar power generation system at the headquarters</div><div>• Increase the amount of green procurement</div><div>• Introduce green logistics</div><div>• Set a carbon reduction target for the second phase</div><div>• 4% renewable energy by 2025</div><div>• Continue to promote internal environmental education and training courses</div><div>• Optimize the content and information quality of TCFD disclosure</div></div></div></div></div>	<div><div>Medium-and-long-term goals</div><div><div><div><div>• Gradually replace the official car with a hybrid of gasoline and electricity</div><div>• Increase the amount of green procurement</div><div>• Continue to disclose and maintain CDP performance</div><div>• Increase the proportion of renewable energy</div><div>• Set Scope 3 reduction targets and increase carbon reduction measures</div><div>• Reduce carbon emissions by 24% by 2030 compared to the base year of 2022</div><div>• 10% renewable energy by 2030</div></div></div></div></div>	<div><div>Management Approach</div><div><div>MetaAge proposed carbon reduction targets, strategies, and specific action plans as part of the group's green operations and carbon reduction direction.</div><div>Since 2022, we have introduced ISO 14064-1 Organizational Greenhouse Gas Inventory to check the greenhouse gas emissions and carbon reduction progress of each business site at Taiwan and abroad every year.</div><div>By gathering feedback from operating unit, we have identified various opportunities for green office measures. The Sustainability Committee will oversee and track the implementation of environmental goals and the progress of carbon reduction.</div></div></div>	<div><div>Evaluation Mechanism</div><div><div>GHG emission data are examined each year and GHG emission management efficacy is evaluated.</div><div>Track the achievement of carbon reduction targets and the number or performance of low-carbon office measures implemented on an annual basis.</div></div></div>



# Greenhouse Gas Decarbonization Goals and Actions

## Base year selected

The carbon emissions of the headquarters and branch offices of MetaAge account for nearly 80% of the total carbon emissions of the parent and subsidiary companies in the consolidated statement, making them the primary source of greenhouse gas emissions for the group. Since 2022, the carbon emission data for these relevant operating sites have undergone the first inventory and third-party verification. Therefore, 2022 has been selected as the base year for carbon reduction. The total carbon emissions in Category 1 & 2 (i.e., Scope 1 & 2) for the base year were 1,326 metric tons of CO<sub>2</sub>e.

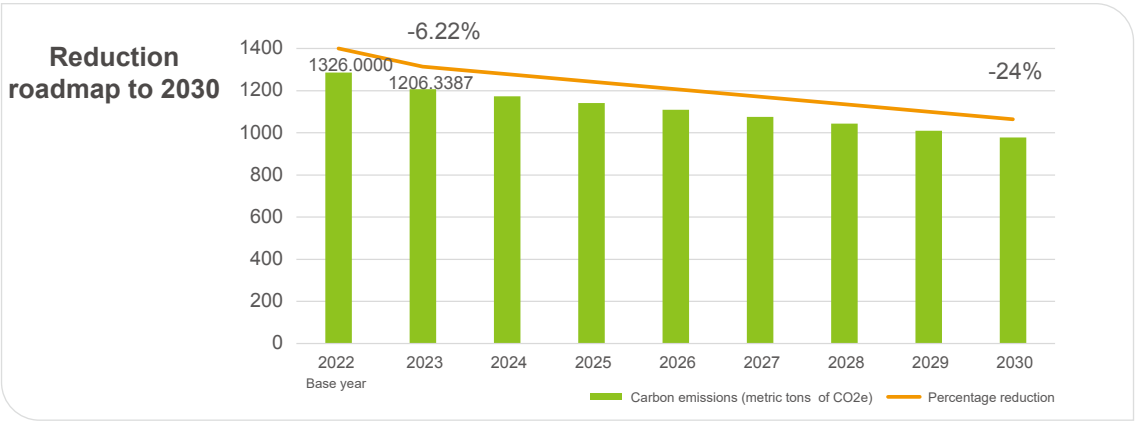
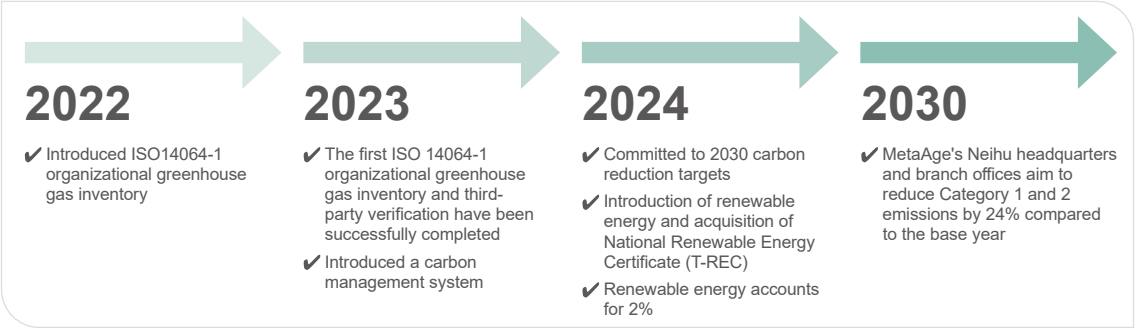
## 2030 Carbon reduction target

Considering our company type and assessment capabilities and referring to the Nationally Determined Contributions (NDCs), MetaAge publicly committed in 2024 to reduce greenhouse gas emissions by 24% in Category 1 and 2 by 2030 compared to the base year of 2022. This target encompasses MetaAge's Neihu headquarters and branch offices, aligning with the national carbon reduction process.

## Strategy and specific action plan

- Since 2022, MetaAge has conducted annual organizational greenhouse gas inventories based on the international standard ISO 14064-1. The inventory results undergo third-party verification to ensure data quality
- Continuously optimize the inventory method and coverage
- Solar power generation system is enabled
- Obtained the National Renewable Energy Certificate (T-REC) and increased the renewable energy use ratio
- Set Category 3 to 6 (Scope 3) carbon reduction targets and gradually increase carbon reduction measures

The specific action plan and key carbon reduction milestones are as follows:



Emission reductions by gas type in the last two years\* (Unit:metric tons of CO<sub>2</sub>e).

		CO2	CH4	N2O	HFCs
2022	Category 1	11.5937	0.0420	0.1315	29.3747
2023		3.7783	3.0666	0.1168	19.0924
2022	Category 2	1284.9261	-	-	-
2023		1180.2846	-	-	-

\*Note: The data covers the headquarter and branches of MetaAge

# Commitment to Sustainability and Environmental Policy

## Environmental Policy

MetaAge has a Sustainable Development Practices Code as a guiding principle for the company's development of a sustainable environment. The company is committed to complying with domestic environmental laws and regulations and relevant international standards, reduce the environmental impact of the company's operations, and responds to the increasingly urgent global climate change issues and environmental issues, and actively responds to the needs of customers in the supply chain. Through environmental management objectives, including setting appropriate carbon reduction targets and actions, promoting a low-carbon office environment, responsible agency and procurement, and establishing an environmental management system, the company concretely implements various environmental goals in its own operations.

### MetaAge's three environmental management structures



Environmental and climate governance

Board of directors  
|  
Sustainability Committee  
|  
Environmental Safety and Risk Management



Environmental policies and systems

- Sustainable Development Practices Code
- Internal Policies and Procedures
- Carbon management procedures



Environmental and climate governance

- Sustainability Report
- TCFD
- annual report
- CDP
- ISO 14064-1

### The Company conducts overall environmental management through the following three environmental management structures:

#### 1. Environment and climate governance:

The environmental governance work is supervised by the board of directors and the sustainability committee, and there is an environmental sustainability implementation unit under the general manager, the environmental safety and risk management department, which is responsible for formulating environmental sustainability policies, greenhouse gas inventory and carbon target planning, and climate-related risk management.

#### 2. Environmental Policies and Systems:

The Company has established the "Sustainable Development Practices Code", the "Greenhouse Gas Inventory Management Procedures" and internal management measures as the management systems for green operation, low-carbon office environment and greenhouse gas inventory and management.

#### 3. Information management tools:

Through sustainability reports, Task Force on Climate-related Financial Disclosures (TCFD), and the Carbon Disclosure Project (CDP), we undertake long-term tracking and management of environmental data. Additionally, we have implemented the international standard ISO 14064-1 for organizational greenhouse gas inventories. This involves conducting regular inventories of carbon emissions, internal electricity usage, water consumption, and total waste weight on an annual basis.

## MetaAge Environmental Management Objectives

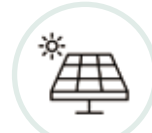
### Carbon Reduction Targets and Actions



Sustainable regulations



Climate goals



Green energy usage



Information Disclosure

In response to the national and supply chain customer partners, MetaAge is committed to complying with environmental laws and regulations, proposing carbon reduction targets, gradually improving energy efficiency and renewable energy ratio, and disclosing the management of environmental objectives to stakeholders.

### Low-carbon Offices



Low-carbon vehicles



Green procurement



Environmental education



Green Office

Promoting daily green office practices and energy-saving carbon reduction in the office environment through initiatives such as green procurement, using electric vehicles, paperless office operations, and employee education.

### Green Operations



Supply chain partners



Green logistics



Transformational product or service solutions



Acting as an agent for green products

Acting as an agent for low-carbon products and launching innovative integration solutions to provide customers with transformation products or service solutions

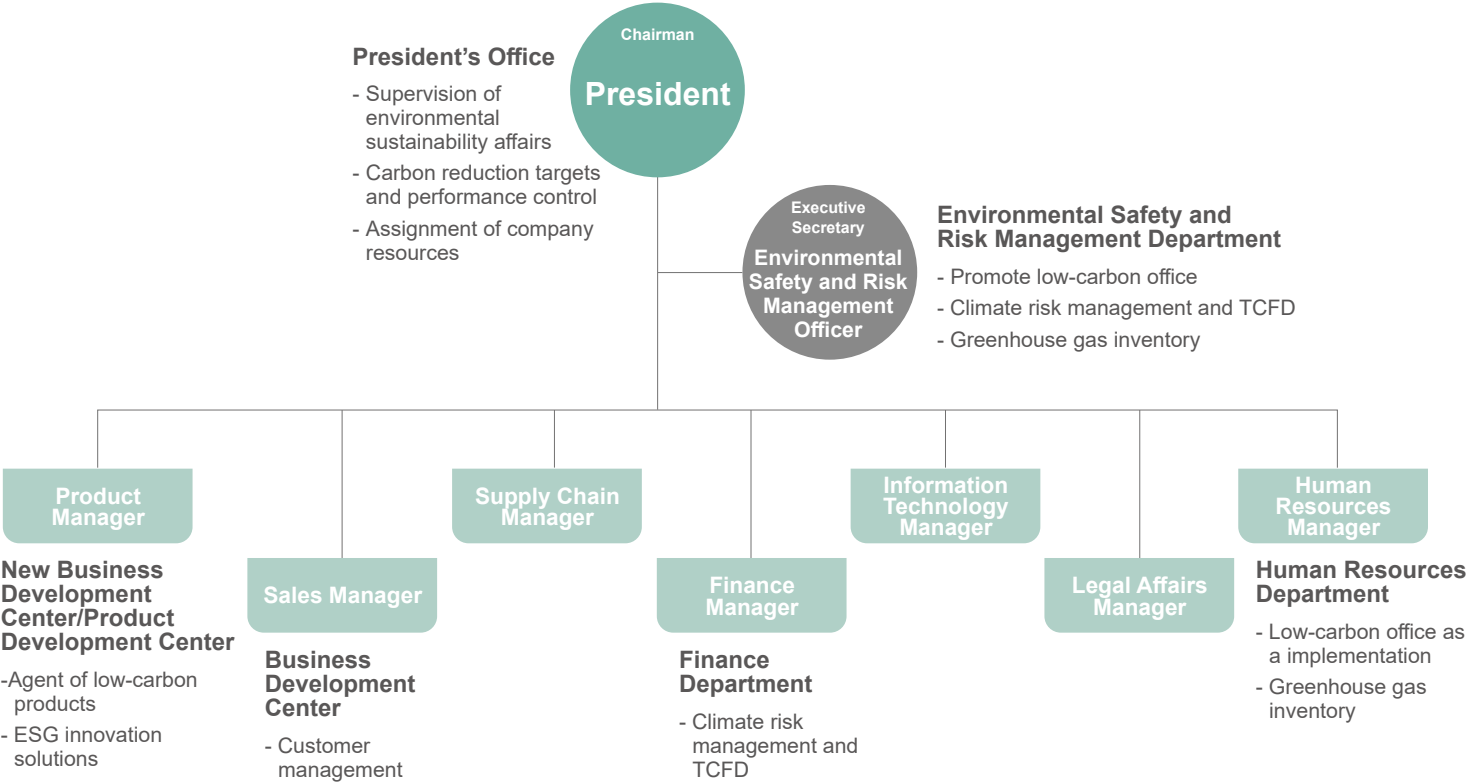
# Environmental and Climate Governance

## Sustainability Management Committee

MetaAge has set up a Sustainability Management Committee under the Board of Directors, which is chaired by the President and the Unit Head of the Environmental Safety and Risk Management Department is the Director General, which is responsible for the overall planning and promotion of the company's environmental sustainability. The committee members include the heads of products, business, finance, supply chain, information, legal and human resources.

## Environmental Unit

The Environmental Safety and Risk Management Department, a dedicated unit for sustainability under the President's Office, is responsible for promoting environmental sustainability and greenhouse gas inventory in the company, identifying various climate risk factors, analyzing potential climate-related risks and opportunities, and is responsible for the implementation and reporting of the overall climate change risk of the enterprise. The Human Resources Department is responsible for the general affairs of the office, assisting in environmental education and training, the implementation of office energy conservation and carbon reduction policies, and assisting in carbon inventory. By conducting an inventory of MetaAge's greenhouse gas emissions, we aim to understand greenhouse gas emission hotspots and energy usage. This will enable us to develop effective emission reduction measures in line with the prevailing global trend towards net zero.



# Climate-related Information Disclosure

## Task Force on Climate-related Financial Disclosures (TCFD)

In accordance with the framework of the "Task Force on Climate-related Financial Disclosures" (TCFD) issued by the Financial Stability Board (FSB), MetaAge implements relevant information disclosures in four aspects: governance, strategy, risk management, metrics and targets, and identifies the company's material risks. There are two main categories that distinguish their origins:

- (1) Realize the transition risk of economic transformation in response to climate change.
- (2) Physical risks of impacts directly caused by climate change or extreme weather.

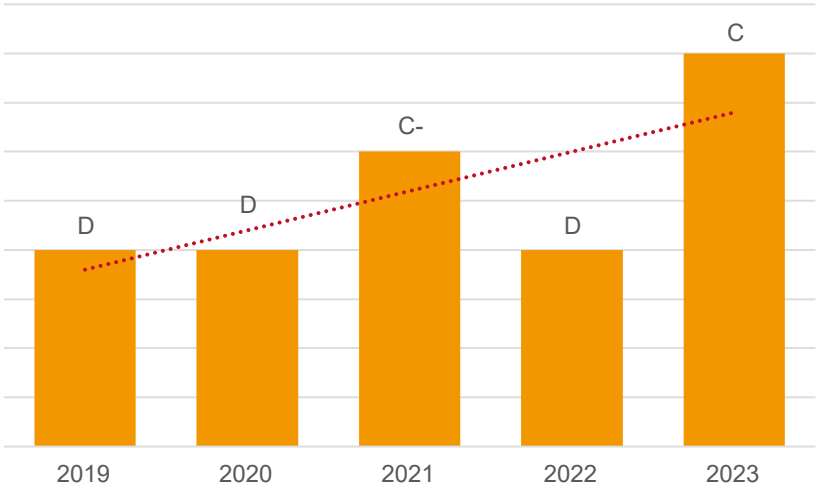
TCFD transparency is established through the disclosure structure and risk identification, allowing stakeholders to understand and assess climate-related risks and opportunities.

 (For details, please refer to the MetaAge TCFD report).



## Carbon Disclosure Program (CDP)

Since 2018, MetaAge has joined the CDP Carbon Disclosure Questionnaire to incorporate climate change and issues into the measurement and management of corporate operations to improve the practice of green supply chain. In 2023, the score has been improved from D to C.



# Risk and Opportunity Identification

## Identification Procedure

In order to keep track of the financial impacts that it bears as a result of climate change, MetaAge applied the climate risk and opportunity identification procedure and listed risk and opportunity factors that it has to deal with under climate change and, based on the type and impact, divided them into different items and domains to facilitate climate risk impact and scenario analyses and to subsequently draw out the matrix according to the risk and opportunity factors listed above.



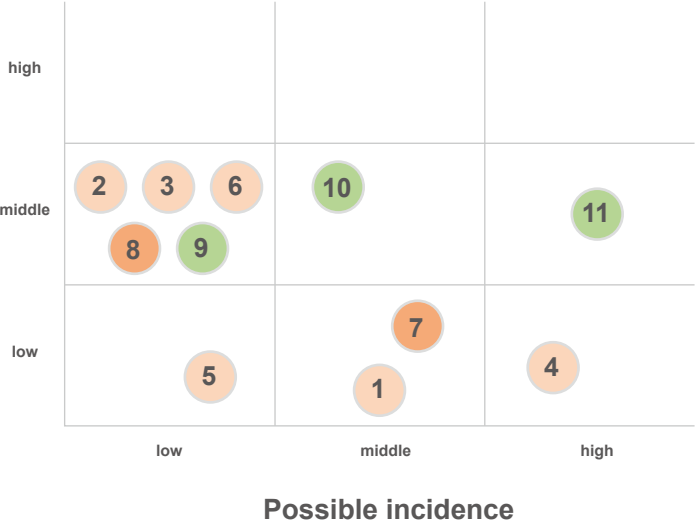
### Risk factors

Type	No.	Risk factor
Transition risk	1	Carbon Emission Policy (Medium-term)
	2	Domestic and international sustainability regulations (short-term)
	3	Renewable Energy Policy (Medium-term)
	4	Customer sustainability requirement (Medium-term)
	5	Competition over dealership of low-carbon products (short-term)
	6	Corporate Reputation Impact (Medium-term)
Physical risk	7	Rising mean temperature (Long-term)
	8	Increased frequency of extreme rainfall (Long-term)

### Opportunity factor

Type	No.	Opportunity factor
Energy sources	9	Participation in the Renewable Energy Plan (Medium-term)
Market	10	Acting as an agent for low-carbon products (short-term)
Resilience	11	Sustainable image (Medium-term)

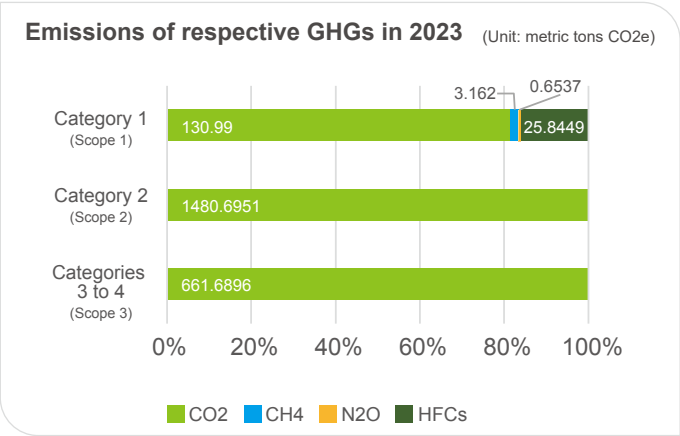
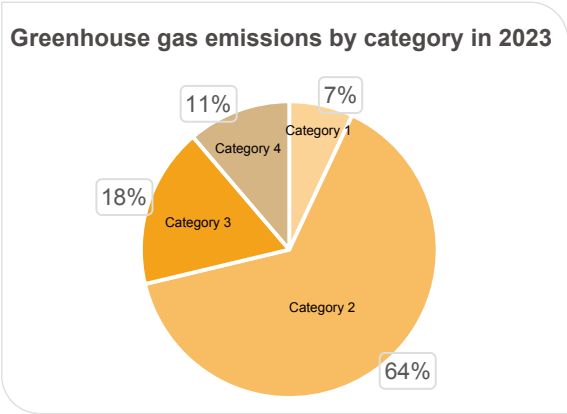
### Impact Level





# Greenhouse Gas Inventory

In response to the trend toward net-zero emissions by 2050, MetaAge has been conducting an inventory of greenhouse gas emissions across Categories 1, 2, and 3 to 5 projects in accordance with the ISO 14064-1 standard since 2022. This effort has successfully passed third-party verification for two consecutive years. Through standardized and systematic management, MetaAge investigates direct and indirect greenhouse gas emissions within the enterprise and implements energy-saving and carbon-reduction measures to gradually achieve the goal of becoming a low-carbon enterprise.



## Greenhouse Gas Emissions

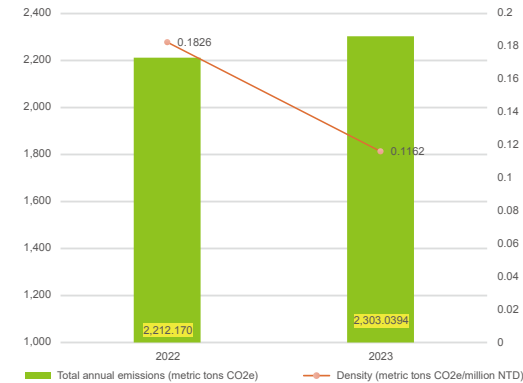
Unit: metric tons CO2e

GHG protocol Category	Direct and indirect greenhouse gases	2022	2023
One	Category 1: Greenhouse gas emissions from energy use and fugitive energy by the company	45.2803	160.6547
Two	Category 2: Greenhouse gas emissions from the use of purchased energy**	1420.5779	1480.6951
Category 1 and 2 subtotals		1465.8582	1641.3498
Three	Category 3: Greenhouse gas emissions from transportation	334.8758	402.5910
	Category 4: Greenhouse gas emissions from the use of products and services	247.3708	259.0986
	Category 5: Greenhouse gas emissions from investment activities	164.0656	(Note 3)
Category 3~5 subtotal		746.3122	661.6896
total		2212.1700	2303.0394
Scope of Inventory (Note 1) and Circumstances of Assurance (Note 2)			

In 2023, due to the change of operating boundaries, two new companies were added to the inventory scope compared with the previous year, and the overall greenhouse gas emissions of MetaAge and its consolidated financial subsidiaries during the reporting period were 2303.0394 metric tons of CO2e, with a total carbon emission increase of 4.11% over the previous year.

If calculated based on the revenue intensity per unit (metric tons CO2e/million NTD), the decrease in 2023 compared to 2022 is 0.0664 metric tons/million NTD, indicating that the revenue generated by MetaAge per unit of electricity consumption has increased, making the use of electricity per unit more efficient.

## Greenhouse gas emissions in the last two years



**Note 1:** The scope of the inventory in 2022 is parent and subsidiary companies such as MetaAge, GLOBAL INTELLIGENCE NETWORK , Epic Cloud, DSIGroup, DKABio, AdvancedTEK, APEO Human Capital and Corex. The Company's cash acquisition of MetaGuru on December 1, 2022 and Brainstorm Corporation on October 2, 2023 have led to changes in the operating boundaries, so since 2023, two new companies have been added to the scope of inventory data.

**Note 2:** 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. The power coefficient is based on the 2022 value announced by the Bureau of Energy, Ministry of Economic Affairs.

**Note 3:** The greenhouse gas emissions generated by investment activities in 2023 have been identified as insignificant.

# 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. The consumption statistics are shown in the table on the right:

- **Electricity** : MetaAge's electricity consumption is mainly office electricity, and the source is Taiwan Power Company
- **Water**: A reseller, MetaAge does not have a factory or a manufacturing process. All the water consumed is supplied by the Taiwan Water Corporation.
- **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

Electricity/water/waste statistics table for the last two years

project \ year	2022	2023
Electricity Consumption (kWh)	2,638,684	2,384,413
Per capita electricity usage (kWh)	4,208.43	3,553.52
Tap Water Consumption (kW)	7,461	10,697
Per capita tap water consumption (kW)	11.9	15.94
Total weight of general business waste (metric tons)	2.41	0.97
Per capita waste weight (metric tons)	0.004	0.0015
Scope of data	MetaAge and its subsidiaries GLOBAL INTELLIGENCE NETWORK and Epic Cloud	MetaAge and its subsidiaries GLOBAL INTELLIGENCE NETWORK, Epic Cloud and MetaGuru*

\*Note: MetaGuru was added in December 2022 and be included in the statistics from 2023

	Targets for 2023	Results in 2023	Short-term goals (2024~2025)	Medium-term goals (2026~2028)	Long-term goals (2029~2034)	Management measures
Electricity consumption	Using 2022 as the base year, per capita electricity consumption decreased by 1% year-on-year	✓ 15.6% reduction in per capita electricity consumption	Renewable energy accounts for 4% of total electricity consumption by 2025	Renewable energy accounts for 6~8% of the total electricity consumption	Renewable energy accounts for 10% of total electricity consumption	<ul style="list-style-type: none"><li>• The air conditioning temperature in the office is set at 25-26 degrees</li><li>• Use energy-saving refrigerators and water dispensers, and energy-efficient air-conditioning equipment</li><li>• Increase the proportion of renewable energy use and evaluate the signing of renewable energy purchase agreements (CPPAs)</li></ul>
Water	Using 2022 as the base year, per capita water consumption will be reduced by 1% per year	✓ Per capita water consumption increased by 4.04 kWh*  * Note: During the epidemic in 2022, most of colleagues worked from home, so the annual water consumption was low, and they resumed physical work in 2023, so their per capita water consumption increased.	Taking 2023 as the base year, the annual water consumption shall not exceed 15.94 kWh/ person per capita	Ensure that the annual per capita water consumption does not increase significantly compared with the base year, and continue to replace low-water consumption equipment		<ul style="list-style-type: none"><li>• Advocate water conservation</li><li>• Regularly inspect water use abnormalities and water leaks</li><li>• The main water equipment of the office building has been replaced with water-saving equipment, and the existing office water consumption is the basic water consumption required for operation, and the management principle is to control the total water consumption of the operation base not to increase compared with the base year, and continue to review potential water saving opportunities</li></ul>
Waste	Taking 2022 as the base year, the weight of general industrial waste per capita will be reduced by 1% per year	✓ The per capita waste decreased by 0.0025 tons/person, and the per capita decreased by more than 1% year-on-year	Taking 2023 as the base year, the annual waste weight shall not exceed the per capita amount of general business waste in 2023	Ensure that the annual per capita weight of waste (waste paper) does not increase significantly compared to the base year, and gradually introduce environmentally friendly products		<ul style="list-style-type: none"><li>• The sign-off process is paperless</li><li>• Paperless recruitment and hiring processes</li><li>• Non-confidential paper recycling</li><li>• The office has a basic paper requirement and will gradually replace the assessment with environmentally friendly paper</li></ul>

## Low-carbon Office

In the face of global climate change problems, enterprises and people may be affected by climate disasters, which will have an adverse impact on business operations and human survival. MetaAge focuses on reducing corporate operational emissions and minimizing the negative environmental impact of its operations by addressing both company operations and product services.

### Green Procurement by the Ministry of Environment, Executive Yuan

In 2023, MetaAge completed the green procurement declaration of private enterprises and groups of the Ministry of Environment of the Executive Yuan for the first time, and will continue to increase the proportion of green procurement in the future

### Environmentally-friendly goods platform

MetaAge has set up an eco-friendly item exchange space in the company, so that items that are not needed by individuals can be reused

### Solar power generation system build

In 2023, the construction plan of the solar power generation system completed, and solar panels will be installed at the Neihu headquarters to increase the use of renewable energy

### Paperless hiring of new hires

To hire a new person, the printing and signing of relevant contract documents requires up to 20 sheets of paper, and MetaAge has made the employment process online to reduce the amount of paper

### Resume building: process automation and paperless

Integrate multiple applications of its agents, and automate the operation of HR selection and retention through digital management

### Replacement of official cars

Replace the original gasoline-using official vehicles with gasoline-electric hybrid vehicles to reduce the carbon emissions of official vehicles

### Save electricity

The temperature of the air conditioner in the office is set at 25-26 degrees, and the air conditioning equipment is regularly maintained to maintain the efficient operation and energy saving of the air conditioning equipment. The office lights will be turned off during the daily lunch break (12:00-13:15).

### water conservation

The bathroom was replaced with sensor-operated faucets and sensor-operated urinals to avoid wasting water resources.

### Video Conferencing: Make good use of digital tools

Use video conferencing equipment to reduce energy consumption for people traveling back and forth. Employees can apply to work remotely from home due to family needs, reducing greenhouse gas emissions caused by employee commuting.

# 11 Knowledge Relay and Common Good in Society



## Value and Action

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


METAAGE



# Development plan

Sustainable Development Goals

SDG1 No poverty  
SDG2 Zero hunger  
SDG4 Quality education  
SDG5 Gender equality  
SDG10 Reduced Inequalities  
SDG14 Life below water  
SDG15 Life on Land



2023 Performance outcome

- Taiwan Corporate Sustainability Award: Talent Development Leadership Award
- Digital Talent Academy:
  - Served as the 21st STP corporate mentor, assisted STP students to learn RPA, and won the project award.
  - Instructed students of the International Institute of Human Resources of National Taiwan Normal University to learn RPA.
  - Sponsored the Woman in AI data competition to promote young talents to invest in the field of data science.

Short-term goals

- Continue to work with well-known universities through the digital talent academy for RPA education.

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.

Responsible Unit


Human Resources Department/Marketing and Public Relations Department/Finance Department/Welfare Committee

Management Approach

Through industry-academia collaboration, knowledge transfer, digital technology and public welfare activities, we will expand the positive impact of Maidat on society.

Evaluation Mechanism

Every year, the number of cultivators of the Digital Talent Academy, the number of video hits on the Youtube channel and the participation in public welfare activities are reviewed and gradually promoted to the effect.



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## MetaAge Digital Talent Academy: Talent Development Leadership Award

### A New Chapter in Human Resource Intelligence— Crafting the Digital Talent Journey

MetaAge has been honored with the 2023 Taiwan Corporate Sustainability Award for the "Talent Development Leadership Award - Service Industry, Information and Communication Technology Industry, and Hospitals." As a leading partner in enterprise intelligence, MetaAge is dedicated to integrating human resource management with AI technology. Through intelligent management tools, the company effectively nurtures, manages, and retains key talent. Regular employee satisfaction surveys are conducted to prioritize talent feedback and needs, while comprehensive internal systems and benefits continually enhance the employee experience.

MetaAge leverages its strengths by connecting its existing rich products and digital solutions, leading the way in automating human resources processes and implementing paperless recruitment. The company also advances in AI-based talent selection, turnover prediction, and proactive retention strategies, transforming the human resources department into a strategic talent resource hub.

Moreover, MetaAge actively contributes to social talent development by collaborating with renowned universities to teach students how to integrate professional knowledge with digital tools, thereby enhancing their future employability. The company's diverse corporate culture welcomes talent from various educational backgrounds to participate in internship programs. To date, over 30 interns have been trained, providing valuable workplace experience for young individuals.

MetaAge remains committed to nurturing and discovering potential talent and continues to invest in its subsidiaries, such as Global Intelligence Network, EpicCloud, and MetaGuru, to build outstanding service teams. In summary, with its technological advantages and talent development mission, MetaAge not only continuously innovates and improves internally but also takes on the crucial responsibility of nurturing exceptional talent in society. Through ongoing investment and cultural advocacy, MetaAge will continue to stand out in the industry and make significant contributions to technology and talent development.





## MetaAge in Process.

MetaAge set up a YouTube channel and launched a series of MetaAge progressive topics with the theme of the metaverse in 2022, with the general manager as the moderator, chatting with guests from the professional field of the industry about the metaverse world, and creating a learning platform with the audience through the analysis and discussion between the host and the guests, so that the audience can better understand the important topics of the metaverse such as enterprise cloud-ground integration, digital transformation, AI applications, big data analysis, virtual-real collaboration, and information security.

As the best partner of enterprise IT intelligence in the metaverse era, MetaAge looks forward to leading enterprises to meet the new wave of Web 3.0, grasp the industrial knowledge and competitive advantages in the new era, open the mysterious door of the metaverse, and enter the new digital era side by side with enterprises.



# Public Welfare Sponsorship and Talent Cultivation



## Sponsorship of BenQ Foundation for Culture and Education to carry out public welfare activities



MetaAge is committed to promoting corporate social responsibility and actively making positive contributions to society. In 2023, a total of 2,000,000 NTD will be donated to BenQ Cultural and Educational Foundation.

Adhering to the four goals of digital opportunity, good education, cultural value and environmental sustainability, BenQ Foundation has long been concerned about the digital gap between urban and rural areas, and actively promotes original cultural concepts. Go into the tribe and the field, and actively promote various social welfare activities with practical actions to promote social prosperity and common good.

This donation will enhance the influence of MetaAge in social responsibility and reflect MetaAge's support and contribution to social welfare undertakings. In the future, we will continue to uphold the concept of promoting sustainable development, and promote a better society by participating in or supporting various social welfare activities.

STP's 21st Seed Talent Training Program, a seed talent training program founded by Taiwanese entrepreneurs. This is a 6-month program, including trainee training, company visits, company questions with student problem solving, and final presentation. In the STP enterprise problem-solving task, MetaAge proposed the project "Using RPA Tools to Improve Enterprise Operation Efficiency", which benefited the trainees a lot, and at the same time solved the pain points of MetaAge's work, and faced a win-win situation.



In order to encourage more women to participate in the AI/technology field, MetaAge sponsored the WAI 2023 hackathon with 20,000 NTD and participated in the online lecture held by WAI Taiwan. Through interaction, attract more high-quality female talents to join the company. Enterprise personnel served as lecturers to share topics related to AI job hunting, and promote MetaAge-related employment opportunities and corporate advantages.

It also provides AI tool software courses to add more digital talents, thereby reducing recruitment costs and expanding the talent database.



# Charitable Activities



## Christmas activity with hearing-impaired friends

MetaAge Group held a Christmas lucky draw and cooperated with the “Ting-Jian Creative Marketing” team to let our colleagues taste the marshmallows made by hearing-impaired friends, so that everyone could feel warm in the cold winter, and let everyone respond to public welfare and implement social care in the joyful atmosphere of Christmas.



## Blood donation in Neihu

In 2023, MetaAge Group responded to the blood donation activity of the Association of Neihu Science Park, with a total of two sessions and 122 blood donations.



## Local fruits purchasing to help smallholders

In 2023, the amount of fruits purchased from smallholders/local farmers will reach 258,000 NTD, which not only allows employees to taste fresh fruits in season to supplement their nutrition after hard work, but also supports local farmers in Taiwan with practical actions and makes a contribution to farmers !



## Charitable Activities



### MetaAge & PaperWindmill in Baoshan, Hsinchu

MetaAge sponsored the "368 Township and Urban Children's Art Project" of the PaperWindmill Cultural and Educational Foundation to perform in Baoshan, Hsinchu, and accompanied the children of Baoshan Township, Hsinchu County to embark on the first mile of art.

### Beach clean-up activities

MetaAge's employees and other more than 1,500 people from 25 companies participated in the beach cleanup activity held by the Qisda Cultural and Educational Foundation, and removed a total of 3.1 metric tons of garbage from the coasts of Zhuwei in Taoyuan, Dajia in Taichung and Zhuangwei in Yilan through the "Protect the Ocean, Beach Cleanup +1" tour to jointly maintain the coastal environment.





# Appendix - Global Reporting Initiative (GRI) RBA Standards Reference Table



Global Reporting Initative (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	About MetaAge	25~36	
	2-2	Entities included in the organization's sustainability reporting	About the report	3	
	2-3	Reporting period, frequency, and contact point	About the report	3	
	2-4	Restatements of information	Sustainable Governance	44	The 2021 and 2022 financial statements were restated due to changes in operating boundaries.
	2-5	External Assurance	About the report	3, 129	
Activities and workers	2-6	Activities, value chain, and other business relationships	About MetaAge Supply Chain and Customer Relationship	25~36 57~65	
	2-7	Employees	Happy workplace	74	
	2-8	Workers who are not employees	Happy workplace	74	

# Global Reporting Initiative (GRI) RBA Standards 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	Sustainable Governance	39~40	
	2-10	Nomination and selection of the highest governance body	Sustainable Governance	39~40	
	2-11	Chairman of the highest governance unit	Sustainable Governance	39~40	
	2-12	Role of the highest governance body in overseeing the management of impacts	Sustainable Governance	39~40	
	2-13	Delegation of responsibility for managing impacts	Sustainable Governance	39~40	
	2-14	Role of the highest governance body in sustainability reporting	About the report Sustainable Governance	3, 39~40	
	2-15	Conflicts of interest	Sustainable Governance	42	
	2-16	Communicate of critical concerns	Sustainable Governance	39, 54	
	2-17	Collective knowledge of the highest governance body	Sustainable Governance	40	
	2-18	Evaluation of the performance of the highest governance body	Sustainable Governance	41	
	2-19	Remuneration Policies	Happy workplace	81	
	2-20	Process to determine remuneration	Sustainable Governance Happy workplace	41, 81	
	2-21	Annual total compensation ratio	Happy workplace	81~82	

# Global Reporting Initiative (GRI) RBA Standards 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	10~11	
	2-23	Policy commitments	Sustainability Strategy Sustainability Topics and Stakeholders Sustainable Governance Ethical Corporate Management Supply Chain and Customer Relationship Happy Workplace	10~11,13, 24, 39, 52~53, 57-59, 62, 90	
	2-24	Embedding policy commitments	Ethical Corporate Management Supply Chain and Customer Relationship Happy Workplace	53, 57~62, 90	
	2-25	Process to remediate negative impacts	Ethical Corporate Management Happy Workplace	54, 56, 87	
	2-26	Mechanisms for seeking advice and raising concerns	Ethical Corporate Management Happy Workplace	54, 87	
	2-27	compliance	Ethical Corporate Management	56	
	2-28	Membership associations	Sustainability Strategy	13	
Stakeholder Engagement	2-29	Approach to stakeholder engagement	Sustainability Topics and Stakeholders	23~24	
	2-30	Collective bargaining agreements	Happy Workplace	87	

# Global Reporting Initiative (GRI) RBA Standards 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	19	
	Step 2	Identify actual and potential impacts	Sustainability Topics and Stakeholders	19	
	Step 3	Assess the significance of the impacts	Sustainability Topics and Stakeholders	20	
	Step 4	Prioritize the most significant impacts for reporting	Sustainability Topics and Stakeholders	20	
Disclosure on Material Topics	3-1	Process to determine material topics	Sustainability Topics and Stakeholders	19~20	
	3-2	List of material topics	Sustainability Topics and Stakeholders	21	
	3-3	Management of material topics	Top of each chapter	20~22,35~36, 45,63,67,73	



Global Reporting Initiative (GRI) RBA Standards Table

Major issues	GRI Disclosure	Chapters/sections of report	Page No.	Remarks
Customer Relationshiphip management	Customize the theme	Supply Chain and Customer Relationship	63~65	
Risk Management	201-2 Financial implications and other risks and opportunities due to climate change 403: Occupational Health and Safety	Sustainable Governance Occupational Safety and Health	45~49 91~99	See also TCFD report
Talent Attraction and Retention	201-3 Defined benefit plan obligations and other retirement plans 202-1 Ratios of standard entry level wage by gender compared to local minimum wage 401 Employment 405-1 Diversity of governance bodies and employees 406: Non-discrimination	Happy Workplace	72~90	
Talent Cultivation and Development	404: Training and education	Happy Workplace	78~80	
Information Security and Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Information Security and Customer Privacy	66~71	
Innovative Products and Services	Customize the theme	About MetaAge	35~36	

## Global Reporting Initiative (GRI) RBA Standards Table

Other disclosure issues	GRI Disclosure	The corresponding section of the report	page number	remark
Corporate Governance and Integrity Management	201-1 Direct economic value generated and distributed 201-4 Financial assistance received from government 205-2 Communication and training about anti-corruption policies and procedures 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services 417: Marketing and Labeling	Ethical Corporate Management Sustainable Governance-Economic Performance Happy Workplace	43~44 50~56 90	
Supply Chain Sustainability Management	204-1 Proportion of spending on local suppliers 308-1 New suppliers that were screened using environmental criteria 414-1 New suppliers that were screened using social criteria	Supply Chain and Customer Relationship	61~62	
Carbon Management and Climate Adaptation Actions	305-1 Direct (Scope 1) GHG emissions 305-2 Energy Indirect (Scope 2) GHG emissions 305-3 Other indirect (Scope 3) GHG emissions 305-4 GHG emissions intensity 305-5 Reduction of GHG emissions	Environmental and Carbon Management	107	

# Sustainability Accounting Standards Board (SASB) Reference Table

Table 1. Sustainability Disclosure Topics & Metrics

Software & IT Services

face	Indicator code	The name of the metric	illustrate
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	(1) 8,637.318GJ (2) 99.38% (3) 0%
	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	(1) 10.697 cubic meters (2) The operating bases are all commercial buildings, and the water consumption cannot be distinguished, so it is not included in the calculation (3) 0%
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data centre needs	See Environment and Carbon Management P.102
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to targeted advertising and user privacy	See information Security and Customer Privacy P.72
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	None
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	None
	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
	TC-SI-220a.5	List of countries where core products or services are subject to governmentrequired monitoring, blocking, content filtering, or censoring	Information Security and Customer Privacy 72
Data Security	TC-SI-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	None
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Information Security and Customer Privacy 70
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Percentage of employees that require a work visa	0.45%
	TC-SI-330a.2	Employee engagement as a percentage	63%
	TC-SI-330a.3	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	Happy Workplace P.76

# Sustainability Accounting Standards Board (SASB) Reference Table

Table 1. Sustainability Disclosure Topics & Metrics (continued)

Software & IT Services

face	Indicator code	The name of the metric	illustrate
Intellectual Property Protection & Competitive Behaviour	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	None
Managing Systemic Risks From Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	None
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Information Security and Customer Privacy P.70

Table 2. Activity Metrics







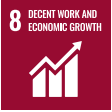
Indicator code	The name of the metric	illustrate
TC-SI-000. A	(1) Number of licences or subscriptions, (2) percentage cloud-based	(1) Group subscription product revenue totaled NT\$1,254,573 thousand (2) 11%
TC-SI-000. B	(1) Data processing capacity, (2) percentage outsourced	(1) Total 986GHz processing capacity (2) 39% cloud
TC-SI-000. C	(1) Amount of data storage, (2) percentage outsourced	(1) Total 59TB storage (2) 27% cloud

# Climate-related Financial Disclosure (TCFD) Comparison







face	Indicator code	index	Corresponding chapters	page number
Governance	TCFD_1 (a)	Governance of the Board of Directors on Climate Topics	Refer to MetaAge's TCFD Climate-related Financial Disclosure Report	9
	TCFD_1 (b)	Evaluation of and management over climate governance by the management	Refer to MetaAge's TCFD Climate-related Financial Disclosure Report	10
Strategic	TCFD_2 (a)	Short-, mid-, and long-term climate-related risks and opportunities of the Company	Refer to MetaAge's TCFD Climate-related Financial Disclosure Report	14
	TCFD_2 (b)	Impacts of climate topics on the business operation model, strategy, and financial planning of the Company	Refer to MetaAge's TCFD Climate-related Financial Disclosure Report	16
	TCFD_2 (c)	Disaster potential and scenario analysis	Refer to MetaAge's TCFD Climate-related Financial Disclosure Report	19
Risk Management	TCFD_3 (a)	Climate risk identification procedure	Refer to MetaAge's TCFD Climate-related Financial Disclosure Report	12
	TCFD_3 (b)	Risk management and assessment procedure	Refer to MetaAge's TCFD Climate-related Financial Disclosure Report	12
	TCFD_3 (c)	Climate risk positioning	Refer to MetaAge's TCFD Climate-related Financial Disclosure Report	14
Indicator and objective	TCFD_4 (a)	Indicators for the disclosure of climate-related risks and opportunities	Refer to MetaAge's TCFD Climate-related Financial Disclosure Report	28
	TCFD_4 (b)	Disclosure of GHG emissions	Refer to MetaAge's TCFD Climate-related Financial Disclosure Report	24
	TCFD_4 (c)	Product and organizational adjustment and mitigation measures	Refer to MetaAge's TCFD Climate-related Financial Disclosure Report	27





## 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.	<ul style="list-style-type: none"> <li>In 2023, we donated 2,000,000 NTD to BenQ Foundation to promote education opportunities in rural areas</li> </ul>	Knowledge Relay and Common Good in Society	114
	2.1 by 2030 end hunger and ensure access by all people, in particular the poor and people in vulnerable situations including infants, to safe, nutritious and sufficient food all year round	<ul style="list-style-type: none"> <li>In 2023, we donated 2,000,000 NTD to BenQ Foundation to improve the living environment of disadvantaged groups</li> </ul>	Knowledge Relay and Common Good in Society	114
	3.4 Promote mental health through prevention and therapy 3.8 Provide convenient and affordable basic healthcare	<ul style="list-style-type: none"> <li>Provide parental leave and plan to improve the return to work system. In 2023, 6 people applied for parental leave, and the actual number of people was reinstated</li> <li>Employees are vaccinated against the flu three times, and massage and yoga are also provided, as well as free employee check-ups every two years</li> </ul>	Happy Workplace Occupational Safety and Health	86 、 98
	4.4 Increase the numbers of young people and adults capable of related employment, find a good job, and corporate management 4.4 Improve the corporate management function and occupational technical capabilities of employees	<ul style="list-style-type: none"> <li>Establish a talent development college to combine the resources of industry, government and academia to cultivate talents needed for the digital transformation of the industry</li> <li>Participate in the STP Seed Talent Training Program to bring innovative ideas to the company and give students opportunities to perform</li> </ul>	Knowledge Relay and Common Good in Society	72 、 112~114
	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.	<ul style="list-style-type: none"> <li>Full-time female employees account for 49.6% of the total workforce, and there is also a certain proportion of senior and mid-level executives</li> </ul>	Occupational Safety and Health Management Happy Workplace Knowledge Relay and Common Good in Society	74 、 75 97 、 114
	6.5 By 2030, fully implement integrated water resources management, including transboundary cooperation.	<ul style="list-style-type: none"> <li>Inventory the Group's water consumption and set water consumption targets</li> </ul>	Environmental and Carbon Management	108
	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	<ul style="list-style-type: none"> <li>Combined with subsidiaries to promote digital transformation, the annual revenue growth rate reached 14.46%</li> <li>Improve the recruitment process and employee experience through AI talent selection</li> <li>Strengthen staff functions through external training, workshops and cloud training</li> </ul>	Supply Chain and Customer relationship About MetaAge Sustainable Governance Happy Workplace	27 、 57 、 72 、 76 、 79

## United Nations Sustainable Development Goals (SDGs) Reference Table

SDGs	Sub-item goal indicator	MetaAge Action Plan	Chapters/sections of Report	Page No.
	11.6 Reduce harmful impacts urbanization has on the environment by 2030, air quality, urban administration, and waste management, in particular.	<ul style="list-style-type: none"> <li>Replace the original gasoline-using official vehicles with gasoline-electric hybrid vehicles to reduce the carbon emissions of official vehicles.</li> </ul>	Environmental and Carbon Management	109
	12.5 Reduce waste generation through prevention, reduction, recycling and reuse	<ul style="list-style-type: none"> <li>Suppliers are required to comply with the RBA and do not provide products that contain environmentally controlled prohibited and restricted substances in order to meet social and environmental responsibility.</li> <li>The administrative process is online, reducing paper waste.</li> </ul>	Supply Chain and Customer Relationship Environmental and Carbon Management	62, 109
	13.1 Strengthen the ability to slow down and adapt to climate change	<ul style="list-style-type: none"> <li>Identify and assess risks through risk management processes and develop corresponding strategies and management measures.</li> <li>Introduced TCFD to analyze the financial impact of climate risks and opportunities on the company.</li> </ul>	Sustainable Governance Environmental and Carbon Management	45, 106
	14.1 by 2025, prevent and significantly reduce marine pollution of all kinds, particularly from land-based activities, including marine debris and nutrient pollution	<ul style="list-style-type: none"> <li>Participate in beach clean-up activities to reduce marine pollution caused by waste</li> </ul>	Knowledge Relay and Common Good in Society	116
	16.6 Define transparent, accountable, and effective governance framework	<ul style="list-style-type: none"> <li>In line with the SDGs, ESG is implemented at all levels.</li> <li>Establish transparent communication channels and negotiate with stakeholders.</li> <li>Formulate a code of ethical conduct and a code of ethical management to facilitate the company's operation and long-term development.</li> <li>Formulate information security policies and implement regular drills to reduce the impact of information security crises.</li> <li>Through policy management and system enhancement, customer privacy is protected.</li> <li>Formulated the Maidat Social Responsibility Policy Statement to protect the basic human rights and freedoms of employees.</li> </ul>	Sustainable Governance Sustainable Strategy Sustainability Topics and Stakeholders Ethical Corporate Management Information Security and Customer Privacy Happy workplace	8, 24, 37, 53, 68, 71, 90
	17.10 promote a universal, rules-based, open, non-discriminatory and equitable multilateral trading system under the WTO including through the conclusion of negotiations within its Doha Development Agenda 17.16 Multi-lateral collaboration on sustainable development	<ul style="list-style-type: none"> <li>Based on the principles of honest management and business integrity, we formulate various laws and regulations and management measures related to corporate governance, abide by laws and business ethics, and maintain the trust of customers and stakeholders to achieve the purpose of sustainable operation.</li> <li>Participate in domestic and foreign sustainability-related initiatives, such as RBA and CDP.</li> <li>Cooperate with more than 50 world brands to enhance technical exchanges.</li> </ul>	Sustainability Topics and Stakeholders Supply Chain and Customer relationship Sustainable Strategy Ethical Corporate Management MetaAge in Process	13, 17 33, 53, 57

# Independent Third-party Warranty

<div><div>TUVNORD</div><div><div>Assurance Statement</div><div>MetaAge Corporation Sustainability Report</div></div><div><p>TUV NORD Taiwan Co., Ltd. (hereinafter referred to as TUV NORD) was commissioned by MetaAge Corporation (hereinafter referred to as MetaAge) to perform the 2023 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.</p><p>The Scope of Statement and Assurance Standards:</p><ol style="list-style-type: none"><li>The scope of assurance is consistent with the scope of disclosure in MetaAge's 2023 Sustainability Report, which covers the period from 1 January 2023 to 31 December 2023.</li><li>The verification of compliance with the AA1000 Principles of Accountability for MetaAge based on the AA1000 Assurance Standard, Third Edition, Application Type II that includes verification of the reliability of the information/data disclosed in the report.</li><li>Sustainability Accounting Standards Board (SASB) Software &amp; IT Services sector sustainability accounting metrics.</li><li>TCF Disclosure related financial disclosure recommendations.</li></ol><p><b>Intended Users</b></p><p>The intended users of this statement are the stakeholders of MetaAge.</p><p><b>Assurance Type and Level</b></p><p>In accordance with the requirements of the AA1000 Assurance Standard Version 3, Type 2, Moderate of Assurance Level.</p><p><b>Opinion Statement</b></p><p>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.</p><p>We ensure that MetaAge refers to the SASB Software &amp; IT Services sector sustainability accounting standards to disclose relevant metrics.</p><p>We assure that MetaAge refers to TCF/TCF climate-related financial disclosure recommendations and discloses relevant metrics.</p><div>Page 1 of 4</div></div></div>	<div><div>TUVNORD</div><div><div>Methodology</div></div><div><p>The verification is in accordance with the above stated assurance standards and the TUV NORD Sustainability Report Verification Agreement.</p><p>Our verification includes the following activities:</p><ul style="list-style-type: none"><li>Collect objective evidence of relevant performance metrics, as mentioned in the report.</li><li>Assurance of exposures of ESG at national regulations, international standards as set forth in public opinion and/or expert opinion are relevant to such general considerations.</li><li>Document review records and report content statements in the context of GRI criteria application requirements.</li><li>Interviews with managers and senior staff on issues of concern to the company's stakeholders.</li><li>Interviews with personnel involved in sustainability management, information gathering and report preparation.</li><li>Review significant organizational developments and review internal and external audit findings.</li><li>Review AA1000 (2018) Principles of Accountability and other compliance requirements.</li></ul><p><b>Conclusion</b></p><p>The results of the AA1000 accountability standard for inclusivity, materiality, responsiveness and impact in the report are set out below.</p><p><b>Inclusivity</b></p><p>MetaAge identifies its stakeholders and their concerns via the questionnaire method, and discloses materiality through stakeholder discussions, sustainability commitments and reports. There are 6 material topics identified among the 17 sustainability topics including economic, governance, social, human rights and climate impact.</p><p><b>Materiality</b></p><p>MetaAge refers to the GRI Guidelines, SASB Software &amp; IT Services sector sustainability indicators disclosure related metrics and TCF climate-related financial disclosure proposed indicators to fully disclose the company's material risks and opportunities, taking into account the extent of impact on the company and prioritize the materiality of the report.</p><div>Page 2 of 4</div></div></div>	<div><div>TUVNORD</div><div><div>Responsiveness</div></div><div><p>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 most issues of concern to stakeholders.</p><p><b>Impact</b></p><p>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 mitigate short-, medium-, and long-term strategic planning through concrete governance.</p><p><b>Reliability and quality</b></p><p>The data and information in the report are sampling verified, and the accuracy of the sampling data is reliable.</p><p><b>GRI Sustainability Reporting Standards</b></p><p>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 Sector topic standards, and meet the requirements for disclosure.</p><p><b>Limitations</b></p><p>The financial report of MetaAge was certified by KPMG, the accounting firm appointed by the company.</p><p><b>Independent Statements and Competence</b></p><p>TUV NORD Group is a leader in the inspection, testing and certification. It operates businesses and provides services in more than 150 countries around the world. The services include management systems and product certification, quality, environmental safety, social and several audits and training, corporate sustainability report assurance.</p><p>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 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 stakeholders concern.</p><div>Page 3 of 4</div></div></div>	<div><div>TUVNORD</div><div><div>The verification team is composed of experienced chief reviewers such as ISO 9001, ISO 14001, ISO 18004, ISO 14001, ISO 45001, SA 8000, ISO 18001, ISO 27001, etc., and has received the CSAF verification provider qualification certificate of AA1000 AS v3 accountability training. The verification team is based on his qualifications, extensive knowledge and experience in the industry to provide professional advice in this assignment.</div><div><div>Jack Yeh</div><div>General Manager</div><div></div><div>Date of Issuance: 2024.08.13</div><div>TUV NORD Taiwan Co., Ltd.</div><div>Room A-1, 9F, No. 333, No. 2, Fuxin 5th Rd., Taipei 10009 Taiwan, R.O.C.</div><div></div></div><div>Page 4 of 4</div></div></div>
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Independent Third-party Warranty

ISO 14064-1

TUVNORD

OPINION

Greenhouse Gases Verification Opinion  
ISO 14064-1 : 2018

Gives to

METAAGE CORPORATION

Office Address

10F., No. 516, Sec. 1, Neihu Rd., Neihu Dist., Taipei City 114064 , Taiwan (R.O.C.)

The quantity of Greenhouse Gas of the above organization and found to be in accordance with ISO 14064-3:2019. (detailed information please refer to next page)

Report Year : 2023

Greenhouse Gases

Direct Emissions : 160.6547 CO2-e Tonnes/ year

Energy Indirect Emissions(Category2) : 1,480.6951 CO2-e Tonnes/ year

Other Indirect Emissions (Category3-6) : 661.6896 CO2-e Tonnes/ year

Sum : 2,303.0394 CO2-e Tonnes/ year

Materiality : 5%

Reasonable Assurance : Direct and Energy Indirect Emissions

Limited Assurance : Category3-6

Opinion No.: GHG- 243472053

Version

Verify Date: 2024-04-26

Issue Date: 2024-06-01

Verification body

at TUV NORD Taiwan Co., Ltd.

TUV NORD Taiwan Co., Ltd.

Room A1, 9F., No. 333, Sec.2, Tun Hua S. Rd.

Taipei 10999 Taiwan, R.O.C.

Further clarifications regarding the scope of this opinion and the applicability of the standard may be obtained by consulting the organization

TUV NORD Taiwan Co., Ltd. Room A1, 9F., No. 333, Sec. 2, Tun Hua S. Rd., Taipei, Taiwan www.tuv-nord.com/tw/en

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ISO 27001:2013

Certificate TW23/00000345

The management system of  
Metaage Corporation

10F., No. 516, Sec. 1, Neihu Rd., Neihu Dist., Taipei City 11406, Taiwan (R.O.C.)

has been assessed and certified as meeting the requirements of  
ISO/IEC 27001:2013

For the following activities  
The provision of information security activities for the monitoring service of managed service provider (MSP), including information processing, related networking, infrastructure, and operations center management in accordance with the Statement of Applicability version 1.0.

This certificate is valid from 22 May 2023 until 31 October 2025 and remains valid subject to satisfactory surveillance audits.  
Issue 1. Certified since 22 May 2023

Authorized by

Jonathan Hall

Global Head - Certification Services

SGS United Kingdom Ltd

Rosemead Business Park, Elmecroft Park, Cheshire, CH65 3EN, UK

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UKAS

IAF

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Page 1 / 1

ISO 45001:2018

Certificate TW23/00000237 / 證書 TW23/00000237

The management system of / 下述組織  
Metaage Corporation  
邁達特數位股份有限公司

10F. No. 516, Sec. 1, Neihu Rd., Neihu Dist., Taipei City 114064, Taiwan (R.O.C.)  
114064 台北市內湖區內湖路一段 516 號 10 樓

has been assessed and certified as meeting the requirements of  
的管理体系已经过审核，并符合以下标准要求

ISO 45001:2018

For the following activities / 所涵蓋的活動範圍  
The ICT Solution Provider  
專業資訊應用服務供應商

This certificate is valid from: 12 April 2023 until 12 April 2025 and remains valid subject to satisfactory surveillance audits.  
Issue 1. Certified since 12 April 2023  
Certified activities performed by additional sites are listed on subsequent pages.  
此證書的有效期間自 2023 年 04 月 12 日 至 2025 年 04 月 12 日，且其有效性應基於持續符合的定期稽核。  
初次 1 次認證日期 2023 年 04 月 12 日  
其它地區符合法實體之驗證活動於後續頁上列出

Authorized by / 簽署

Jonathan Hall

Global Head - Certification Services

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