METAAGE 邁達特

To become a best partner in IT intelligentization

2024 Sustainability Report

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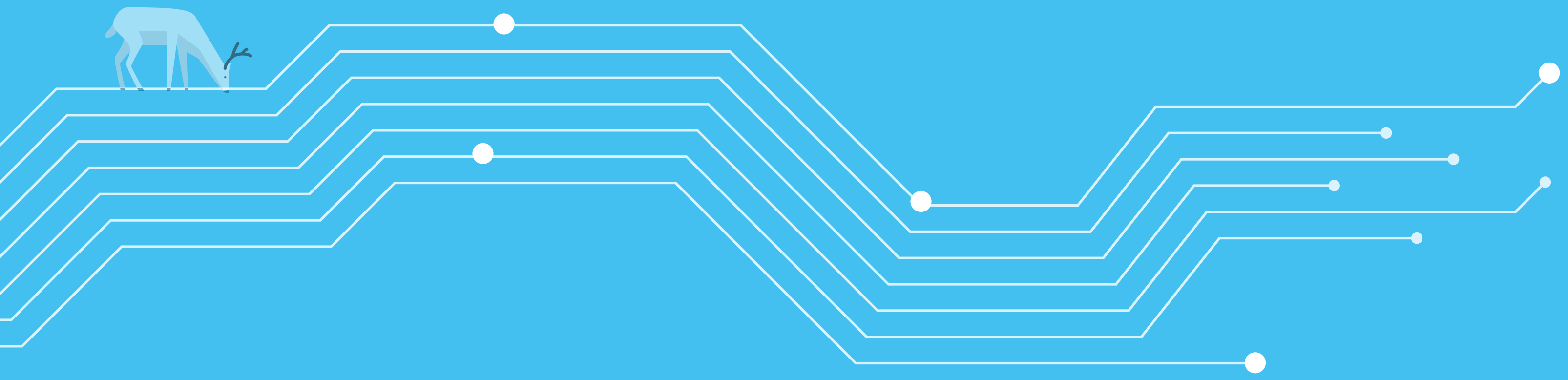
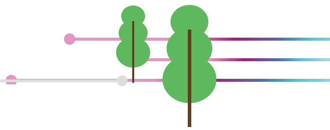


About This Report



MetaAge Corporation (hereinafter referred to as MetaAge, the Company, or we) publishes non-financial reports on an annual basis. Since the release of our first Corporate Social Responsibility Report in 2016 (now referred to as the Sustainability Report), we have entered our ninth consecutive year of reporting.

This report serves both as an internal ESG sustainability management tool and as a communication platform for engaging with key stakeholders. We continuously reference the latest international standards and incorporate feedback from both internal and external stakeholders to enhance the completeness, relevance, and clarity of our disclosures.

Report Compilation Principles and Guidelines

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 Financial Disclosures (TCFD), established by the Financial Stability Board (FSB)
- Sustainability Accounting Standards, developed by the Sustainability Accounting Standards Board (SASB)
- Other related international regulations, such as the UN Global Compact, the Social Responsibility Guidance (ISO 26000), etc.

Information Recompilation

N/A

Scope of The Report

The non-financial data boundary of this report mainly includes MetaAge and its subsidiary Global Intelligence Network Co., Ltd., Epic Cloud Co., Ltd., MetaGuru Digital Co., Ltd. However, due to differences in each company's organizational structure, the degree of applicability to various sustainability topics may vary. Accordingly, the scope and content of disclosures are adjusted based on the operational context of each company. If there are any differences in the disclosure scope compared to what was previously stated, they are specified within the relevant section.

The financial data presented in this report are sourced from publicly available information audited by certified accountants. The data cover MetaAge and its other subsidiaries, as well as affiliated sub-subsidiaries. All financial figures are calculated in New Taiwan Dollars (NTD), while social and environmental statistics are based on internationally recognized units of measurement. The scope of the relevant disclosures is detailed in the table below.

	In 2023	In 2024
Financial data	Metaage Corporation and its consolidated financial subsidiaries (including Corex, Brainstorm, AdvancedTEK International Corp., and DSI Group Co., Ltd.).	Newly added Owl Consulting Co., Ltd., Grandsys Technologies Inc., Grandsys Beijing Hongsheng High-tech Co., Ltd., and Shanghai Yangshuo Decoration Engineering Co., Ltd.
Non-Financial Data	Metaage Corporation, Global Intelligence Network Co., Ltd., Epic Cloud Co., Ltd., and Metaguru Corporation	No change (GHG inventory boundary changes below).
Greenhouse gas inventory and third-party verification	Metaage Corporation and its consolidated financial subsidiaries (including Corex, Brainstorm, AdvancedTEK International Corp., and DSI Group Co., Ltd.).	Newly added Owl Consulting Co., Ltd., Grandsys Technologies Inc., Grandsys Beijing Hongsheng High-tech Co., Ltd., and Shanghai Yangshuo Decoration Engineering Co., Ltd.

Information Quality

This report is compiled based on relevant data and information collected by designated contacts from each department. These materials are submitted to the Sustainability, EHS, and Risk Management Department (SER Department)* report task force for consolidation and drafting. The completeness and accuracy of the information are confirmed by the supervisors of the respective responsible units. The final draft is reviewed by the head of the sustainability unit and subsequently submitted to the Board of Directors for approval. The management and review responsibilities for the report are outlined in the table below.

Authorities and Responsible Departments	Job Description
Board of Directors	Supervise the company's sustainable development management and approve the report
Sustainability Committee	Promote sustainability initiatives, manage ESG strategy goals and performance controls, and report progress to the Board of Directors
Head of Environmental Safety and Risk Management Department	Review and finalize the report content, present it to the Sustainability Committee
Each Department	Collect relevant data and statistics, manage goals and indicators, and disclose after confirming the accuracy and completeness of the information with the responsible supervisors
Sustainability, EHS and Risk Management Department's Report Working Group	Drive report operations and progress control, content editing and revision, and overall planning
Independent Verification Body	External verification

*Note : In April 2025, the MetaAge Environmental Safety and Risk Management Department was officially renamed the Sustainability, EHS, and Risk Management Department.

External Verification and Assurance

External assurance was entrusted to an independent third-party verification company, TUV NORD Taiwan Co., Ltd. (TUV NORD), for the content assurance of the report. The verification follows the GRI Standards 2021 disclosure requirements and the AA 1000/Type II/Moderate assurance level under the accountability principles. A full assurance statement is provided at the end of this report.

The Duration of The Report and The Issuance Cycle

The reporting period covered in this report is from January 1, 2024, to December 31, 2024. The content primarily presents MetaAge's corporate governance, and its economic, environmental, and social sustainability management policies, performance outcomes, and future strategies for the year 2024. The report is updated annually, with the previous edition issued in August 2024.

Current Issue Date: June 2025

Download the Annual Reports (in Chinese and English):

https://www.metaage.com.tw/esg/download_report

Contact

If you have any questions or suggestions regarding this report, please feel free to contact us using the information provided below:

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Email: ESG@metaage.com.tw

MetaAge Website: https://www.metaage.com.tw/

MetaAge Sustainability Map: https://www.metaage.com.tw/esg/sustainable-map

Item	External Verification and Conviction
Financial Report	KPMG in Taiwan
Sustainability Report	TÜV NORD
Greenhouse Gas Inventory and Third-party Verification	TÜV NORD

Words from the Chairperson

Looking back on 2024, MetaAge will continue to create new value for stakeholders by adhering to the four main axes of sustainable development of "responsible governance", "smart future", "digital talent" and "green operation". In 2024, the revenue reached 18.377 billion NTD, setting a record for the second highest in history. At the same time, in terms of sustainable development, it has not only passed the third-party certification of ISO 27001, ISO 45001 and ISO 14064-1, but also won the Gold Award for Sustainability Report, Talent Development Leader Award and Gender Equality Leadership Award in the TCSA Taiwan Corporate Sustainability Award. It was selected as a constituent stock of the Corporate Governance 100 Index for the first time and was recognized by many customers. Thanks to the hard work and business innovation of all colleagues, the revenue and ESG performance in 2024 are outstanding.

Taiwan & Overseas Planning

In recent years, the development of technologies such as generative artificial intelligence has accelerated the trend of migrating enterprise IT systems to the cloud, and major domestic industries will focus more significantly on AI, cloud and information security compliance in terms of IT investment. MetaAge actively invested a lot of resources to promote the stable growth of cloud services and information security, while continuing to operate the three major public clouds, expanding the capacity of cloud services, and setting up an industry-leading, 7×24 MSP hosting and operation center all year round, to provide customers with overall hosting and monitoring from architecture, performance, service to information security. MetaAge continues to assist customers in transformation with excellent solutions, provide enterprises with one-stop solutions based on best practices, and effectively help enterprises overcome technical bottlenecks such as insufficient AI readiness and lack of deployment experience.

Under the relevant economic and trade policies such as the promotion of manufacturing revitalization and industrial reshoring in the United States, MetaAge will actively adjust the operation status and strategy of overseas subsidiaries in 2024, and after organizational restructuring and reengineering, it is expected to create new value for stakeholders in the future.

Internal and External Talent Cultivation

MetaAge regards employees as the company's most valuable partners. We are committed to creating a workplace that is equal, healthy, diverse, inclusive, and welcoming — a place where our colleagues feel respected and enjoy working. In addition to offering a competitive compensation system, we actively promote a range of benefits, including an employee stock ownership trust, flexible working hours, employee assistance programs, AI-based health management, and mental health support. These initiatives are designed to substantially and holistically enhance our employees' quality of life. Through the design of a comprehensive training system, we support employees in continuous learning and grow, and become a leader in digital convergence together with the company.

In addition, MetaAge actively integrates resources to give back to the society, cultivates talents needed for industrial digital transformation, and contributes to Taiwan's industrial upgrading. It not only creates a wealth of digital talent development courses, popularizes industrial knowledge to the public through digital channels, but also uses innovative business models to achieve a win-win situation of industrial management and talent stability. This year, we have expanded the age group and partnered with social welfare organizations to support technology to reach out to rural areas, inspire children's imagination of future careers, and help improve learning resources and equipment in various places.

Climate Action & Commitment

With the increasing phenomenon of warming, MetaAge actively responds to climate change and is committed to operational carbon reduction and climate governance. The solar power generation system on the top floor of the Neihu headquarters will be successfully put into operation in 2024 to implement the renewable energy use rate. In addition, in response to the trend of customer and international climate information disclosure, we have participated in the International Carbon Disclosure Project (CDP) for four consecutive years, and in 2024, we received a B management rating in the climate change questionnaire. At the beginning of 2025, MetaAge raised its 2030 carbon reduction target (Scope 1 and 2) to 28%, immediately accelerating the pace of aligning with the new national carbon reduction target, and revising the strategy and specific action plan to demonstrate the importance of the environment and the determination to promote climate governance.

Looking to the future

Looking forward to 2025, as the best IT intelligence partner, MetaAge will continue to work with its subsidiaries and supply chain to deepen sustainable DNA into the core of its business, and provide partners and customers with integrated solutions that are both low-carbon and intelligent. In terms of corporate governance, MetaAge will continue to strengthen corporate responsibility governance, cultivate digital talents that meet the needs of future society, and implement corporate green operations, starting from specific initiatives and expanding organization-wide, so as to achieve corporate growth and social good.

Joshua Tzeng

Chairperson of MetaAge

Company Profile

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	FY2024 – approximately NT$18.3 billion
Number of Employees	Approximately 662 people* *Note: The headcount as of December 2024 and pertains to non-financial reporting. The scope includes MetaAge, Global Intelligence Network, Epic Cloud, and MetaGuru Digital.
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 the best partner in IT intelligence

MetaAge positioned itself as a "professional IT application service provider" as soon as it was established in 1998 and has been focusing on the introduction of various types of leading IT service software and hardware products in order to satisfy corporate customers' needs in the field of IT systems on all fronts. 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 services, continues to become the best partner in IT intelligence by constantly introducing world-leading IT solutions and reinforcing its momentum in technical services.

METAAGE 邁達特
COREX
Epicloud
MetaGuru

Important Results and Recognition

In 2024, MetaAge continued to receive widespread recognition, including external sustainability awards, as well as positive evaluations from customers and brand partners acknowledging the strength of our partnerships.

Sustainability Affirmation

- TCSA Taiwan Corporate Sustainability Award – Information and Communication Industry – Gold Award of Sustainability Report
- TCSA Taiwan Corporate Sustainability Award –Talent Development Leader Award
- TCSA Taiwan Corporate Sustainability Award – Gender Equality Leadership Award
- 1st Place in Carbon Reduction – Q1, Neihu Technology Park
- 3rd Place in Carbon Reduction – Q2, Neihu Technology Park
- Selected as a constituent stock of the TWSE Corporate Governance 100 Index

Customer Affirmation

- Chunghwa Telecom Sustainable Supply Chain – Gold Supplier
- KGI Financial Holdings Outstanding Progress Award
- MetaAge's subsidiary, Global Intelligence Network Co., Ltd., received the Excellent Supplier Award from Taishin Financial Holdings.
- Global Intelligence Network Co., Ltd., a subsidiary of MetaAge, received the Model Award for Sustainable Management – Far Eas Tone

Original Manufacturer's Endorsement

- The only certified Akamai GcSP in the Greater China region
- 2024 Cisco Best Agency in Taiwan
- 2024 Red Hat Exclusive Distributor – Taiwan
- RUCKUS 2024 Performance Growth Excellence Award

2024 ESG Milestones

January

Chunghwa Telecom Sustainable Supply Chain – Gold Supplier

May

KGI Financial Holdings Outstanding Progress AwardAward

May

Corporate Governance Assessment: TOP 6-20%

中華開發金控集團
2024 年供應商大會

June

Completed the Group's greenhouse gas inventory and set carbon reduction targets

July

The solar power system of the MetaAge headquarters building was officially opened

July

"My Carbon Reduction Passbook" ranked first in the first quarter of the Neihu Technology Park

August

Corporate Governance 100 Index constituents

October

Global Intelligence Network Co., Ltd., won the Outstanding Supplier Award from Taishin Financial Holdings

October

Global Intelligence Network Co., Ltd., received the Model Award for Sustainable Management – Far Eas Tone

聯合頒獎典禮
GCSA & TCSA Joint Award Ceremony
TAISE 台灣永續能源研究基金會

2024 第十七屆
TCSA
企業永續報告
金獎
TCSA

November

Taiwan Corporate Sustainability Award_Talent Development Leadership Award & Gender Equality Leadership Award

December

Taiwan Corporate Sustainability Award - Gold Award for Sustainability Report

December

74 customer questionnaires were completed and 4 on-site visits were conducted with a 100% pass rate

ESG Highlight Performance

TCSA
Talent Development Leader
Gender Equality Leader
Gold Award for Sustainability Report

CDP Questionnaire
Climate Questionnaire-B

Selected for the first time as a constituent stock of the TWSE Corporate Governance 100 Index

E

Solar Power Generation
approximately 45,198 kWh in 2024

ISO 14064-1
Verified and passed in 2024

The Sustainability Committee set a goal: a 28% carbon reduction by 2030

Green Procurement in 2024 reached NT$960,000, which is 5.65 times that of the previous year

S

STP Digital Talent Academy
Sponsored approximately NT$480,000 for the 21st to 23rd sessions, cultivating nearly 50 outstanding university students

Charitable Computer Donation Program
have expanded to 11 counties and cities across Taiwan, with more than 140 computers donated.

Participate in KPMG's Christmas Charity Month

G

Corporate Governance Evaluation
Ranked in the top 6%–20% among all listed companies.

ISO 27001 Information Security Management System
Verified and passed in 2024

Supplier Questionnaires
74 Completed
On-site Audits
4 on-site audits conducted
Pass rate 100%

Employee Satisfaction
The overall average is up 8.18 points

Customer Satisfaction
The overall average is up 95.87

ISO 45001
occupational safety and health management system
Verified and passed in 2024

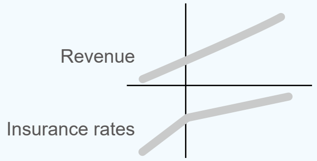
2024 ESG Performance Dashboard

9 Posts **1 Video**

- Carbon Reduction Passbook Promotional Video
- TCSA Corporate Sustainability Award
- Charitable Computer Donation Program

The number of posts from the ESG community

STP Premium Curve



Compared with the group, it is resistant Group+28% V.S MetaAge+10%

Accident Event

0 item

Insurance Risk Transfer

74 customer questionnaires completed and 4 on-site audits conducted

100% Pass Rate

Customer ESG Self-Assessment Questionnaire

2023 Declared Amount

$170,091

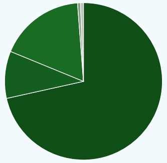
X5.65

2024 Declared Amount

$959,702

The Amount of Green Procurement

122>>165



YOY +35%

Number of Stakeholder Questionnaire Communication Collections

Number of Awards in 2023

3

Number of Awards in 2024

4

Number of Sustainability Awards

01

About MetaAge

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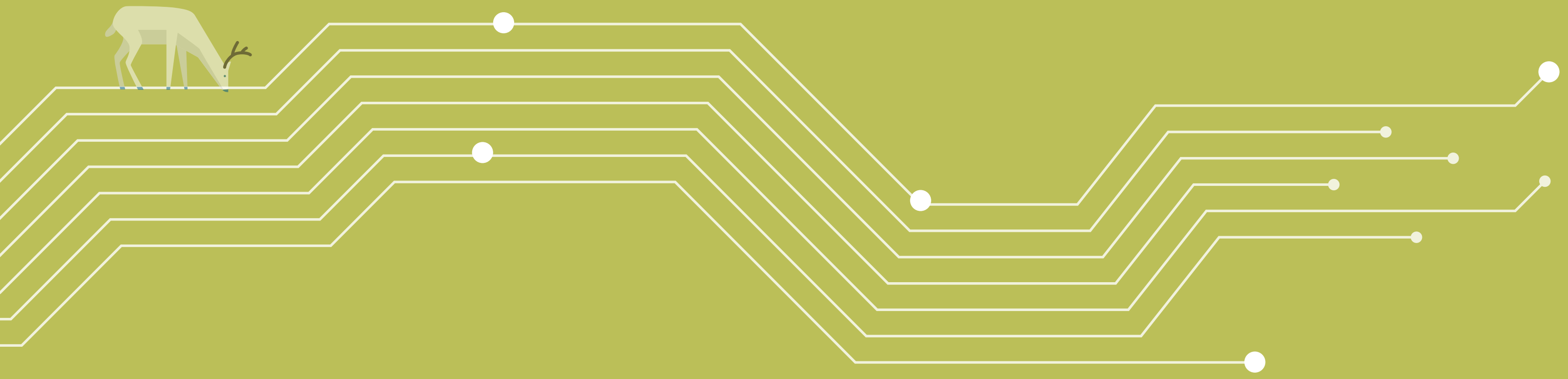
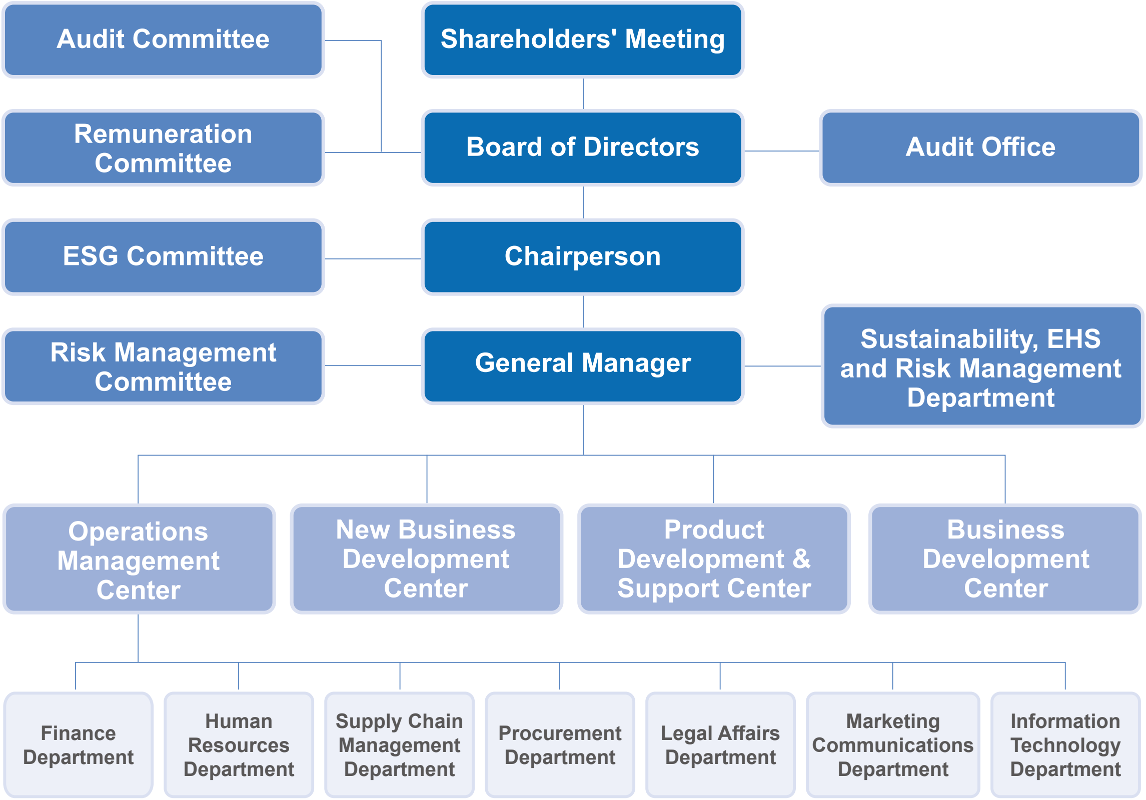
17 PARTNERSHIPS FOR THE GOALS



Corporate Name Change

MetaAge, formerly known as "Sysage Technology", continues to introduce world-class excellent products as a professional agent in the information service industry, and works closely with the majority of dealer partners to help many enterprises in Taiwan implement digital systems. Nowadays, with the needs of enterprise customers by systematization turning to intelligence, all kinds of data show that systematization alone is no longer enough to face the future competition. Corporate customers are more actively deploying to enter the next metaverse era to capture huge business opportunities. We are rethinking our role and mission, aiming to become the best partner for enterprises in IT intelligentization. Based on this vision, the company changed its original English name “Sysage” — where “Sys” represented “system” — to “MetaAge,” derived from “Metaverse.” Through this name change, we declare that we are ready to help our customers step into the next era. The Chinese name was also updated accordingly to “MetaAge Digital Co., Ltd.” to better reflect our commitment to advancing IT intelligentization for Taiwanese enterprises and contributing to a better future.

Organizational Structure


Audit Committee
Shareholders' Meeting
Remuneration Committee
Board of Directors
Audit Office
ESG Committee
Chairperson
Risk Management Committee
General Manager
Sustainability, EHS and Risk Management Department
Operations Management Center
New Business Development Center
Product Development & Support Center
Business Development Center
Finance Department
Human Resources Department
Supply Chain Management Department
Procurement Department
Legal Affairs Department
Marketing Communications Department
Information Technology Department

Company History and Memorabilia

Before 2000

- 1998.04 The Hsinchu branch office was established with the approval of the Ministry of Economic Affairs, with a paid-in capital of NT$34.3 million.
- 1998.05 Obtained the distribution rights for Cisco's networking products.
- 1998.07 Taichung Office was established.
- 1999.01 Kaohsiung office was established.
- 1999.01 Obtained the distribution rights for Dell workstation products.
- 1999.09 Obtained the distribution rights for Oracle database products.

2001-2010

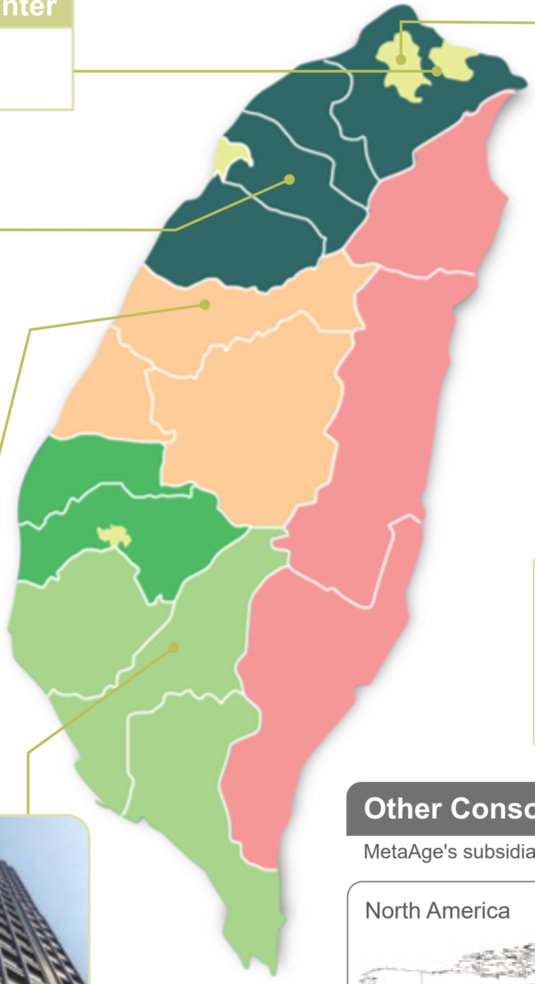
- 2001.08 Officially listed on the Taipei Exchange (TPEx)(stock code: 6112).
- 2002.06 Purchased the 8th to 11th floors of the office buildings at No. 512, 514, and 516, Section 1, Neihu Road, Neihu District, to meet the integrated needs of marketing, R&D, testing, and warehousing.
- 2003.07 Obtained exclusive distribution rights for Citrix enterprise information access platform.
- 2003.08 Listed on the Taiwan Stock Exchange after transfer from the Taipei Exchange (OTC to TWSE).
- 2007.04 Officially became an Oracle Authorized Education Center (OAEC).
- 2007.08 Obtained EMC dealership for Taiwan
- 2008.08 Obtained dealership rights for IBM Cognos.
- 2008.12 Obtained distribution rights for HDS.
- 2009.02 Obtained distribution rights for Informatica.
- 2009.03 Obtained distribution rights for Novell.
- 2009.10 Obtained Falconstor distribution rights for Taiwan.
- 2010.07 Obtained distribution rights for VMware in Taiwan.

2011-2020

- 2013.01 Obtained SafeNet dealership for Taiwan.
- 2013.07 Obtained Red Hat dealership for Taiwan.
- 2013.11 Obtained Quantum dealership for Taiwan.
- 2014.03 Officially appounted as the agent of CPS Systems for security control and audit system.
- 2015.01 Officially appointed as the agent for Eaton products.
- 2016.01 Became an Apple authorized enterprise reseller.
- 2016.02 Became an authorized distributor for SAP, a global enterprise management software provider.
- 2016.05 Became an authorized distributor of STULZ, a German data center precision air conditioning system supplier.
- 2017.04 Became a member of Dell Taiwan's "Digital Transformation Cloud Alliance".
- 2018.05 Obtained the agency rights for Akamai in Taiwan.
- 2019.09 Joined the Qisda Group.
- 2020.01 Obtained the agency rights for APIGEE.
- 2020.02 Obtained the agency rights for SecurityScorecard.
- 2020.03 Obtained the agency rights for DATTO.
- 2020.05 Obtained the agency rights for UiPath.
- 2020.06 Obtained the agency rights for Hubspot.
- 2020.10 Obtained the agency rights for SYNERGIES.

2021 - to date

- 2021.01 Acquired 100% equity of COREX (PTY) LTD, a South African company.
- 2021.03 Qisda Corporation acquired 16.37% of the company's shares, bringing its total shareholding to 51.41%.
- 2022.05 Obtained AWS MSP status.
- 2022.06 Renamed to MetaAge Corporation.
- 2022.09 Acquired the agency rights for Microsoft.
- 2022.12 Acquired 100% equity of Metaguru Corporation.
- 2023 Established METAMatch - MetaAge Cloud Marketplace.
- 2023.01 Obtained the right to act as an agent of Mammoth Cyber.
- 2023.08 Acquired 35.09% equity of Brainstorm Corporation.
- 2023.11 Obtained the agency rights of MinIO.
- 2024.01 Increased shareholding in Grandsys Technology to 40.15%.
- 2024.04 Obtained the agency rights for Zscaler.
- 2024.04 Obtained the agency rights for CyCraft Technology.
- 2024.07 Appointed as the exclusive distributor for RedHat in the Greater China region.



Xizhi Warehouse Management Center

13F, No. 43-2, Zhongxing Road, Xizhi District,
New Taipei City 221012, Taiwan

Hsinchu Branch

9F-A, No. 1, Section 3, Gongdao 5th Rd.,
East Dist., Hsinchu City 300042, Taiwan

☎ 03-5437168 📠 03-5437169

Taichung Branch

13F-B1, No. 51, Section 2, Gongyi Rd.,
Nantun Dist.,Taichung City 408383, Taiwan

☎ 04-2327-1151 📠 04-2327-1152

Kaohsiung Branch

8F, No. 6, Bo'ai 4th Rd., Zuoying Dist.,
Kaohsiung City 813502, Taiwan

☎ 07-5505820 📠 07-5505821

Main Office in Taipei

GLOBAL INTELLIGENCE NETWORK

Epic Cloud

MetaGuru

10F., No. 516 Sec. 1, Neihu Rd.,
Neihu Dist., Taipei City 114064 , Taiwan

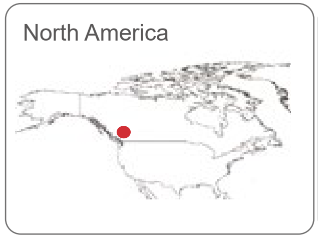
☎ 02-8797-8260 📠 02-8797-8261

Taiwan Operating Sites

The main office of MetaAge is located in Neihu District, Taipei City, and the locations of its branch offices in Taiwan are shown in the figure on the left, including the Taipei Head Office, Xizhi Warehouse Management Center, and branch offices in Hsinchu, Taichung, and Kaohsiung. Subsidiaries such as Global Intelligence Network, Epic Cloud, and Metaguru Corporation are also based in the Neihu headquarters building.

Other Consolidated Financial Report Entities' Global Locations

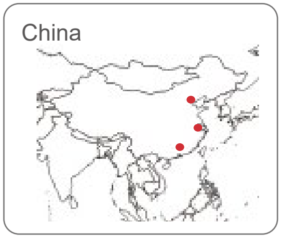
MetaAge's subsidiaries have operational bases in North America, South Africa, China, and Taiwan.



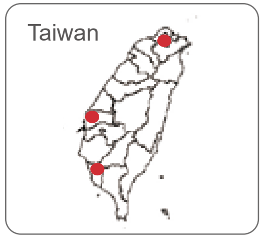
Brainstorm Corporation

South Africa

Corex (PTY) LTD



Beijing Hongsheng



DSIGroup/ DKABio/
ADVANCEDTEK
INTERNATIONAL CORP./
APEO Human Capital./
Grandsys Technologies Inc.

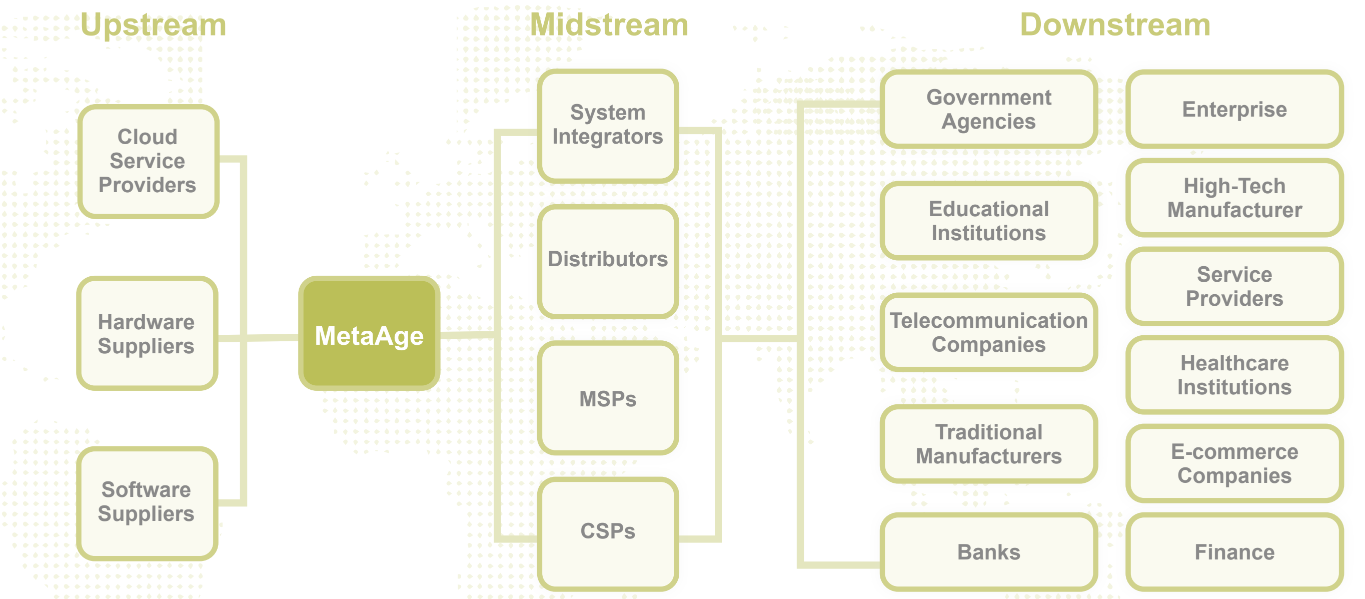
Industry Positioning

MetaAge and its subsidiaries operate as value-added distributors in the midstream segment of the industry. They primarily represent a wide range of communications and internet-related software and hardware products, including workstations, servers, and tool integration application software. By leveraging their integration capabilities, they provide comprehensive solutions—such as professional consulting and technical services—to downstream resellers, who then sell these products to end users.

In this industry:

- Upstream players mainly consist of suppliers of network software and hardware, host systems, application software, and cloud services.
- Downstream participants include system integrators, distributors, and end users engaged in the sales and implementation of IT-related products.

Currently, upstream manufacturers in the IT industry focus primarily on R&D and the production of technology products. Midstream distributors aim to develop markets and establish marketing channels, while downstream participants provide services such as delivery, installation, maintenance, and technical support to end users.



Upstream

- Cloud Service Providers
- Hardware Suppliers
- Software Suppliers

MetaAge

Midstream

- System Integrators
- Distributors
- MSPs
- CSPs

Downstream

- Government Agencies
- Educational Institutions
- Telecommunication Companies
- Traditional Manufacturers
- Banks
- Enterprise
- High-Tech Manufacturer
- Service Providers
- Healthcare Institutions
- E-commerce Companies
- Finance

Business Model

MetaAge and its subsidiaries distribute and represent over 50 globally renowned IT brands, including Akamai, AWS, Cisco, Check Point, Dell, Microsoft, Oracle, Pure Storage, Red Hat, and Veeam. With extensive reach and coverage in Taiwan's IT service market, MetaAge demonstrates deep expertise in various technical solutions and maintains a leading position in the industry.

The company is well-versed in vendor ecosystems and operational models, offering professional consulting and project collaboration services. It provides one-stop services and cross-brand product integration to resellers. Additionally, MetaAge has established Demo Centers not only for test installations but also for showcasing real-world application results and supporting Proof of Concept (POC) activities. These Demo Centers are located in Taipei, Hsinchu, and Kaohsiung, and are among the largest in the industry.

MetaAge also operates a Managed Service Provider (MSP) Center, staffed by dedicated personnel who provide 24/7 monitoring of system architecture, services, and information security to ensure availability and reliability.

Industry Overview

According to IDC's 2024 Taiwan ICT Market Trend Forecast, the influence of AI is becoming increasingly evident. In particular, the rise of generative AI applications has driven the trend of "AI Anywhere." In the future, enterprises will place greater emphasis on AI technology investments and AI-driven products and services. Embracing the mindset of "ubiquitous AI" will no longer be optional—it will be essential. In addition, the continuous emergence of new information application technologies has led to more complex and sophisticated cyberattacks. This compels enterprises to actively adopt more comprehensive cybersecurity technologies to enhance both protection and digital innovation in the face of security threats. These efforts will also become a key focus in the development of enterprise information applications this year.

BIO
ECO
O2
CO2

1 Generative AI for Enterprise Use

The application of generative AI technology is expanding from the consumer market to the enterprise sector. In Asia, enterprises are primarily focusing on use cases such as product design, software development, customer interaction, marketing strategy, and supply chain management.

Notably, generative AI has also ushered in a new wave of development for integrated generative models. Platform tools that support fine-tuning and retrieval-augmented generation (RAG) have become critical components for modular integration and application.

Driven by generative AI and related technologies, IDC estimates that the market size of Taiwan's AI platform sector will grow from USD 66.9 million in 2023 to USD 83.9 million in 2024—an impressive annual growth rate of 25.4%.

2 Generative AI Applications in Extending the Security Chain and Advancing Autonomous Environmental Network Security

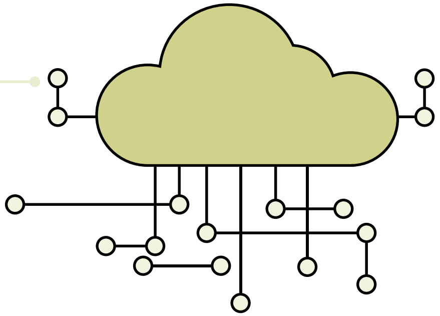
The rapid advancement of digital environments and the constant emergence of new technologies are driving enterprises to continually enhance and adopt more autonomous cybersecurity solutions. As security architecture and analytics technologies mature, their applications are expanding into more diverse business scenarios. In response to evolving threat landscapes, cybersecurity automation is progressing toward greater autonomy in both industrial and digital environments.

According to IDC, by 2026, 30% of large global enterprises will improve the efficiency of incident remediation, management, and response through investments in autonomous security operations. Taiwanese companies are also expected to tackle the shortage of cybersecurity personnel by investing in security products and services enhanced with generative AI capabilities.

3 Integrating Cybersecurity into Enterprise Networks with Continuous Risk Management for Real-Time Threat Response

As emerging technologies evolve, cyber attackers are increasingly leveraging AI and other advanced tools to launch more complex and precise attacks—such as generating highly realistic phishing messages, spoofed emails, and using automation to accelerate and enhance attack efficiency. In response, enterprises must implement systematic cybersecurity management frameworks to proactively defend against these evolving threats.With the rise of network-based business models, end-to-end cybersecurity—spanning from development to application—has become essential to securing enterprise supply chains. According to IDC, by 2027, 75% of Chief Information Officers (CIOs) are expected to embed cybersecurity measures directly into enterprise systems and workflows. This shift toward proactive planning aims to reduce vulnerabilities, strengthen network defenses, and prevent potential breaches and data leaks.

Operational Strategy



Operational Strategy: "Leading Brands, Value-Added Services, Cloud-Ground Integration, and Digital Transformation"

MetaAge offers a comprehensive range of internationally renowned software and hardware product lines, factory-certified technical support specialists, extensive marketing and distribution channels, and robust technical consulting and maintenance services. These four pillars—brand, talent, distribution channel, and service—form the foundation of MetaAge's business development. With these strengths, MetaAge enables enterprise clients to optimize the performance of their IT infrastructure within a reasonable budget, significantly enhancing their IT capabilities and laying a solid foundation for future growth amid increasingly fierce industry competition.

Brand
Talent
Distribution Channel
Service

With a diverse range of vertically integrated solutions, comprehensive product planning, a robust and extensive distribution channel network, and 24/7 uninterrupted service capabilities, MetaAge accurately addresses the key needs of enterprises. The company continues to broaden its customer base and deepen its technical service capabilities. It has established a product development strategy centered around four major solution areas: cloud services, AI-driven data analytics, modern applications, and information security. MetaAge is committed to strengthening its offerings in these domains and deepening integration with domain know-how across various industries.

To continuously enhance innovation and service in both industry applications and technical support, MetaAge builds on a strong foundation of technical expertise and provides high-quality testing environments. In addition to demo facilities located in Taipei, Hsinchu, Taichung, and Kaohsiung—as well as across Taiwan—the company has also launched a Cloud Lab service this year. This platform enables real-time access to product application features across multiple brands, and supports customer training and education. In response to emerging technologies, the Cloud Lab allows rapid testing and demonstration, helping clients seize new business opportunities at speed.

Leveraging the technical service foundation built through generations of product distribution, MetaAge supports the expansion of existing product lines and the development of new application solutions. The company also pursues diversified business investments, actively explores opportunities with key enterprise groups, and collaborates with over 1,000 system integrators and distributors across Taiwan. This approach ensures extensive market coverage and is supported by strong, stable relationships with major clients, demonstrating MetaAge's robust capabilities in both channel expansion and market development.

In response to the emerging cloud economy and the shift in agency brand sales models toward subscription and pay-as-you-go formats, cloud services have become the dominant trend. To provide broad and scalable services, the company is continuously developing its Cloud Management Portal, which integrates products and services from various agency brands to strengthen MetaAge's position as a leading cloud brand manager among end customers.

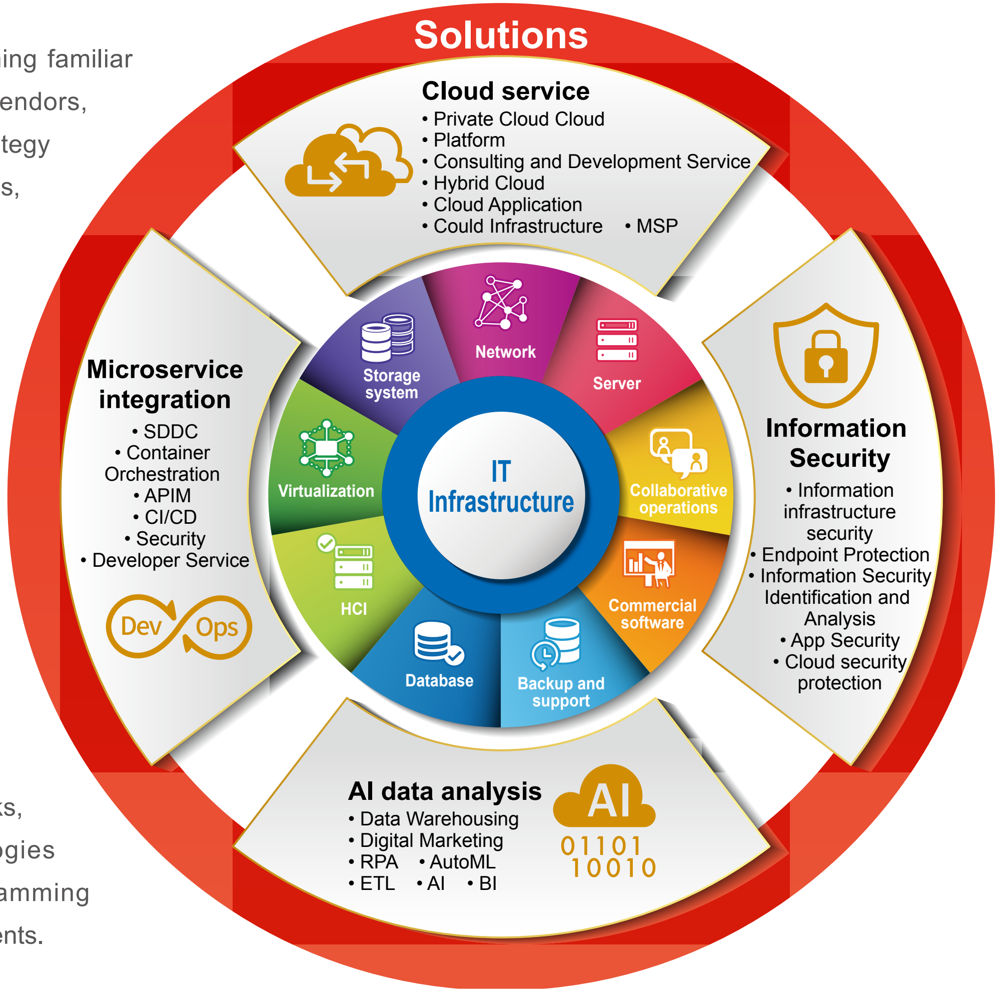
Products & Services: Four Solutions

The MetaAge Group mainly engages in the agency, distribution, and trading of information and communication products. Serving as the bridge to the cloud network world through branded channels, integration, and configuration, we provide customers with ICT solutions that allow corporate and private users to build more effective hybrid cloud environments.

Given the digital tidal wave that has taken shape over the years, MetaAge recognizes that it is no longer sufficient for businesses to gather the momentum needed for innovation and transformation through only powerful host/storage systems, network equipment, or databases. Instead, cloud adoption, big data, artificial intelligence (AI), DevOps (Development Operations), and microservices, along with strong information security, are all essential components of a more diversified technology stack.

After understanding market demands and becoming familiar with the promotional focuses of leading global vendors, MetaAge established a product development strategy featuring four core solution categories: cloud services, AI data analysis, modern applications, and information security. Moving forward, MetaAge will focus on strengthening the deployment of related products and services and establishing in-depth connections with industry-specific domain know-how.

MetaAge also operates the only software R&D center in the dealership sector. Customized applications for cloud, AI, and microservices are developed based on the actual needs of customers and translated into practical solutions to address operational pain points. Furthermore, there is an increasing need to integrate IT infrastructure products—such as firewalls, networks, and storage systems—with emerging technologies like web services and APIs (Application Programming Interfaces) to meet real-world operational requirements.



Solutions

Cloud service
- Private Cloud Cloud
- Platform
- Consulting and Development Service
- Hybrid Cloud
- Cloud Application
- Could Infrastructure
- MSP

Microservice integration
- SDDC
- Container Orchestration
- APIM
- CI/CD
- Security
- Developer Service

Information Security
- Information infrastructure security
- Endpoint Protection
- Information Security Identification and Analysis
- App Security
- Cloud security protection

AI data analysis
- Data Warehousing
- Digital Marketing
- RPA
- AutoML
- ETL
- AI
- BI

IT Infrastructure

Storage system | Network | Server | Collaborative operations | Commercial software | Backup and support | Database | HCI | Virtualization

Product Service Guarantee

1 Enterprise Backup Redundancy

Offside backup **Technology threading** **Resource integration**

Offering solutions for small and medium-sized enterprises up to large corporations, we assist financial and government institutions in implementing backup and redundancy strategies. We integrate cross-product technologies to help customers and partners resolve common pain points and effectively respond to challenges such as geopolitical tensions and information security incidents.

2 Cloud-to-Ground Integrated Application

Cloud-to-ground integration **Applied research** **Cross-brand collaboration**

MetaAge possesses comprehensive technological 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 and ISO 27001 audits, we provide 24/7 year-round managed cloud hosting services, proactively identifying and eliminating potential obstacles for customers.

Service Assurance: No performance issues, service outages, or user service disruptions occurred in 2024.

Demo Center

- MetaAge has established Demo Centers that are not only used for installing test machines but also serve as showcases for real application outcomes, fully supporting pre-sales Proof of Concept (POC) validations. Demo Centers are located at the Taipei, Hsinchu, and Kaohsiung branches, and their scale is among the largest in the industry.

MSP Center

- 24/7 monitoring conducted by dedicated personnel.
- Comprehensive availability monitoring across infrastructure, services, and information security.

2024 Partnered Brands Overview

AccuKnox
Akamai Experience the Edge
asana
ATLASSIAN
aws
CHECK POINT
CISCO
citrixasean

CLOUDERA
Commvault
CRESTRON
CYCRAFT 奧義智慧科技
DATACORE
DBVISIT
DELL Technologies
Delinea

Dropbox Sign
EDB
elastic
EXAGRID
Google Cloud
HITACHI Inspire the Next
IBM
infoblox

ivanti
JUNIPER NETWORKS
MAMMOTH CYBER
META Match
Microsoft
monday.com
MINIO
NOKIA

omnissa
ONES
opentext
ORACLE
]pexip[
PURESTORAGE
Qbic Technology
Quantum

Red Hat
riverbed
RSA
RUCKUS COMMSCOPE
SEAGATE
Security Scorecard
slack
SIOS

SONICWALL
TmaxSoft
UiPath
veeam
zscaler

2024 Partnered Brand Solutions by Application

Cloud service

- ORACLE
- Akamai Experience the Edge
- IBM Cloud
- Google Cloud
- aws
- Microsoft Azure

Modern Applications & Open-Source Solutions

- AccuKnox
- elastic
- Microsoft Azure
- ATLASSIAN
- Google Cloud
- MINIO AISTOR
- aws
- ISOVALENT now part of cisco
- portworx by Pure Storage
- EDB
- KASTEN by veeam
- Red Hat

AI and Data Applications

- aws
- Gemini
- databricks
- Microsoft AI
- MINIO AISTOR
- Microsoft Copilot

Information Security

- AccuKnox
- CYCRAFT 奧義智慧科技
- Kasm WORKSPACES
- RSA
- citrix asean
- Akamai Experience the Edge
- Delinea
- MAMMOTH CYBER
- Security Scorecard
- JUNIPER NETWORKS
- CHECK POINT
- infoblox
- Microsoft Defender
- SONICWALL
- radware
- cisco
- ivanti
- opentext
- zscaler

Server

- cisco
- DELL Technologies
- IBM

Network

- cisco
- JUNIPER NETWORKS
- NOKIA
- radware
- riverbed
- RUCKUS COMMSCOPE

Storage system

- DATACORE
- PURESTORAGE
- MINIO AISTOR
- SEAGATE
- DELL Technologies
- IBM
- HITACHI Inspire the Next

Backup and support

- Commvault
- DELL Technologies
- EXAGRID
- Quantum
- SIOS
- veeam

Virtualization

- citrix asean
- Microsoft
- omnissa
- Red Hat OCP-V

HCI

- AWS Outposts
- Azure Stack
- Cisco HyperFlex
- DELL Technologies

Database

- DBVISIT
- EDB
- ORACLE
- Microsoft SQL Server
- TmaxSoft

Commercial software

- asana
- Dropbox Sign
- 逐鹿數位 MetaGuru
- Microsoft 365
- monday.com

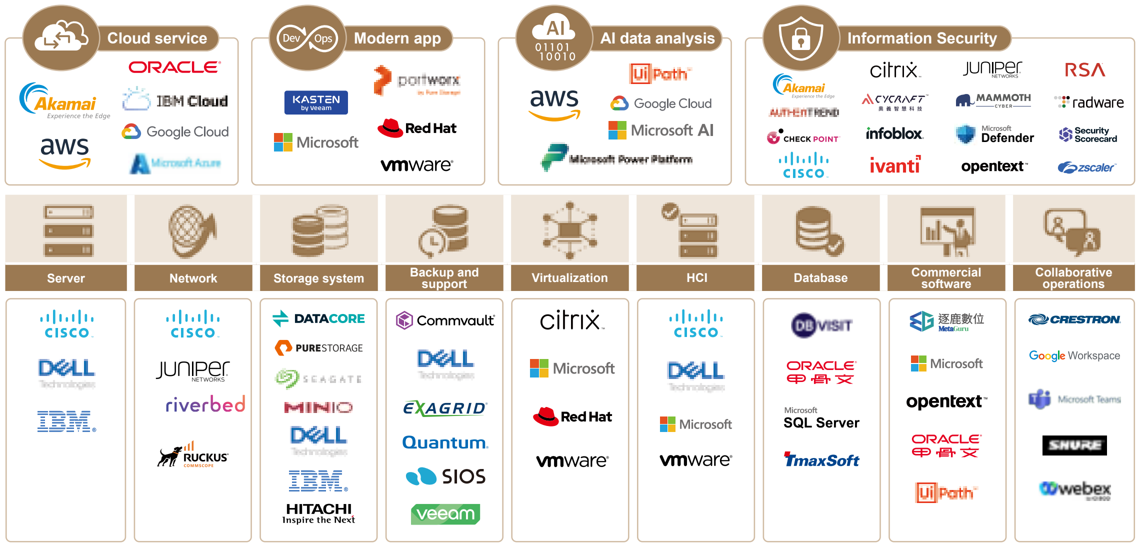
Collaborative operations

- ATLASSIAN
- Google Workspace
- Microsoft Teams
- slack
- webex by cisco

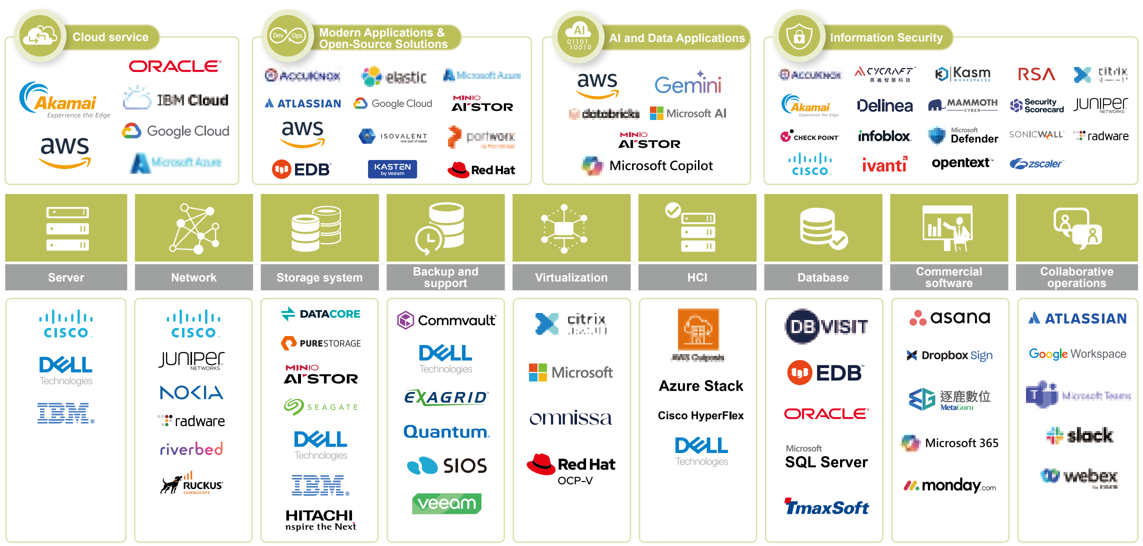
Comparison Table of The Company’s Main Products and Solutions Over The Past Two Years

The products of MetaAge's main agency brands are categorized into four major types: Cloud Services, Modern Applications, AI and Data Applications, and Information Security, further integrated into nine sub-categories based on product type. The comparison chart below shows the brand application overview for 2023 and 2024. There have been no significant changes in the agency brands over the past two years, except for the renaming of the “AI Data Analysis” category to “AI and Data Applications” in 2024, highlighting the company's focus on the integration and development of AI and data-driven solutions.

Overview of Brand Applications in 2023


Cloud service
ORACLE
Akamai
IBM Cloud
Google Cloud
aws
Microsoft Azure
Modern app
portworx
KASTEN by veeam
Red Hat
Microsoft
vmware
AI data analysis
UiPath
aws
Google Cloud
Microsoft AI
Microsoft Power Platform
Information Security
citrix
JUNIPER
RSA
Akamai
CYCRAFT
MAMMOTH
radware
AUTHENTREND
infoblox
CHECK POINT
Microsoft Defender
Security Scorecard
cisco
ivanti
opentext
zscaler
Server
Network
Storage system
Backup and support
Virtualization
HCI
Database
Commercial software
Collaborative operations
cisco
DELL Technologies
IBM
cisco
JUNIPER
riverbed
RUCKUS
DATACORE
PURESTORAGE
SEAGATE
MINIO
DELL Technologies
IBM
HITACHI Inspire the Next
Commvault
DELL Technologies
EXAGRID
Quantum
SIOS
veeam
citrix
Microsoft
Red Hat
vmware
cisco
DELL Technologies
Microsoft
vmware
DBVISIT
ORACLE 甲骨文
Microsoft SQL Server
TmaxSoft
逐鹿數位
Microsoft
opentext
ORACLE 甲骨文
UiPath
CRESTRON
Google Workspace
Microsoft Teams
SHURE
webex

Overview of Brand Applications in 2024


Cloud service
ORACLE
Akamai
IBM Cloud
Google Cloud
aws
Microsoft Azure
Modern Applications & Open-Source Solutions
ACCUKNOX
elastic
Microsoft Azure
ATLASSIAN
Google Cloud
AISTOR
aws
ISOVALENT
portworx
EDB
KASTEN by veeam
Red Hat
AI and Data Applications
aws
Gemini
databricks
Microsoft AI
AISTOR
Microsoft Copilot
Information Security
ACCUKNOX
CYCRAFT
Kasm
RSA
citrix
Akamai
Delinea
MAMMOTH
Security Scorecard
JUNIPER
CHECK POINT
infoblox
Microsoft Defender
SONICWALL
radware
cisco
ivanti
opentext
zscaler
Server
Network
Storage system
Backup and support
Virtualization
HCI
Database
Commercial software
Collaborative operations
cisco
DELL Technologies
IBM
cisco
JUNIPER
NOKIA
radware
riverbed
RUCKUS
DATACORE
PURESTORAGE
AISTOR
SEAGATE
DELL Technologies
IBM
HITACHI Inspire the Next
Commvault
DELL Technologies
EXAGRID
Quantum
SIOS
veeam
citrix
Microsoft
omnissa
Red Hat OCP-V
AWS Outposts
Azure Stack
Cisco HyperFlex
DELL Technologies
DBVISIT
EDB
ORACLE
Microsoft SQL Server
TmaxSoft
asana
Dropbox Sign
逐鹿數位
Microsoft 365
monday.com
ATLASSIAN
Google Workspace
Microsoft Teams
slack
webex

METAMatch

Innovative Service Model – METAMatch Ecosystem Matchmaking Platform

Background:

In response to the rapid growth of the enterprise cloud market in recent years and the rising demand for digital transformation among small and mediumsized enterprises, MetaAge leveraged its more than 20 years of experience in the agency, integration, and pre- and post-sales service of over 50 international leading IT brands to launch the METAMatch Ecosystem Matchmaking Platform in 2023. This platform aims to implement solutions based on real application scenarios across various vertical industries, facilitating connections between independent software vendors (ISV), system integration partners (SI), and enterprise users (End Users). By doing so, it promotes deeper collaboration within the IT service ecosystem and drives the digital transformation and upgrading of industries.

Practice:

Lower customer entry barriers: Due to the overwhelming variety of products, it is difficult for enterprise customers to choose the most suitable solution. The MetaAge METAMatch ecosystem matchmaking platform collaborates with nearly 200 software vendors (ISVs) to offer bundled solutions based on the concept of collective collaboration. Through a model similar to e-commerce platforms, it provides a one-stop service for categorized AI and digital transformation solutions, including intelligent enterprise, artificial intelligence (AI), ESG sustainability, IT value-added services, food and beverage, smart education, smart manufacturing, healthcare, and smart leisure. Additionally, it offers vertical industry-specific expertise to support businesses and help customers quickly select solutions based on their needs.

Top 3 Benefits of METAMatch

1 Supply-side Complementarity:

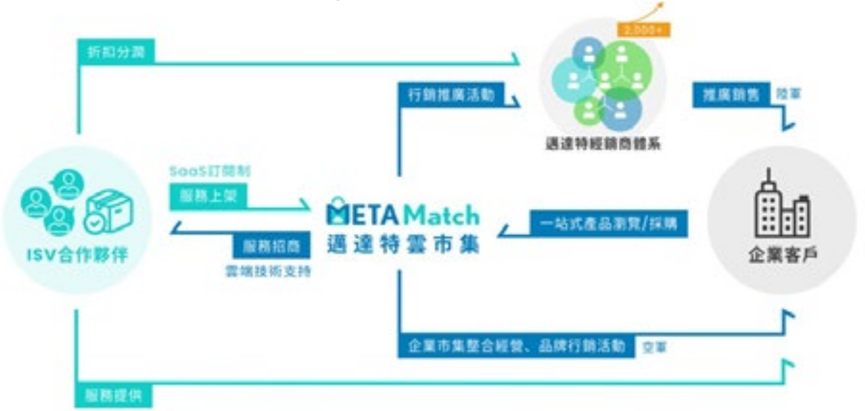
Through the digital participation of MetaAge, which has comprehensive distribution channels, the platform helps make up for ISVs' common shortcomings such as limited sales manpower, less diversified product offerings, and the existence of information and data silos.

2 Demand-side Satisfaction:

The ecosystem platform team provides professional services to effectively address the challenges faced by enterprise clients, including limited IT personnel, insufficient technical expertise, and constrained budgets.

3 Industrial Chain Upgrade and Transformation:

The platform facilitates a shift from the traditional linear and one-way upstream-downstream model to a vertically and horizontally integrated industrial ecosystem. Whether original suppliers, consultants, channel partners, or end users, all stakeholders can connect through the platform to create greater overall industry value.



- METAMatch official website: https://www.metamatch.market/
- Background of METAMatch: 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
- Commercial Times: MetaAge Connects ISVs to Build AI Application Ecosystem and Drive Digital Transformation https://www.ctee.com.tw/news/20240624701658-431202
- Commercial Times: METAMatch Accelerates Digital Transformation and Optimizes the Healthcare Industry Ecosystem https://www.ctee.com.tw/news/20241021701219-431202

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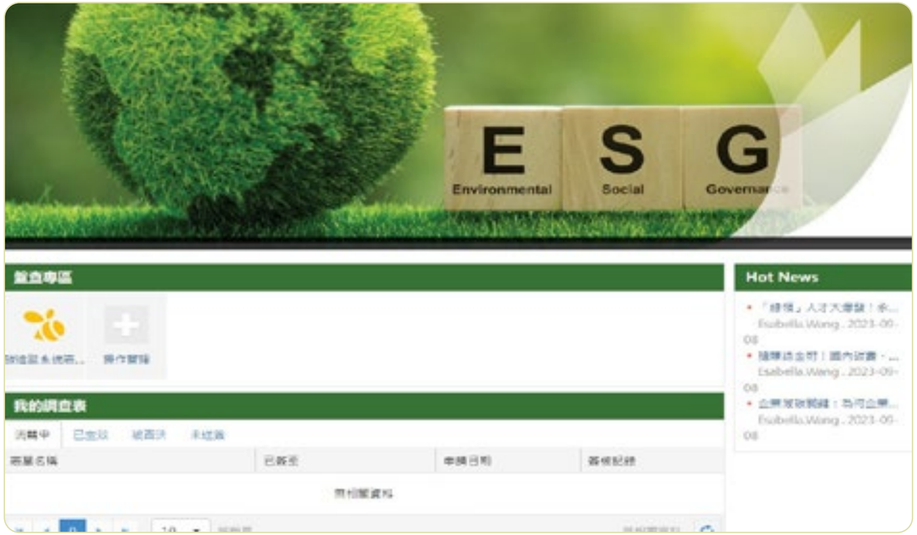
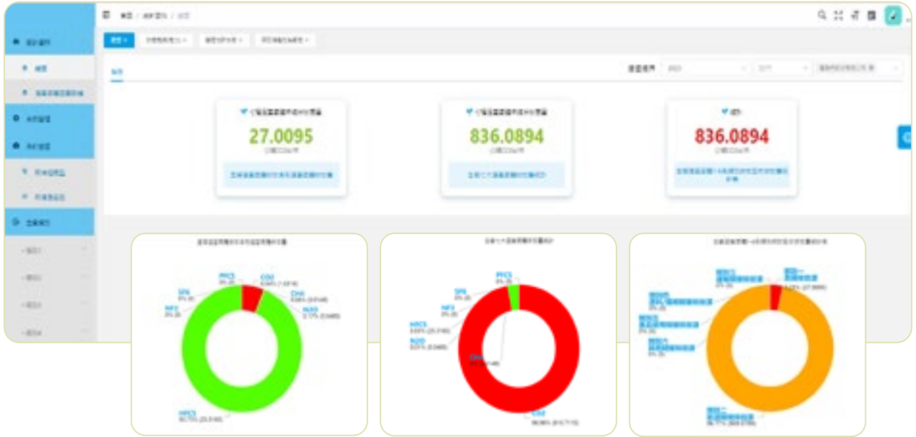
MetaGuru

Innovative Product – iCarbon Carbon Process Tracking System





Carbon Management Platform Becomes a Benchmark Application for Green Enterprises

As domestic demand for greenhouse gas (GHG) inventory continues to grow, carbon management systems have become a benchmark tool for green enterprises. In 2023, MetaGuru, a process management development company under MetaAge, launched iCarbon Cloud, a carbon process tracking system.iCarbon Cloud is an innovative product designed in line with current international GHG inventory standards and real-world corporate practices. By integrating advanced technologies and creative solutions, it offers enterprises a simple yet effective way to manage and safeguard data across upstream and downstream suppliers. More than just a data management tool, iCarbon Cloud delivers accurate and convenient solutions to support enterprise carbon reduction efforts. It is designed to offer users a seamless, secure, and stress-free data management experience.

Product Features and Highlights

1. **Data encryption protection:** Equipped with advanced encryption technology to safeguard user data from unauthorized access and theft.
2. **Cloud backup and recovery:** Enables easy data backup and recovery, ensuring critical information remains accessible under all circumstances. User-friendly interface: An intuitive and easy-to-use interface that allows users to easily access and manage data.
3. **User-friendly interface:** An intuitive and easy-to-use interface that allows users to easily access and manage data.
4. **Automatic updates and upgrades:** Regular system updates and upgrades ensure alignment with the latest standards and security protocols.
5. **Enterprise group structure:** Supports flexible deployment options, allowing for either decentralized management or centralized control based on customer needs.

ISO14064-1
No Consultant Required
Convenient for audit and certification
Group structure

ⓘ MetaGuru Official website: https://www.metaguru.com.tw/products-solutions/icarboncloud

ESG Development Timeline

2014

- In compliance with the EICC (Electronic Industry Code of Conduct), the predecessor of the RBA (Responsible Business Alliance)

2016

- Published the first sustainability report

2018

- Joined CDP(Carbon Disclosure Project)

2020

- The Sustainability Report refers to the GRI Standards
- The sustainability report has been verified independently by a third party

2021

- Ranked in the Top 6%–20% in the 8th Corporate Governance Evaluation (All Listed Companies)
- Ranked in the Top 5% in the 8th Corporate Governance Evaluation (Small and Medium Market Capitalization Group)
- The Sustainability Report is prepared with reference to the SASB (Sustainability Accounting Standards Board) framework
- Aligned with the United Nations Sustainable Development Goals (SDGs)

2022

- Ranked in the Top 6%–20% in the 9th Corporate Governance Evaluation (All Listed Companies)
- Ranked in the Top 5% in the 9th Corporate Governance Evaluation (Market Cap NT$5–10 Billion Group)
- TCSA Taiwan Corporate Sustainability Awards – Silver Award, in the Information Service Category
- ISO 27001 Information Security Management System Implemented
- ISO 45001 Occupational Health and Safety Management System Implemented
- First TCFD Climate-Related Financial Disclosure Report Published
- ISO 14064-1 Organizational Greenhouse Gas Inventory and Verification Completed

2023

- Ranked in the Top 6%–20% in the 10th Corporate Governance Evaluation (All Listed Companies)
- TCSA Taiwan Corporate Sustainability Awards – Silver Award in the Information Service Category
- TCSA Taiwan Corporate Sustainability Awards – Talent Development Leadership Award
- ISO 27001 Information Security Management System Certification Completed (MetaAge and Global Intelligence Network Co., Ltd.)
- ISO 45001 Occupational Health and Safety Management System – Third-Party Verification Completed
- ISO 14064-1 Organizational Greenhouse Gas Inventory and Third-Party Verification Completed

2024

- Continuously promote ISO 14064-1 Organizational Greenhouse Gas Inventory and External Verification
- Selected as a Constituent Stock of the TWSE Corporate Governance 100 Index
- TCSA Taiwan Corporate Sustainability Awards – Gold Award in the Information Service Category
- TCSA Taiwan Corporate Sustainability Awards – Talent Development Leadership Award & Gender Equality Leadership Award

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

Domain	Development Priorities	2024 Accomplishments	Short-term		Medium-term (3-5 years).	Long-term (5-10 years).
			2025	2026	2027-2029	2030~2034
Governance	Corporate Governance Appraisal [All Listings]	✔ 6%-20%	• 6%-20%	• 6%-20%	• 6%-20%	• 6%-20%
	Customer satisfaction	✔ 95.87 points	• 95.87 points	• 95.87 points	• 95.88 points	• 95.89 points
	Sustainability Report	✔ Achieved AA1000 Type 2 Moderate Assurance	• Continuously innovate and optimize information quality • Obtain AA1000 Type 2 Moderate Assurance	• Continuously innovate and optimize information quality	• Continuously innovate and optimize information quality	• Continuously innovate and optimize information quality
	ESG website section	✔ Aligned website content with the report and added a multimedia interactive section	• Continuously innovate and optimize the content of the website	• Continuously innovate and optimize the content of the website	• Continuously innovate and optimize the content of the website	• Continuously innovate and optimize the content of the website
	Strengthen supplier negotiations	✔ Optimized and distributed 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 passed third-party verification ✔ Global Intelligence Network Co., Ltd. passed third-party verification	• Implement PDCA for continuous improvement	• Implement PDCA for continuous improvement	• Implement PDCA for continuous improvement	• Continuous improvement

Domain	Development Priorities	2024 Accomplishments	Short-term		Medium-term (3-5 years).	Long-term (5-10 years).
			2025	2026	2027-2029	2030~2034
Society	Optimization of human resources operation	✔ Introduction of smart HR systems	• Extension of smart HR systems to affiliates	• Extension of smart HR systems to the industry	• Extension of smart HR systems to the industry	• Becoming a strategic partner in human resources
	Performance evaluation system	✔ Trial operation	• Officially implemented	• Continuous optimization of incentives	• Continuous optimization of incentives	• Continuous optimization of incentives
	Employee satisfaction	✔ 8.18	• 8.2	• 8.3	• 8.3	• 8.5
	Compensation and welfare	✔ Work from home on make-up days ✔ Paid health check-up leave ✔ MetaAge Fun Summer Science Camp	• Optimize welfare facilities	• Enhancing compensation levels	• Enhancing compensation levels	• Enhancing compensation levels
	Digital Talent Academy	✔ A total of 50 digital talents from various universities	• Keep Cultivating digital talent from universities	• Keep Cultivating digital talent from universities	• Keep Cultivating digital talent from universities	• Keep Cultivating digital talent from universities
	Corporate Internship Program	✔ 37 people	• 40 people per year	• 40 people per year	• 40 people per year	• 40 people per year
	ISO45001 Occupational Health and Safety Management System	✔ Verified by an independent third party	• Implement PDCA for continuous improvement	• Implement PDCA for continuous improvement	• Implement PDCA for continuous improvement	• Continuous improvement

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

Domain	Development Priorities	2024 Accomplishments	Short-term		Medium-term (3-5 years).	Long-term (5-10 years).
			2025	2026	2027-2029	2030~2034
Environment	ESG solutions	✔ In 2024, the revenue from low-carbon products reached approximately NT$724 million, reflecting a 52% year-on-year growth compared to the same period last year.	• Continue to act as an agent and launch innovative integration solutions			
	Low-carbon office environment	✔ The headquarters generated 45,198 kWh of solar power. ✔ The declared amount for green procurement was approximately NT$960,000, which is about 5.65 times the amount last year. ✔ By implementing DHL's green logistics solution, the carbon emissions per kilogram of goods transported through the company in 2024 were reduced by approximately 10.6% compared to 2023.	• Expand the scope of green procurement assessments		• Gradually replace official vehicles with hybrid electric vehicles • Continue to increase the volume of green procurement	
			• Continue to disclose and sustain CDP performance • Continue to assess and plan low-carbon office measures			
	Carbon Reduction Targets and Actions	✔ The carbon reduction target was adjusted to 28% in line with the country's defined carbon reduction contribution. ✔ Self-generated and self-consumed solar power accounts for 1.79%	• Solar energy will account for 4% of electricity generation	• Increase the proportion of renewable energy	• Continue to increase the proportion of renewable energy	• In 2030, all domestic sites will reduce carbon emissions by 28% compared to the base year (2022). • Renewable energy will account for 10%
			• The application for the renewable energy certificate will be approved • Continue to broaden the scope of carbon reduction targets • Evaluate setting carbon reduction targets in alignment with financial reporting boundaries			
	ISO14064-1 Organize Greenhouse Gas Inventory	✔ Completed internal environmental education and training materials ✔ The carbon inventory process is automated with RPA	• Conduct regular annual audits to assess the progress of greenhouse gas reduction targets and continue promoting energy-saving and carbon reduction measures • Implement the PDCA cycle to continuously improve the inventory process • Evaluate the expansion of the Scope 3 inventory scope			
	TCFD Climate-related Financial Disclosures	✔ The content was integrated into the sustainability report disclosure.	• Continue to assess and manage climate-related risks and opportunities • Evaluate the expansion of the Scope 3 inventory scope		• Conduct inventory according to the defined Scope 3 boundaries	

ESG Management Framework

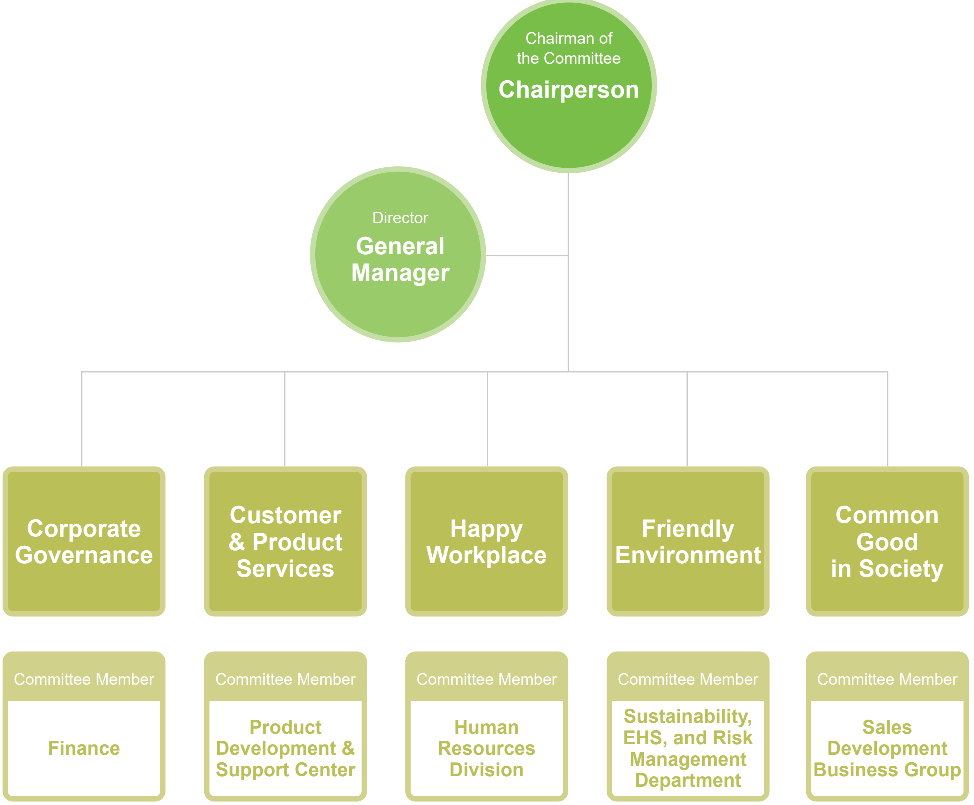
ESG Policy

Based on the laws and regulations of the competent authorities, international ESG trends, and the social and environmental responsibilities of customers and suppliers, we have established the “Corporate Social Responsibility Best Practice Principles,” which serve as a guide for policy promotion and implementation. To reinforce corporate social responsibility and enhance the quality of information disclosure, MetaAge categorizes corporate sustainability issues into eight key themes for management and reporting: anti-corruption, economic performance and risk management, customer privacy, socio-economic compliance, labor and employment relations, supplier social and environmental impact assessment, occupational safety and health, and greenhouse gas emissions.

ESG Committee

The “ESG Committee” is the unit at MetaAge for promoting corporate sustainable development. The chairperson 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, in response to the sustainable development trend, all ESG members at MetaAge have completed relevant ESG training courses, and senior executives also receive ongoing training. MetaAge participates in corporate risk management meetings (ESG & ERM) organized by its parent company Qisda every quarter to enhance its ESG knowledge and skills through exchanges with various sustainability units within the group and relevant training.

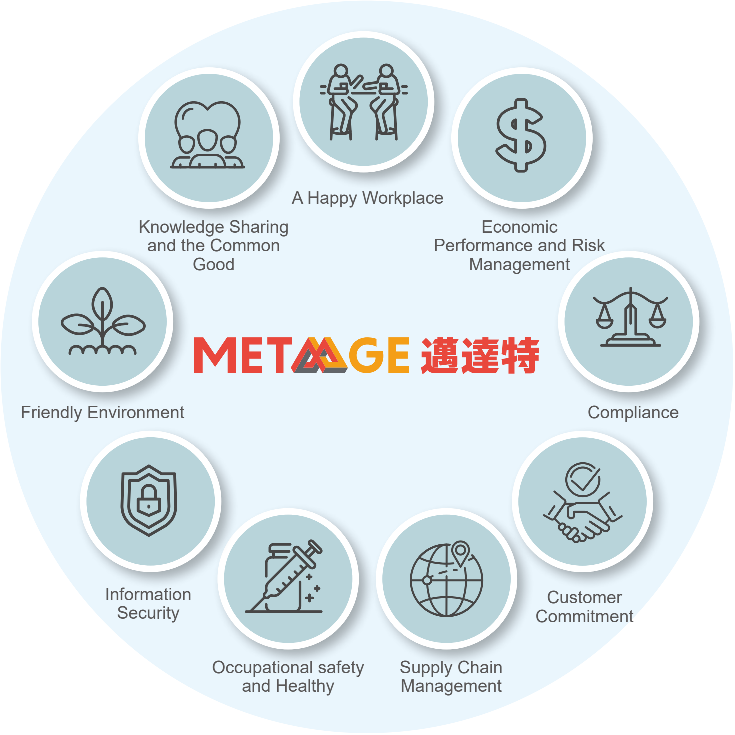


Chairman of the Committee
Chairperson

Director
General Manager

Corporate Governance	Customer & Product Services	Happy Workplace	Friendly Environment	Common Good in Society
Committee Member	Committee Member	Committee Member	Committee Member	Committee Member
Finance	Product Development & Support Center	Human Resources Division	Sustainability, EHS, and Risk Management Department	Sales Development Business Group

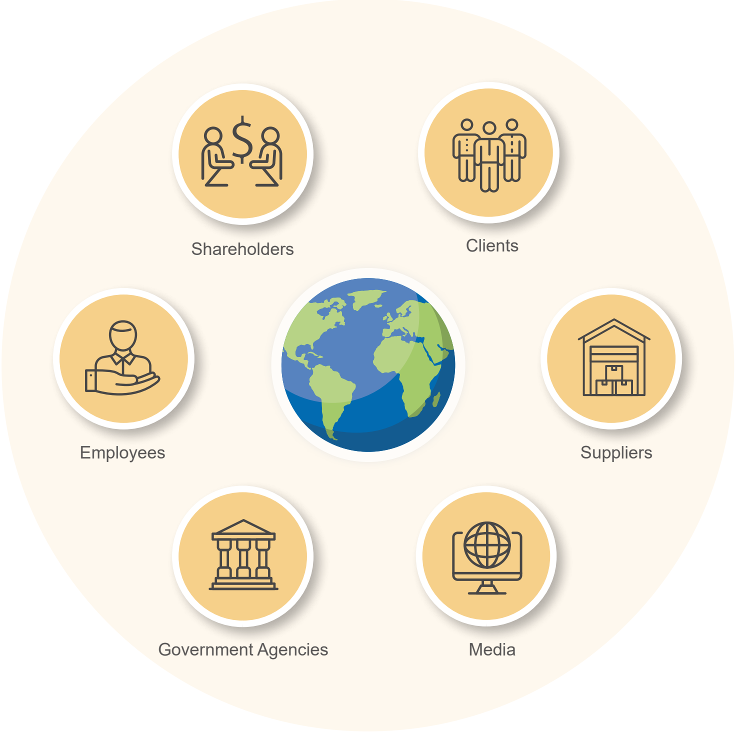
Create Top 9 ESG Values


A Happy Workplace
Knowledge Sharing and the Common Good
Economic Performance and Risk Management
METAAGE 邁達特
Friendly Environment
Compliance
Information Security
Customer Commitment
Occupational safety and Healthy
Supply Chain Management

Material Topics for 2024

- Customer Relationship Management
- Talent Attraction and Retention
- Information Security and Personal Data Privacy Protection
- Risk Management
- Corporate Governance and Integrity Management
- Economic Performance

Respond to 6 Major Stakeholders


Shareholders
Clients
Employees
Suppliers
Government Agencies
Media

Involvement in Domestic and International Initiatives

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).

The UN Global Compact, SASB standards, and ISO 26000 are incorporated to enhance the communication of information in the report.

Follow the GRI reporting standards issued by the Global Reporting Initiative (GRI) and align with international trends.

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:

- Cloud Computing & IoT Association in Taiwan (CIAT)
- Taipei Computer Association(TCA)
- Information Service Industry Association of R.O.C.(CISA)
- Information Management Association of R.O.C.(IMA)

Materiality Analysis and Stakeholder Engagement

Materiality Assessment >> Materiality Assessment Process

Step 1 Understand The Organizational Context

★ Stakeholder identification

Referring to the AccountAbility Stakeholder Engagement Standard (AA1000 SES) and the relevant information listed by peers, after selecting the stakeholders that MetaAge may contact, accomplishing 8 core supervisor questionnaires and internal evaluation by sustainability team, six categories of MetaAge Stakeholders were finally selected : customers, employees, shareholders, suppliers, government agencies, media. They also discussed through communication platforms, with issues of concern, responses And multiple activities to highlight the negotiation process between MetaAge and stakeholders

★ Collect sustainability issues

MetaAge, referring to various applicable sustainability initiatives and MetaAge, referring to various applicable sustainability initiatives and standards (including SDGs, GRI, SASB, TCFD, RBA, CDP, etc.), as well as peers and ESG benchmark companies, as the sustainability team consider the company's development goals, activities, business relationships, sustainability context, industry characteristics, past identification results and other organizational contexts. According to those issues, the team ultimately concluded 5 environmental aspects, 6 social aspects, and 7 governance aspects, totaling 18 sustainability issues.

Step 2 Stakeholder Awareness Survey

★ Survey of stakeholder opinions

In order to gather the opinions of various stakeholders, MetaAge issued an online "Sustainability Issue Awareness Questionnaire" in 2024, covering the company's shareholders,such as internal employees, senior executives, as well as customers, suppliers, government organizations, and the media, who have cooperative relationships or business dealings with MetaAge. This will help understand the level of attention various stakeholders give to sustainability issues and their expectations for MetaAge. A total of 165 valid responses were collected.

Step 3 Assess the Significance of Value Chain Impact Events

To measure the impact of various business activities on stakeholders and the value chain, the MetaAge Report Working Group conducts a quantitative analysis based on criteria such as "scale", "scope of impact", "probability of occurrence" (both positive and negative potential impacts), and "difficulty of remediation" (for negative impacts). The group examines the environmental, social/ human rights, and economic impacts of various operational impact events and assigns scores for both positive and negative impacts. Through the identification of significant impact events, these are considered the major external sustainable development impacts of MetaAge and are included in the doublemateriality assessment.

Comparison of Stakeholders

2023 Stakeholders	2024 Stakeholders
Shareholders, employees, customers, suppliers, government agencies, social groups	Shareholders, employees, customers, suppliers, government agencies, media

Explanation of the Differences

Social groups:
Did not meet the threshold in the questionnaire results (removed)

Media:
Specifically included after discussion by the Sustainability Committee (added)

2024 Sustainability issue List

Governance Surface	Environmental Surfaces	Social Aspect
• Innovative products and services • Supply chain sustainability management • Risk management • Economic performance • Corporate Governance and Integrity Management • Information security and personal data privacy protection • Customer relationship management	• Environmental risk control and adaptation actions • Environmental and Carbon Management • Waste management • Water management • Biodiversity	• Occupational Safety and Health, and Employee Well-being • Maintenance of labor relations • Talent cultivation and development • Talent attraction and retention • Human rights, equality and diversity and inclusion • Social participation

Materiality Analysis and Stakeholder Engagement

Materiality Assessment >> Materiality Assessment Process

Step 4 Prioritize the topics and determine the materiality of the issues to report

MetaAge used "sustainability impact" as the Y-axis, "major internal operational impacts" as the X-axis, and incorporated the survey results on "Sustainability Issue Awareness Questionnaire". The comprehensive evaluation of these three factors was then used to create a materiality matrix. In the double materiality identification matrix, a total of 6 material topics were selected.

Step 5 Identify sustainability issues through double materiality assessment

Finally, MetaAge conducted due diligence on 18 sustainability issues, assessing the actual and potential economic, environmental, and social impacts (including human rights) that may arise from the company's daily operations and business relationships. A comprehensive materiality analysis was then performed, referencing the Global Reporting Initiative (GRI) General Standard GRI 3 and the double materiality concept introduced by the European Financial Reporting Advisory Group (EFRAG) under the ESRS framework. The analysis included an evaluation of financial impacts on operations and integrated the impact assessment methodology for economic, environmental, and social aspects developed by the Value Balancing Alliance (VBA). This process comprehensively identified the relationship between each sustainability issue and its impacts on corporate operations, the external economy, environment, and people (including human rights). Additionally, stakeholder feedback was gathered to assess the significance of each sustainability issue from multiple perspectives. As a result, six material topics for 2024 were identified, which will serve as the key disclosures in this sustainability report and will also be set as the long-term goals and focus areas for the company's ESG development.

Comparison table of major topics

2023 Material Topics	2024 Material Topics	Illustrate
• Customer Relationship Management	• Customer Relationship Management	
• Talent Attraction and Retention	• Talent Attraction and Retention	
• Talent Cultivation and Development		Talent cultivation and development content is not included in MetaAge's 2024 material topics, but it continues to be revealed in the Happy Workplace chapter
• Innovative Products and Services		This issue is not included in the material topics of the double materiality identification, as it is less relevant to the company's product lines and business development, and thus has been removed.
• Information Security and Customer Privacy	• Information Security and Personal Data Privacy Protection	Rename it to expand its protection scope beyond just the client-side.
• Risk Management	• Risk Management	
	• Corporate Governance and Integrity Management	Pass the threshold for this year's major topics identification.
	• Economic Performance	Pass the threshold for this year's major topics identification.

This report discloses and explains various major themes to engage with stakeholders. Compared to the previous reporting period, new topics such as corporate governance and integrity management, and economic performance have been added, while the topics of information security and customer privacy has been renamed. Additionally, the topics of Talent cultivation and development and Innovative products and services have been removed.

Define positive and negative impact events

20 impact events

	Positive	Negative
economic	4	5
environment	6	4
Human rights/ people	1	0

Significant impact analysis

7 significant impact events

Adoption of Green Operations (+)	Non-implementation of Green Operations (-)
Good and Effective Supplier Management (+)	Supplier Management Dysfunction (-)
Improvement in Customer Satisfaction and Loyalty (+)	Violation of Regulatory Requirements (-)
	Lack of Effective Customer Communication Channels (-)
Environment — economic —	Positive(+) Negative (-)

Sustainability Issues with Significant Impact on Materiality

The degree of impact	Sustainability issues
Extremely high 5-7	• Environmental and Carbon Management • Supply chain sustainability management • Risk management • Corporate Governance and Integrity Management
High 3-4	• Human rights, equality and diversity and inclusion • Information security and personal data privacy protection • Customer relationship management
Significant 2	• Waste management • Water management • Biodiversity • Maintenance of labor relations • Talent attraction and retention

Descriptions of extremely High Significance Positive and Negative Impacts

Extremely High Significance Impact Management for Value Chain Activity Identification

MetaAge conducts due diligence on the actual and potential economic, environmental, and social impacts (including human rights) that may arise from the company's daily operations and business relationships. The company also describes and manages both the positive and negative impacts of the identified highly significant impact events (see Assess the significance of value chain impact events for details). In addition to ranking the internal and external impacts that these events may have on the company's operations, the company's actions and target setting are disclosed in various chapters of this report.

Impact	Positive Impact Description	Negative Impact Description
Supplier Management	Good supplier management: 1. Effectively reduce operational risks 2. Improve product and service quality 3. Increase customer trust in the company 4. Help maintain agency authorizations 5. Drive the sustainable transformation of the supply chain	Supplier management failure: 1. Increased operational risk 2. Decline in corporate reputation 3. Failure to meet carbon reduction targets 4. Decreased customer loyalty and satisfaction 5. Supplier instability leading to higher operating costs
Regulatory Requirements	* Below extremely high significance level	Violation of regulatory requirements: 1.Potential government penalties 2.Loss of agency rights 3. Reduction in customers and distribution channels 4. Loss of competitiveness
Green Operations	Adopt green operations: 1. Increase the overall resilience 2. Effectively reduce operational energy and resource consumption 3. Promote medium- and long-term carbon reduction pathways 4. Facilitate green business collaboration (with suppliers and customers) 5. Obtaining green credit 6. Sustainable financing or projects can enhance the development of renewable energy	Failure to implement green operations: 1. Unable to effectively check the consumption of operational energy resources 2. Unable to meet supplier or customer requirements 3. Unable to use resources effectively, increasing related costs
Customer Management	* Below extremely high significance level	Inadequate customer communication channels: 1. Reduction in distribution channels 2. Negative impact on product sales
Customer satisfaction and loyalty	Enhancing customer satisfaction and loyalty: 1. Creating more business cooperation opportunities 2. Strengthening mutual trust 3. Encouraging long-term partnerships with customers 4. Promoting low-carbon products	* Below extremely high significance level

Double Materiality Significant Identification of Sustainability Topics

(+) Positive Impact
(-) Negative Impact

Materiality Sustainability Topics	Operational Impacts						Sustainability Impacts						
	Revenue Growth	Customer Satisfaction	Cost	Goodwill	Employee Centripetal Force	Operational Risk	Adopt Green Operations(+)	Non-implementation of Green Operations(-)	Good and Effective Supplier Management(+)	Improvement in Customer Satisfaction and Loyalty(+)	Supplier Management Dysfunction(-)	Violation of Regulatory Requirements (-)	Lack of Effective Customer Communication Channels(-)
Environmental Risk Control and Adaptation Actions		✓		✓			✓	✓	✓	✓	✓		
Carbon Reduction Targets and Action Strategies		✓		✓			✓	✓	✓	✓	✓		
Waste Management							✓	✓					
Water Management							✓	✓					
Biodiversity							✓	✓					
Occupational Safety and Health, and Employee Well-being				✓	✓					✓		✓	
Maintenance of Labor Relations				✓	✓					✓		✓	
Talent Cultivation and Development	✓	✓	✓	✓	✓	✓							
Talent Attraction and Retention	✓	✓	✓	✓	✓	✓	✓	✓					

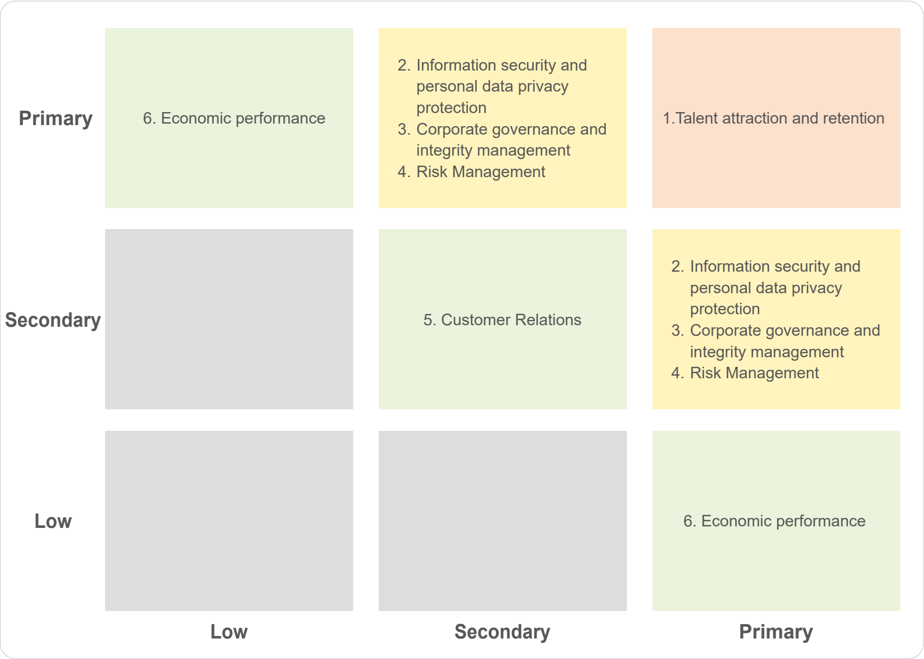
Double Materiality Significant Identification of Sustainability Topics

Materiality Sustainability Topics	Operational Impacts						Sustainability Impacts (+) Positive Impact (-) Negative Impact						
	Revenue Growth	Customer Satisfaction	Cost	Goodwill	Employee Centripetal Force	Operational Risk	Adopt Green Operations(+)	Non-implementation of Green Operations(-)	Good and Effective Supplier Management(+)	Improvement in Customer Satisfaction and Loyalty(+)	Supplier Management Dysfunction(-)	Violation of Regulatory Requirements (-)	Lack of Effective Customer Communication Channels(-)
Human Rights, Equality and Diversity and Inclusion				✓					✓	✓	✓	✓	
Social Participation				✓									
Innovative Products and Services	✓	✓	✓	✓						✓			
Supply Chain Sustainability Management		✓	✓	✓		✓	✓	✓	✓	✓	✓		
Risk Management	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓
Economic Performance	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		✓
Corporate Governance and Integrity Management	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Information Security and Personal Data Privacy Protection		✓	✓	✓		✓			✓	✓	✓	✓	
Customer Relationship Management	✓	✓	✓	✓		✓	✓	✓		✓			✓

Sustainability Topic Significance Ranking

We identified and ranked sustainability topics based on a stakeholder questionnaire, combining stakeholder awareness and the level of operational impact as assessed by senior managers. The degree of sustainability impact was determined through discussions among the internal sustainability team and designated supervisors. Stakeholder awareness was categorized by level of attention, while both operational and sustainability impacts were classified into three levels.

Threshold Table for Identifying Material Topics



	Low	Secondary	Primary
Primary	6. Economic performance	2. Information security and personal data privacy protection 3. Corporate governance and integrity management 4. Risk Management	1.Talent attraction and retention
Secondary		5. Customer Relations	2. Information security and personal data privacy protection 3. Corporate governance and integrity management 4. Risk Management
Low			6. Economic performance

	Stakeholder Concern Level	Level of Operational Impact	Level of Sustainability Impact
Primary	• Talent attraction and retention • Information security and personal data privacy protection	• Talent attraction and retention • Talent cultivation and development • Economic performance	• Environmental and carbon management • Risk management • Supply chain sustainability management • Corporate governance and integrity management
Secondary	• Maintenance of labor relations • Occupational safety and health, and employee well-being • Corporate governance and integrity management	• Risk management • Customer relationship management • Corporate governance and integrity management	• Human rights, equality and diversity and inclusion • Customer relationship management • Information security and personal data protection
Low	• Economic performance • Customer relationship management • Innovative products and services • Human rights, equality and diversity and inclusion • Talent cultivation and development	• Innovative products and services • Supply chain sustainability management • Information security and personal data privacy protection	• Waste management • Water management • Biodiversity • Talent attraction and retention • Maintenance of labor relations

- **Stakeholder awareness Level:**
  The results of the collected questionnaires were quantified, and the median score of each topic was used as a benchmark. Based on equal intervals, the topics were categorized into three levels. Sustainability issues falling within the top three concern ranges were identified as having notable stakeholder attention.

- **Level of Operational Impact:**
  Based on the scores collected from managers, the total score for each topic is calculated. The third quartile value derived from the range between the highest and lowest total scores is used as the threshold for significant impact. According to this threshold, topics with a total score of 6 are classified as having primary significant impact, those with 5 as secondary significant impact, and those with 4 as low significant impact.

- **Level of Sustainability Impact:**
  The sustainability team identified potential sustainability impact events based on a list of value chain-related activities. Each event was assessed and scored to determine those with a high level of impact. The sustainability issues affected by these external impact events were then reviewed and categorized into three levels of impact.Scores of 5–7 indicate a primary significant impact, 3–4 represent a secondary significant impact, and a score of 2 indicates a low significant impact.

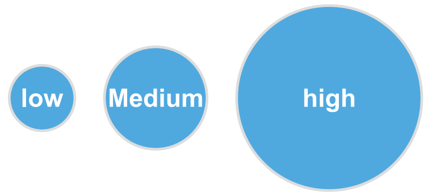
Materiality Matrix

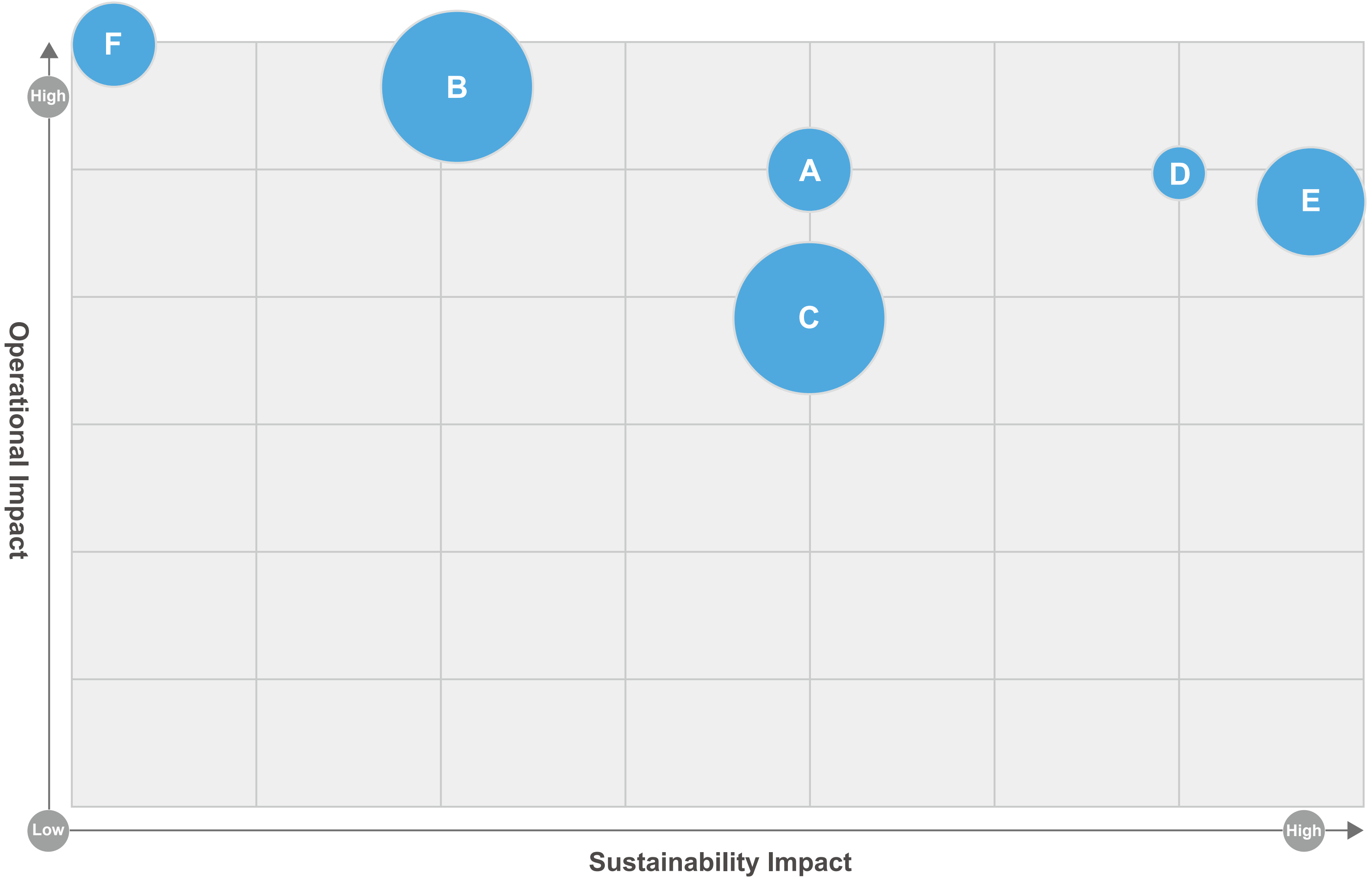
The table below marks MetaAge's 2024 material topics, identified through three rounds of comprehensive assessments, and plots their relative positions on the chart to highlight the differences in the importance placed on each topic by internal and external stakeholders.

2024 Material Topics:

- A. Customer Relationship Management
- B. Talent Attraction and Retention
- C. Information Security and Privacy Protection of Personal Data
- D. Risk Management
- E. Corporate Governance and Integrity Management
- F. Economic Performance

Stakeholder awareness Level





Assessment of Actual and Potential Impacts of Material Topics Across the Value Chain

Material Sustainability Topics	Impact Events	Corresponding Chapter	Value Chain							
			Upstream	Outside The Organization		Within The Organization			Downstream	Illustrate
			Suppliers	Government Agencies	Media	Shareholders	Employees	The Organization Itself	Customers	
Customer Relationship Management	- Customer Management - Customer Satisfaction and Loyalty - Green Operations	Sustainable Operation	✓				✓	✓	✓	• MetaAge actively maintains good customer relationships, fully understands customer needs, and improves the quality of products and services through adequate staff education training and corporate strategies, which is conducive to the improvement of the company's reputation and operations. • If customer loyalty and satisfaction are decreased, it is likely to have a negative impact on operations and goodwill.
Risk Management	- Green Operations - Supplier Management - Customer Management - Customer Satisfaction And Loyalty	Operational Governance	✓	✓	✓		✓	✓	✓	• In the face of a globalized and rapidly changing business environment, MetaAge implements robust risk management to effectively identify and control emerging key risks. This approach reduces operational risks, enhances resilience, helps maintain and secure original agency rights, and prevents profit loss and market position decline caused by the transfer of deputy rights. • In recent years, rising climate risks and tighter ESG regulations have led to increased operating costs. Failure to identify potential material risks and effective mitigation measures may compromise business stability or result in significant financial losses in the event of a major incident.
Talent Attraction and Retention	- Green Operations	Happy Workplace Social Inclusion					✓	✓		• MetaAge is committed to building an attractive workplace and competitive compensation system, while continuously enhancing employee benefits to improve retention. By offering quality job opportunities, MetaAge empowers talent to realize their full potential and contributes to increasing overall employment. • If it is difficult for enterprises to recruit employees and reduce the sense of identity of employees, it will increase personnel costs and affect the operation activities of enterprises. • Fierce competition among upstream and downstream peers for key talents may lead to the loss of talent and increase management costs.
Corporate Governance and Integrity Management	- Green Operations - Supplier Management - Customer Management - Customer Satisfaction And Loyalty - Regulatory Requirements	Operational Governance	✓	✓	✓	✓	✓	✓	✓	• MetaAge operates with transparency, compliance, and the highest ethical standards to ensure that all decisions and actions align with legal requirements and stakeholder expectations. • We have established a Code of Integrity and require all employees to sign a pledge of commitment, thereby reinforcing an internal culture of ethics and ensuring that every employee upholds honesty and integrity in all business activities. • Acts of corruption, bribery, and improper gain are strictly prohibited. Through internal training and governance mechanisms, we mitigate risks, safeguard corporate reputation, and foster a trustworthy and accountable business environment.
Information Security and Personal Data Privacy Protection	- Supplier Management - Regulatory Requirements - Customer Satisfaction And Loyalty	Operational Governance	✓	✓			✓	✓	✓	• Through the ISO27001 information security management system and mechanism, regular audits and drills, to avoid infringement of customer privacy rights and interests. • In the face of the increase in laws regulations and customers' demand for corporate information security regulations, companies need to invest more management costs in response to the increase in cyber attacks to avoid high penalties due to information leakage.
Economic performance	- Green Operations - Supplier Management - Customer Management	Operational Governance	✓			✓	✓	✓	✓	• The company is committed to improving operational efficiency, ensuring steady growth, and creating long-term value for shareholders and stakeholders through effective resource allocation and market layout. • Actively optimize products and services to meet market demand and maintain a leading position in the fierce competition. • Enhance cost-effectiveness by optimizing processes while stabilizing the financial structure to ensure the company's strong profitability in a volatile economic environment.

Stakeholders Engagement

Stakeholder	Material Topics of Concern	Significance for MetaAge	Communication Channels and Frequency
Shareholders	Talent Attraction and Retention Economic Performance	Maintaining shareholders' rights and interests has long been a priority for MetaAge. We proactively communicate our operational and financial status to shareholders and remain committed to safeguarding their rights and interests.	•Shareholders' meeting - yearly •Investor Conference - quarterly •Corporate website - irregularly
Employee	Talent Attraction and Retention Economic Performance	Employees are the company's long-term capital and the cornerstone of innovation. Without proper management, training, and communication, there is a long-term risk of talent loss, which may undermine the company's competitiveness.	•Educational training - according to the training plan •Email - irregular •HR mailbox - irregular •Safety and Health meeting - quarterly •Sales meeting - irregularly •Welfare Committee meeting - Monthly •Labor-management meeting - quarterly •Individual interview - irregular •Health check-up - once every two years •Satisfaction surveys - annually
Client	Customer Relationship Management Risk Management Corporate Governance and Integrity Management Information Security and Privacy Protection of Personal Information	MetaAge is committed to enhancing customer satisfaction by better understanding their needs and helping them resolve issues.	•Customer service hotline - as needed •Product Repair Hotline - as needed •Seminars & Training Sessions - as needed •Official website [Contact Us] - as needed •Telephone/Email - as needed •Customer-Themed Report - as needed
Suppliers	Corporate Governance and Integrity Management	MetaAge is committed to working with suppliers to build a supply chain that protects the environment, respects human rights, ensures safety and health, and promotes sustainable development.	•RBA Code of Conduct Audit - quarterly •Telephone/Email - Irregular •Supplier Self - Assessment Questionnaire - annually
Government Agencies	Customer Relationship Management Risk Management Talent Attraction and Retention Corporate Governance and Integrity Management Information Security and Privacy Protection of Personal Information	Complying with government regulations is the baseline requirement for corporate operations. MetaAge has established a control system and conducts audits to ensure that all business activities are carried out in accordance with relevant regulations.	•Random inspection - irregular •Participated in award programs - irregularly •Official correspondence - irregular •Drafting - irregular •Labor inspection - irregular •Announcement system - irregular
Media	Risk Management Talent Attraction and Retention Corporate Governance and Integrity Management Information Security and Privacy Protection of Personal Information Economic Performance	MetaAge actively manages social media platforms such as Facebook and LinkedIn, regularly sharing product updates and partnership information. The company also holds investor conferences in accordance with regulatory requirements to ensure transparent disclosure of operational performance.	•Telephone/Email - Irregular •Annual report disclosure - yearly •Financial disclosure - yearly •Report - yearly •Investor Conference - three to four times annually •Interviews or meetings - irregular

02

Operational Governance

8 DECENT WORK AND ECONOMIC GROWTH

13 CLIMATE ACTION

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Material Topics

- Risk Management
- Corporate Governance and Integrity Management
- Information Security and Personal Data Privacy Protection
- Economic Performance

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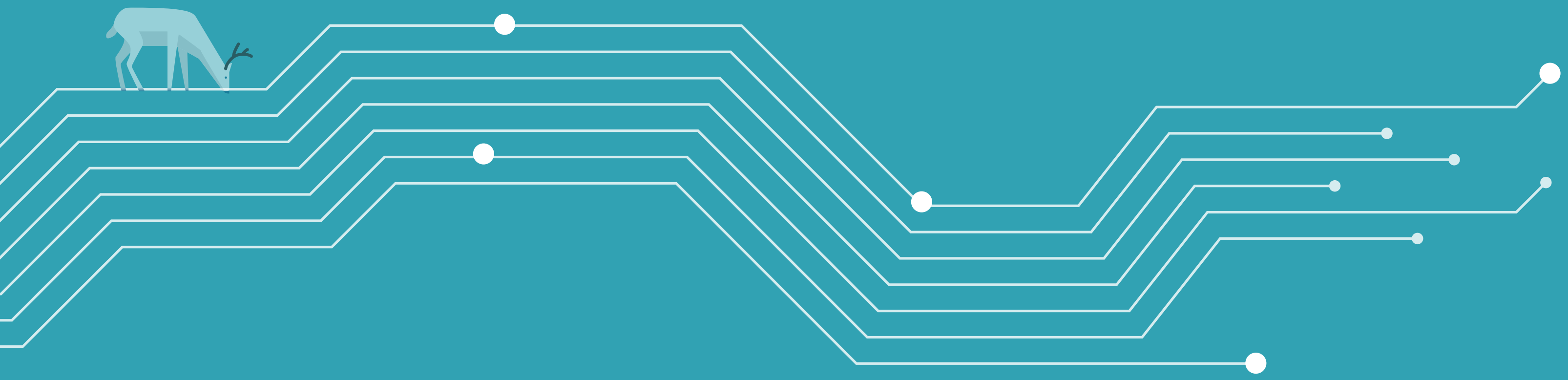
- Sustainable Governance
- Economic Performance
- Risk Management
- Information Security and Personal Data Protection



Sustainable Governance

Sustainable Development Goals

SDG8 Decent Work And Economic Growth
SDG13 Climate Action
SDG16 Peace, Justice and Strong Institutions

Responsible Unit	Finance Department, Sustainability, EHS and Risk Management Department
Material Topics and Their Positive and Negative Impacts	• Risk Management: Green Operations (+,-), Supplier Management (+,-), Customer Management (-), Customer Satisfaction & Loyalty (+). • Corporate Governance and Integrity Management: Green Operation (+,-), Supplier Management (+,-), Customer Management (-), Regulatory Compliance(-), Customer Satisfaction and Loyalty (+). • Economic performance: green operation (+,-), supplier management (+,-), customer management (-).
Management Approach	The dividend policy is explicitly stipulated in the Articles of Incorporation in accordance with legal requirements. Through operational strategies and financial planning, the Company manages development direction and operating costs to safeguard the optimal economic interests of employees and shareholders.Corporate operational risks are defined under the Risk Management Procedure, with potential risks across all dimensions identified and assessed based on their impact and likelihood, enabling the formulation of corresponding response strategies and control measures. Corporate operational risks are defined under the Risk Management Procedure, with potential risks across all dimensions identified and assessed based on their impact and likelihood, enabling the formulation of corresponding response strategies and control measures.
Evaluation Mechanism	The Company's annual reports, financial statements, and revenue data are disclosed on a regular basis and audited by certified public accountants (CPAs). The Company closely monitors the results of corporate governance evaluations and is committed to continuously improving performance across all aspects. Key Risk Indicators (KRIs) have been established to facilitate comprehensive risk management, monitoring and review. These efforts ensure that the Company's risk policies are effectively implemented in daily operations.

2024 Performance Results

- 6%~20% of all listed companies
- Conduct impact assessme of response strategies for climate and supply chain risks
- Selected as a constituent stock of the Stock Exchange's Corporate Governance 100

Short-term Goals (2025, 2026)

- Maintain Corporate Governance Evaluation: 6%~20% of all listed companies
- Review the annual key risk indicators (KRI) and make improvements to unmet projects
- MetaAge Group's revenue and EPS continued to grow

Medium- and Long-term Goals (2027~2034)

- Continued to achieve good results in corporate governance evaluation
- MetaAge Group's revenue and EPS continued to grow
- According to the changes in the external economic and social environment, adjust the risk management strategy and implement comprehensive operational risk control

Corporate Governance

Board Structure

MetaAge established its corporate governance structure and practices in accordance with the Company Law of the Republic of China, the Securities and Exchange Act, and other relevant laws and regulations. Its Board of Directors has two statutory committees—the Audit Committee and the Remuneration Committee—both entirely composed of independent directors. All directors, including independent ones, are elected by shareholders.

To fulfill its sustainability responsibilities and implement risk management, MetaAge has set up two non-statutory committees under the Board: the ESG Committee (refer to Chapter 01) and the Risk Management Committee (refer to Chapter 04). In accordance with the Sustainable Development Best Practice Principles, MetaAge defines the scope and positioning of sustainability affairs, along with the departments responsible for stakeholder engagement. Following the conflict-of-interest recusal principles outlined in the guidelines, appropriate management representatives from relevant departments are selected to serve as ESG Committee members. Under the General Manager, the Sustainability, EHS and Risk Management Department is responsible for matters related to sustainability, climate change, risk management, and occupational health and safety. For sustainability-related issues, the highest governing body supervises and makes decisions on key topics—such as green operations, sustainable supply chains, social responsibility, and risk management—during each quarterly Board of Directors meeting. Details of the Board's responsibilities can be found 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.

In addition to a management team composed of seasoned professionals, members of MetaAge's Board of Directors are required to possess the necessary knowledge, skills, and experience to effectively perform their duties. The company is also committed to safeguarding shareholders' rights and interests.

*Please refer to the Company's 2024 Annual Shareholders' Meeting Report on the Market Observation Post System (MOPS).
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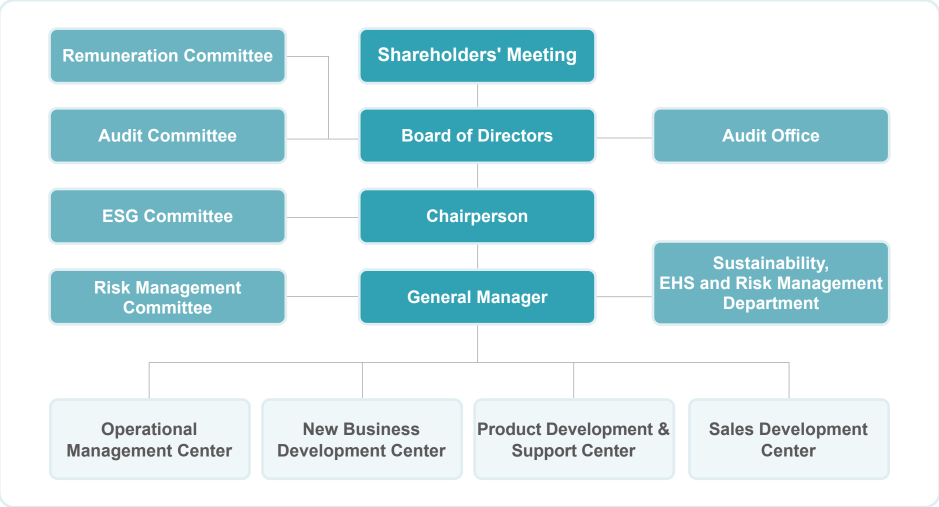

Remuneration Committee
Shareholders' Meeting
Audit Committee
Board of Directors
Audit Office
ESG Committee
Chairperson
Sustainability, EHS and Risk Management Department
Risk Management Committee
General Manager
Operational Management Center
New Business Development Center
Product Development & Support Center
Sales Development Center

Material Event Communication

Whenever a major event occurs in the company (as defined by the stock exchange), if it affects the overall brand image, is related to the overall operation of the company, and needs to be jointly negotiated and made by the highest governance unit and other handling units, the board of directors will make a resolution at the quarterly meeting.

Whenever a major event occurs—as defined by the stock exchange—that impacts the company's overall brand image, relates to its core operations, and requires joint discussion and decision-making by the Board of Directors and relevant functional units, the matter is resolved by the Board of Directors at its quarterly meeting.

In FY2024, the Company made a total of 33 material announcements. For the most up-to-date material information, please refer to the 2024 disclosures on the Market Observation Post System (MOPS).

https://mops.twse.com.tw/mops/web/t05st01 (stock code: 6112).

Governance & Communication Section

In order to effectively improve communication with stakeholders, MetaAge discloses governance information in the investor section of its official website, including governance structure and implementation, public statements, shareholder information of the shareholders' meeting, the list of top ten shareholders, and the communication overview of stakeholders. The cross-shareholding situation with various stakeholder groups, as well as the details related to the finances, are disclosed in the annual report published by MetaAge.

Diversified Composition of the Board of Directors

MetaAge currently has seven directors, including three independent directors, each serving a three-year term. The Company places strong emphasis on board diversity. In line with the Corporate Governance Code and based on each candidate's professional background and area of expertise, the Company appoints directors with experience in business management, leadership and decision-making, as well as industry knowledge in finance, international markets, the IT sector, and accounting practices. Professional capabilities in information technology, accounting, law, and sustainable governance are also key selection criteria, reflecting the Company's commitment to a diversified board composition.

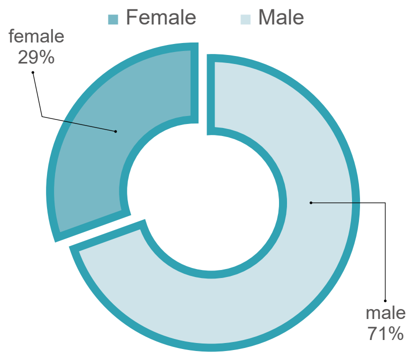
All directors perform their duties in accordance with applicable laws and regulations of the Articles of Association, upholding the rights and interests of the Company and its shareholders. They are responsible for carefully evaluating and making decisions on the Company's strategies and policies, thereby enhancing corporate performance and protecting shareholder value. Details of directors' terms of office are provided in the 2024 Shareholders' Meeting Annual Report.

Job Title	Name (Note)	Gender	Education	Major Experience	Business Administration		Industry experience				Professional expertise			Sustainable governance
					Business management	Leadership and decision-making	Finance	International markets	IT industry	Accounting Practices	Information technology	Accounting	Law	ESG
Chairperson	Qisda Technology Co., Ltd Legal representative: Wen-HsingTseng	Male	Master's degree in Mechanical Engineering, National Taiwan University	• Senior Director of Innovation Strategic Planning Department of Qisda Coporation • Senior Director of Intelligent Solution Business Group of Qisda Coporation	✓	✓		✓	✓		✓			✓
Director	Qisda Technology Co., Ltd Legal representative: Huang Hanzhou	Male	EMBA, Tsinghua University, Beijing MBA, University of Greenwich, United Kingdom	• General Manager of Global Supply Chain, Qisda Corporation • Senior Vice General Manager, Qisda Corporation • Chief Operating Officer (COO), BenQ China	✓	✓			✓					✓
Director	Qisda Technology Co., Ltd Legal representative: Chiu-Chin Hung	Female	EMBA, National Taiwan University MBA, California State University, Fullerton	• Chief Financial Officer, Qisda Corporation • Assistant Financial Manager ,Qisda Corporation • Chief Financial Officer ,Daxon Technology Inc.	✓	✓	✓	✓		✓		✓		✓
Director	Qisda Technology Co., Ltd Legal representative: Shu-Er Kuo	Female	Master's degree in Economics, University of Nottingham,UK	• General Manager of Business Development Center of MetaAge Corporation • Chairman, Global Intelligence Network Corporation • Director, Epic Cloud Corporation	✓	✓		✓	✓		✓			✓
Independent Director	Wen-TsongWang	Male	EMBA, Tsinghua University Bachelor's degree in Accounting, Feng Chia University	• CPA, Hui-Ming Accounting Firm • CPA, Biing-Cherng CPAs	✓	✓	✓			✓		✓		✓
Independent Director	Chin-Lai Wang	Male	Ph.D. in Business Administration, National Chengchi University	• General Manager, Ernst & Young • Chairman, EY Management Services Inc.	✓	✓	✓		✓	✓		✓		✓
Independent Director	Shan-Gui Lai	Male	Ph.D. in Business Administration, National Taipei University MBA in Business Administration, Indiana University of Pennsylvania, USA	• 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 chairperson of the board of directors on April 2, 2024.

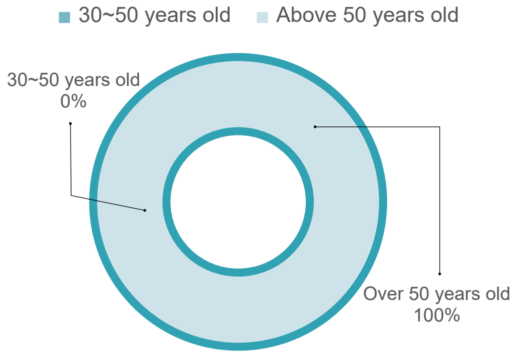
Gender and Age Distribution of Board Members

GENDER RATIO OF BOARD MEMBERS IN 2024



2024 Female Board Members: 29%
Male Board Members: 71%

AGE DISTRIBUTION OF BOARD MEMBERS IN 2024



2024 Board of Directors 30~50 years old: 0%
Board members over 50 years old: 100%

Board Performance Evaluation

In accordance with Article 26-3, Paragraph 8 of the Securities and Exchange Act, MetaAge has established the "Rules of Procedure of the Board of Directors," under which all relevant matters are conducted. The Board meets at least quarterly, with members acting in the best interests of shareholders, fulfilling their fiduciary and loyalty duties, and exercising authority with prudence and self-discipline.

In 2019, the Board adopted the "Board Performance Evaluation Measures," requiring at least one annual evaluation of the Board and its members. The 2024 internal evaluation was completed by year-end, with results to be reported to the Board on February 29, 2024. The evaluation was rated "Excellent," reflecting effective board operations. An external evaluation was also completed in 2023, further advancing corporate governance.

Annual	Number of Meetings	Attendance
2024	6	100%
2023	4	

Director Continuing Education

In addition, MetaAge provides annual continuing education for members of the Board of Directors and the management team on ethical business practices, risk management, and environmental and social issues, in order to enhance the knowledge of the Company's top governance body.

Organizer	Course Title	Training Hours	Participant Times
Professional Education Committee, National CPA Federation (ROC)	Development and Outlook of Domestic and International Carbon Markets	3	1
Taiwan Corporate Governance Association	Corporate Governance and Securities Regulations: Understanding Regulatory Oversight for Executives of Listed Companies	3	1
Taipei Foundation of Finance	Corporate Governance: Information and Personal Data Security Auditing	3	1
Corporate Operating and Sustainable Development Association	ESG Trends and Global Tax Reform in the Post-Pandemic Context	3	1
Taiwan Institute of Directors	Key Short- and Long-term Economic Trends for Business Managers: Outlook of Taiwan's Industries	3	3
Independent Director Association Taiwan	Introduction to IFRS Sustainability Disclosure Standards and Global Net-Zero Carbon Emission Trends	3	5
The Greater China Financial and Economic Development Association	AI and Fintech: Emerging Trends and Practical Applications	3	1
Securities and Futures Institute	Instructor for SFI Course on "Establishing Internal Control Systems for Sustainability Information Management"	3	1
Securities and Futures Institute	Instructor for SFI Course on "IFRS Sustainability Disclosure Standards Implementation Framework (Alternate)"	3	1

Conflict of Interest Management

In accordance with Article 208, Paragraph 3 of the Company Act, the Chairman of the Board of Directors of MetaAge is Mr. Wen-Hsing Tseng. During discussions and voting on proposals at Board meetings, if any director is deemed to have a conflict of interest that may contradict with the interests of the company, the director shall recuse themselves from both discussion and voting in accordance with Article 206, Paragraph 2, which refers to the provisions on conflict of interest in Article 178 of the same Act.

If necessary, the Chairman may appoint another director to act as the meeting chairperson. Any instances of conflict-of-interest recusals during the year are disclosed in the Corporate Governance section of the Company's Annual Report in compliance with applicable regulations.

Remuneration Committee

MetaAge established a Remuneration Committee in 2011 by resolution of the Board of Directors. The Committee is intended to enhance corporate governance by assisting the Board in evaluating the performance of directors, supervisors, and managerial officers, and in formulating the Company's overall compensation and benefits policies.

The Committee comprises three members—all independent directors with relevant professional experience. It regularly reviews the Company's remuneration system to ensure internal fairness, external competitiveness, and alignment with the goals of attracting, motivating, and retaining talent while supporting employee development.

The responsibilities of the Remuneration Committee include formulating remuneration policies, standards, and structures; establishing procedures for compensation determination; and assessing the linkage between business performance, executive compensation, and potential future risks.

Annual	Number of Meetings	Attendance
2024	2	100%
2023	2	

Members of The Remuneration Committee and The Audit Committee

Job Title	Name	Major Studies/ Experience
Chairperson	Wen-Tsong Wang	please refer to the "Board Members" section.
Committee Member	Chin-Lai Wang	
Committee Member	Shan-Gui Lai	

	Attendance
Remuneration Committee Meeting Attendance	100%
Audit Committee Meeting Attendance	

Audit Committee

MetaAge established its Audit Committee in 2019 in accordance with the Securities and Exchange Act and a resolution passed at the shareholders' meeting. The Board of Directors also adopted the "Audit Committee Charter" to guide the Committee's operations.

The Audit Committee plays a supervisory role, prudently overseeing the Company's operations and the execution of duties by the Board of Directors. The Committee meets at least once every quarter. Prior to each meeting, communication sessions are held with representatives from the independent auditor, internal audit, legal, and finance departments, who report and respond to inquiries on topics such as the latest financial statement audits, internal audit findings, major litigation cases, and financial operations.

Through these efforts, the Audit Committee helps ensure the Company's credibility in corporate governance and transparency of information, thereby safeguarding shareholders' rights and interests.

Details regarding the Committee's policies and procedures are available on the Company's website under the "Important Company Rules and Regulations" section.

Annual	Number of Meetings	Attendance
2024	5	100%
2023	4	

Economic Performance

Empowering Customers in Comprehensive Digital Transformation through Collaboration with Global Brand Principals

Metaage Chairman Wen-Hsing Tseng stated that in response to the growing opportunities brought by cloud and AI, MetaAge will further expand the scope of its managed service provider (MSP) offerings. This includes cloud hosting services for platforms such as AWS, Microsoft Azure, Google Cloud, and Akamai.

Building on its expertise in cloud-to-ground integration, MetaAge will deepen its collaboration with global brand principals, effectively integrating its in-house IT teams and subsidiary resources. Through this synergy, the company aims to provide clients with modern, end-to-end ICT solutions—covering cloud migration, data backup, disaster recovery, and hybrid cloud integration.

In addition, MetaAge offers one-stop customized services in areas such as AI, big data analytics, Kubernetes (K8s), and DevOps to support clients in accelerating their digital transformation journey.

Capturing the AI Application Market, Expanding MSP Services, and Advancing Cybersecurity Operations

MetaAge Chairman Wen-Hsing Tseng noted that driven by advancements in technologies such as generative AI, IDC forecasts Taiwan's AI platform market to grow from USD 66.9 million in 2023 to USD 83.9 million in 2024, reflecting a robust annual growth rate of 25.4%.

As AI applications continue to gain traction, enterprises are increasingly shifting their IT investments toward AI, cloud services, and cybersecurity compliance. In response to this trend, MetaAge will focus on three key strategic priorities this year: deepening AI-driven data integration services, expanding its MSP cloud hosting offerings, and strengthening its cybersecurity operations and maintenance capabilities.

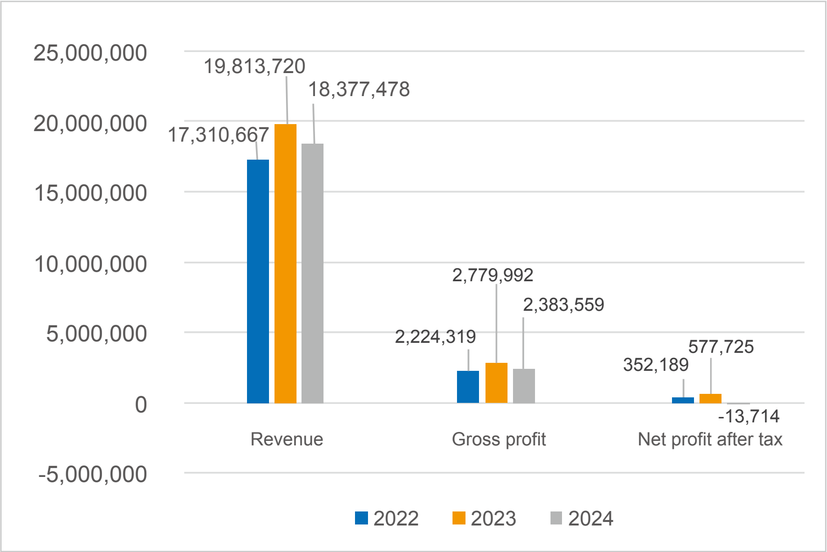
Cloud Growth Remains Strong — A Steady Strategy Across the Big Three Public Clouds

MetaAge has been strategically advancing all three major public clouds in recent years.

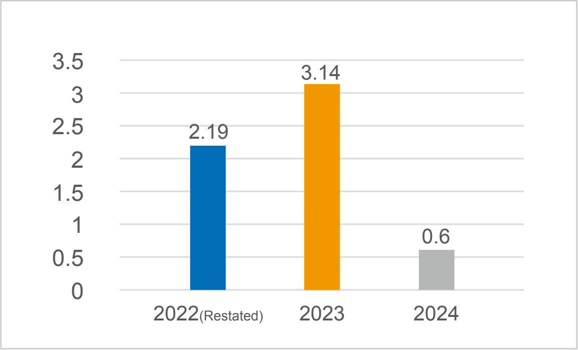
To actively expand AWS services, the company established an industry-leading, 24/7 MSP Hosting and Operations Center, providing customers with comprehensive managed services and real-time monitoring across architecture, performance, service quality, and cybersecurity.

The Microsoft Azure team continues to scale up the number of Azure OpenAI projects, while subsidiary Epic Cloud's Google Cloud team is focusing on specialized projects such as SAP on Google Cloud and the SAP Data Fortress initiative.

Economic Performance (NT$ thousands)



Earnings per share (EPS)



MetaAge compiles its financial data in accordance with the International Financial Reporting Standards (IFRS), and the financial statements have been audited and certified by KPMG Taiwan. The data presented are based on the Company's annual financial reports.

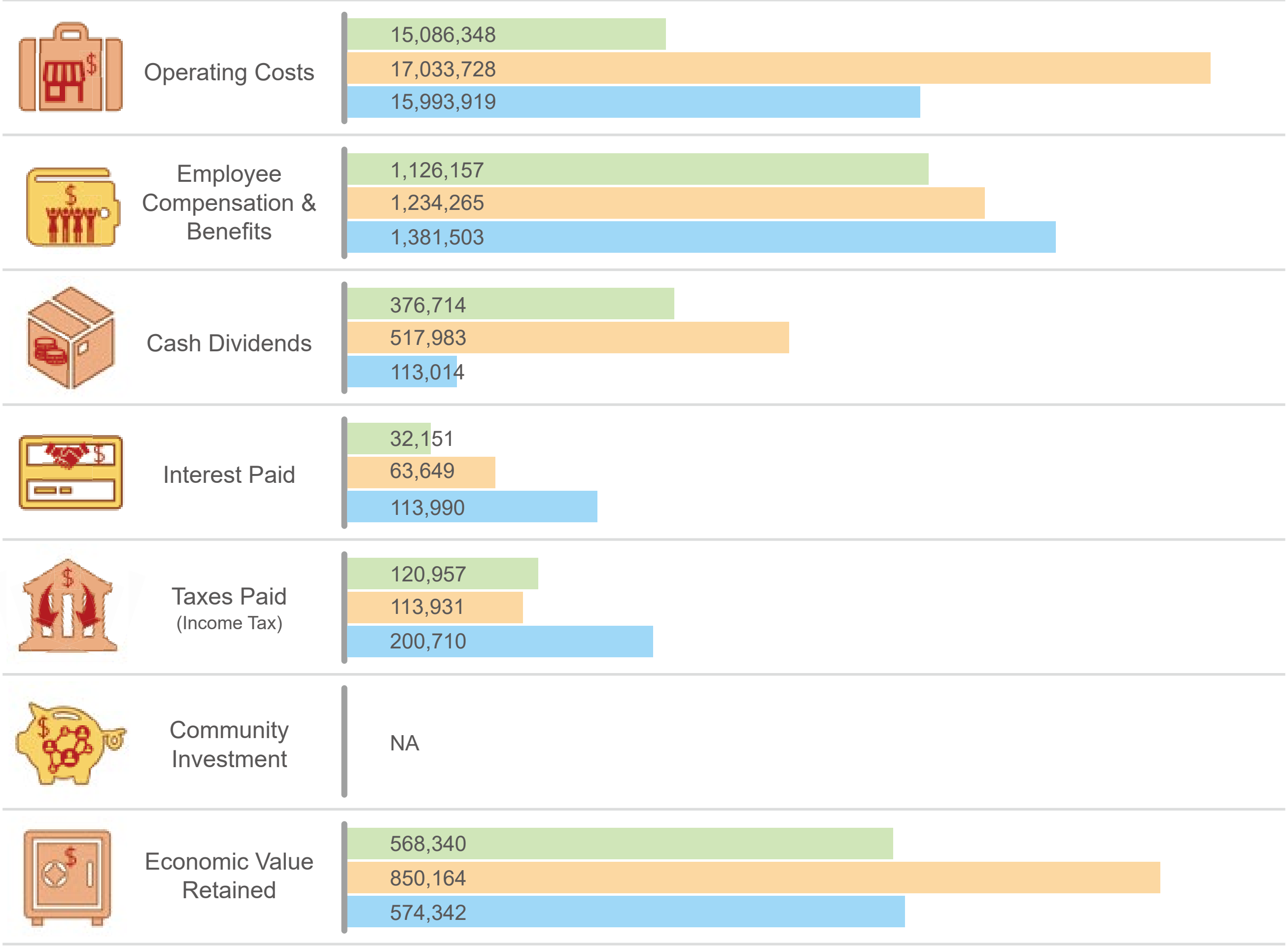
For detailed financial information, please refer to the following sources:
- Market Observation Post System (MOPS): http://mops.twse.com.tw (Stock Code: 6112)
- MetaAge Official Website: https://www.metaage.com.tw

Allocation of Economic Value to Stakeholders

MetaAge's Economic Value Distribution Chart

🟩 2022 (Restated) 🟧 2023 🟦 2024

Units for all other items: NT$ thousand



Note: No financial subsidies were received from the government in 2024.
Note: The bar chart is for within-item comparison only and does not reflect the actual value proportions.

MetaAge and its subsidiaries operate in Taiwan, mainland China, South Africa, and the United States. Each location complies with local tax regulations and files tax returns on a regular basis.

To strengthen operational resilience, MetaAge has established a Risk Management Committee to help the management team effectively identify, assess, and control relevant risks. This enables the company to respond swiftly to changes and make well-informed decisions based on comprehensive risk considerations.

Project/Year (Unit:NT$ thousand).	2022 (Restated)	2023	2024
Revenue	17,310,667	19,813,720	18,377,478
Operating cost	15,086,348	17,033,728	15,993,919
Employee Compensation & Benefits	1,126,157	1,234,265	1,381,503
Cash dividends	376,714	517,983	113,014
Interest paid	32,151	63,649	113,990
Taxes Paid (income tax).	120,957	113,931	200,710
Community investment	N/A	N/A	N/A
Economic Value Retained	568,340	850,164	574,342

Risk Management

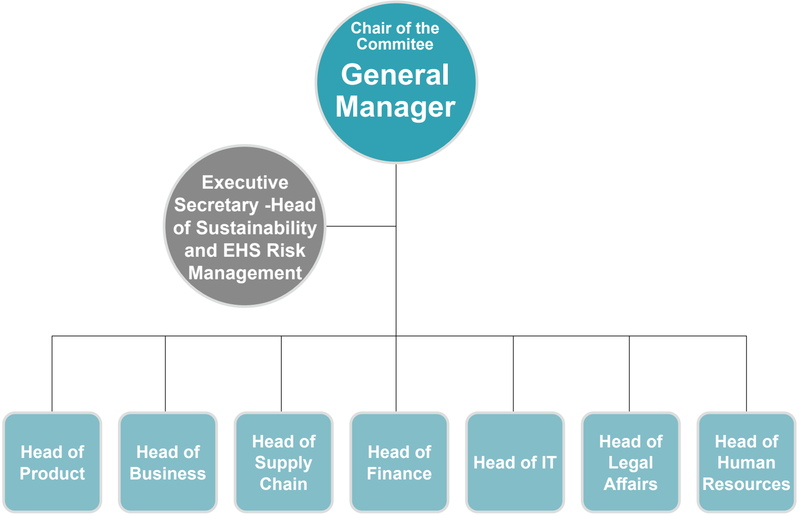
Risk Management Policy

To ensure the Company's sustainable operations, the Risk Management Committee shall annually identify, assess, address, report, and monitor risks that may negatively impact business objectives. Risks should be identified and controlled before incidents occur, losses mitigated during incidents, and products and services restored promptly afterward. For material risk scenarios identified by the Committee, appropriate response strategies and management measures shall be developed.

Risk Management Committee

The Risk Management Committee (RMC) is supervised by the Board of Directors and the Audit Committee and is responsible for overseeing the Company's risk management. Chaired by the General Manager, with the Chief Human Resources Officer as Executive Secretary and department heads as members, the RMC meets every six months to discuss material risks and related control measures. It aims to establish a proactive risk management mechanism that enables timely responses to risk events, mitigates or avoids impacts, and ensures effective management of operational risks across all aspects, thereby supporting the Company's sustainable operations.

MetaAge categorizes risks into eight areas: sales, product and technical services, finance, information security, compliance, human resources, climate, and supply chain. A total of 33 potential risks are identified under these categories. The Company evaluates risk levels using specific indicators, regularly reviews the risk management framework, and formulates response strategies and control measures. The status and progress of the RMC's activities are reported to the Board of Directors annually.


Chair of the Commitee

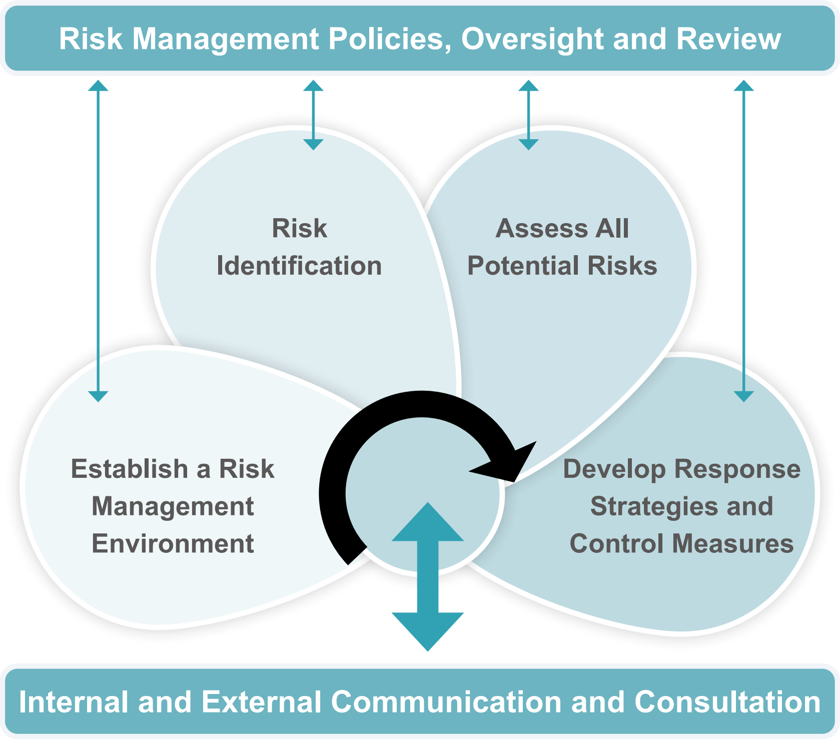
General Manager

Executive Secretary -Head of Sustainability and EHS Risk Management

- Head of Product
- Head of Business
- Head of Supply Chain
- Head of Finance
- Head of IT
- Head of Legal Affairs
- Head of Human Resources

Risk Management Procedures

MetaAge identifies and assesses all potential risks through its risk management procedures and develops corresponding strategies and control measures to mitigate or prevent potential impacts from risk events.


Risk Management Policies, Oversight and Review
Risk Identification
Assess All Potential Risks
Establish a Risk Management Environment
Develop Response Strategies and Control Measures
Internal and External Communication and Consultation

1 **Establishing a Risk Management Environment**
Understand the current business scope and identify major risks associated with the future development of new business areas, while maintaining a clear understanding of the Company's strengths and weaknesses.

2 **Risk Identification**
The Risk Management Committee is responsible for identifying risks that may affect the Company's sustainable operations and the achievement of business performance objectives. Once risks are identified and confirmed, they should be assessed and addressed accordingly.

3 **Assessment of All Potential Risks**
The Risk Management Committee shall assess the identified risks, including the potential impact and likelihood of occurrence. The level of risk treatment shall be evaluated with reference to the risk tolerance of each risk item.

4 **Development of Response Strategies and Measures**
Evaluate available risk treatment strategies, formulate and implement appropriate action plans, and clearly define the selected approach for managing each risk.

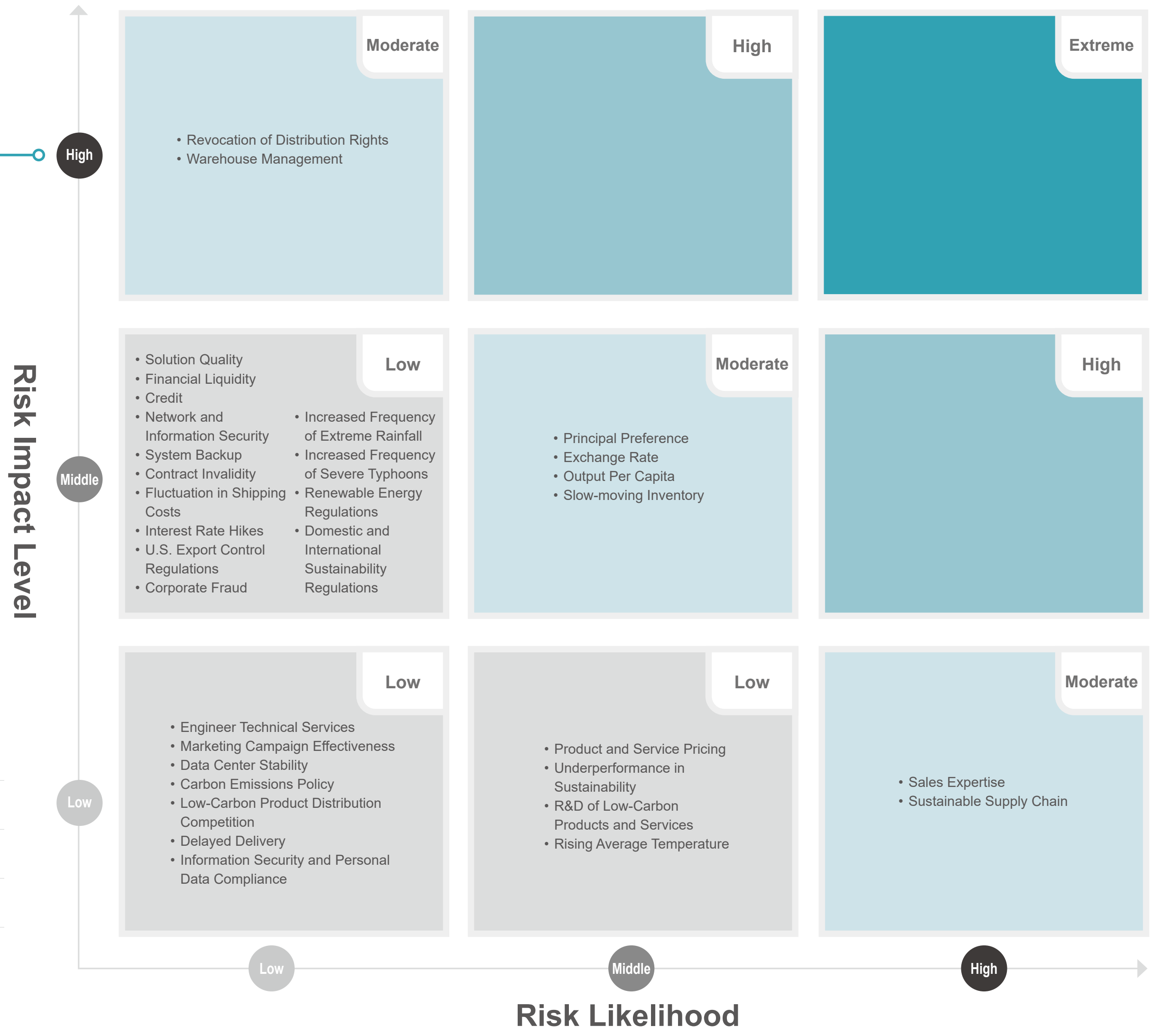
5 **Supervision and Review**
The risk management unit is responsible for overseeing the implementation of risk management. The Board of Directors ensures the effectiveness of the risk management policy by reviewing relevant risk management reports.

6 **Internal and External Communication and Consultation**
The Company has established effective communication and reporting channels within the risk management system to ensure that internal and external risk-related information is timely identified, assessed, and communicated.

2024 Risk Matrix

- ◆ High Risk: 0
- ◆ Moderate Risk: 8
- ◆ Low Risk: 25

Total：33 risks



Risk Impact Level / Risk Likelihood	Low	Middle	High
High	**Moderate** • Revocation of Distribution Rights • Warehouse Management	**High**	**Extreme**
Middle	**Low** • Solution Quality • Financial Liquidity • Credit • Network and Information Security • System Backup • Contract Invalidity • Fluctuation in Shipping Costs • Interest Rate Hikes • U.S. Export Control Regulations • Corporate Fraud • Increased Frequency of Extreme Rainfall • Increased Frequency of Severe Typhoons • Renewable Energy Regulations • Domestic and International Sustainability Regulations	**Moderate** • Principal Preference • Exchange Rate • Output Per Capita • Slow-moving Inventory	**High**
Low	**Low** • Engineer Technical Services • Marketing Campaign Effectiveness • Data Center Stability • Carbon Emissions Policy • Low-Carbon Product Distribution Competition • Delayed Delivery • Information Security and Personal Data Compliance	**Low** • Product and Service Pricing • Underperformance in Sustainability • R&D of Low-Carbon Products and Services • Rising Average Temperature	**Moderate** • Sales Expertise • Sustainable Supply Chain

■	Extreme Risk: Immediate action must be taken.
■	High Risk: A response plan should be developed, and adequate resources allocated for mitigation.
■	Moderate Risk: Requires necessary monitoring and appropriate handling.
■	Low Risk: The risk is accepted and managed under existing controls.

Note: Two new moderate risks—sluggish inventory and warehouse management—were identified this year.

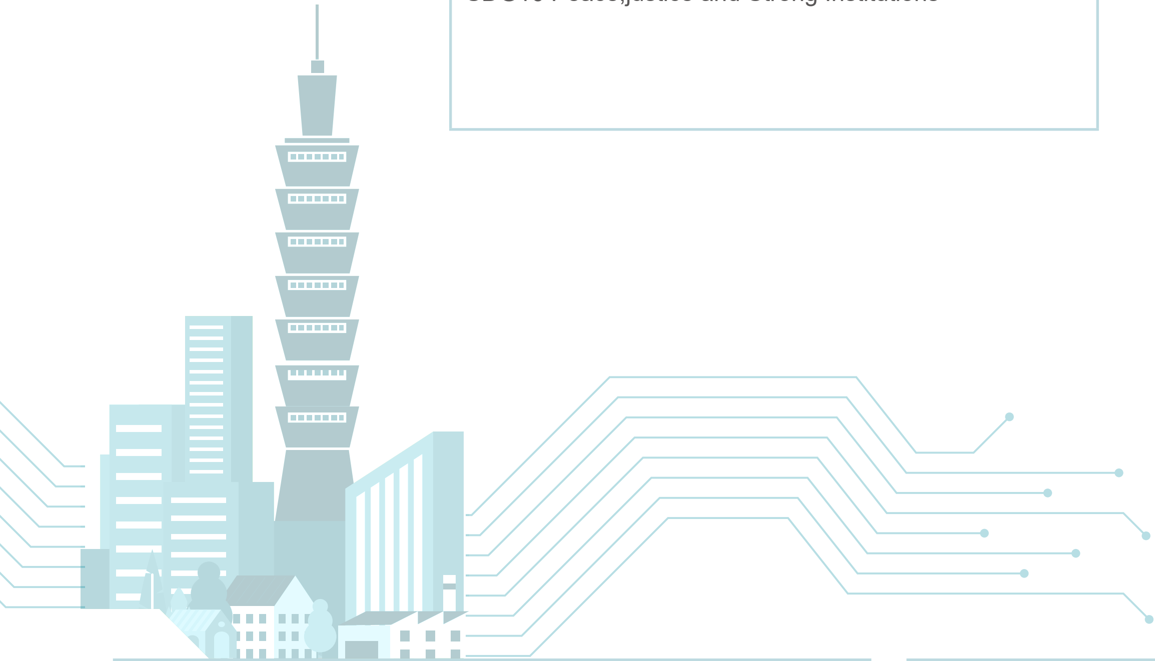
Potential Risks and Response Strategies

The Risk Management Committee of MetaAge consolidated the risk assessment results submitted by each department. These include the risk category, potential risks, impact on corporate profitability, response strategies, and the corresponding risk control measures. The following items have been assessed as medium-level risks:

Risk Category	Potential Risk	Impact On Corporate Profitability	Risk Indicator	Target	2024 Performance	Response Strategy
Sales Risk	**Sales Expertise**	Lack of in-depth understanding of customer needs and inadequate service attitude. Unable to secure favorable pricing; supplier shows preference for other sales partners.	Output per capita	Not less than NT$2.5 million	Annual Per Capita Output Value: NT$2.334 Million	• Enhance the service quality of the sales team through education and training, while highlighting how the product addresses customer needs and delivers value.
	Principal Preference					• After confirming the obtainable bid price, report back to the principal and maintain a strong working relationship.
Product and Technical Service Risk	**Slow-moving inventory**	Inventory Valuation Loss	Inventory turnover days	Not more than 120 days	122 days	• Regularly track and manage long-term inventory (over 90 days). • Reclassify items as internal use, spare parts, test units, or for promotional purposes.
	Stability of Distribution Rights	Impact on Corporate Revenue and Market Share	Major Distribution Rights (more than 200 million revenues) Number of recycled	0 case	1 case The principal company was acquired by another firm, which led to the termination of our distribution agreement.	• Strictly comply with laws, regulations, and ethical standards related to corporate integrity, personal data protection, and information security, while continuously enhancing corporate governance, compliance, and risk management mechanisms. • Strengthen engagement and relationship-building with target customer groups to increase brand owners' willingness to collaborate.
Supply Chain Risk	**Warehouse Management**	Unpreventable events such as man-made or natural disasters— including accidental human damage and water leakage—may result in damage to goods, leading to supply disruptions and property losses for the company.	Accumulated Loss Amount	Not more than NT$500,000	No Inventory Damage Reported	• Operational Headquarters: Purchase appropriate insurance coverage to mitigate potential financial losses caused by unpreventable damage. This includes cargo insurance, warehouse insurance, and business interruption insurance. • Supply Chain: To diversify risk, goods are evaluated and strategically distributed across multiple warehouses to avoid total inventory loss.
Financial Risk	**Exchange rate risk**	Affect the profitability of the enterprise	Hedging Ratio Using Derivatives to Manage Exchange Rate Risk	80%-120%	103%	• Monitor foreign exchange market trends, utilize hedging forward exchange contracts, and regularly track foreign exchange gains and losses to effectively mitigate the economic impact of currency fluctuations.
Human Resources Risk	**Output per capita**	Slower-than-expected learning and job performance of new employees may reduce the company's operational efficiency.	Output per capita	Not less than NT$2.5 million	Annual Per Capita Output Value: NT$2.334 Million	• Evaluate the learning and work performance of new employees. If performance falls short of expectations, provide support through digital tools and mentorship from senior staff to improve their productivity.
Sustainable Supply Chain (Climate Change Risk).	**Customer Requirements on Sustainability**	The growing number of sustainability requirements from customers, if not addressed in a timely manner, may negatively impact supplier evaluation results and reduce customers' willingness to continue cooperation.	2024 Customer Evaluation Pass Rate	100%	Complete Pass: 74 Questionnaires & 4 On-Site Audits	• Implement relevant management systems, such as ISO 14064-1 and ISO 45001, and conduct integrity and effectiveness reviews through third-party external audits. • Actively cooperate with customer supplier assessments to improve supplier evaluation performance.

Information Security and Personal Data Privacy Protection Development Plan

Sustainable Development Goals
SDG16 Peace,justice and Strong Institutions



Responsible Unit	IT Department
Material Topics and Their Positive and Negative Impacts	• Information Security and Personal Data Privacy Protection: Supplier Management (+, -), Customer Satisfaction and Loyalty (+), Regulatory Requirements (-).
Management Approach	MetaAge has established an Information Security Management Team, led and coordinated by the Information Technology Department, with implementation support from all business-related units, to ensure the effectiveness of information security operations.
Evaluation Mechanism	The Information Security Risk Management Team regularly conducts risk assessments and provides information security education and training.

2024 Performance Results

- No incidents of customer privacy or information security violations occurred during the reporting period.
- MetaAge and Global Intelligence Network successfully maintained their ISO 27001:2013 Information Security Management System certifications.

Short-term Goals (2025, 2026)

- Internal data security was effectively managed, with no major information security incidents reported.
- MetaAge and Global Intelligence Network successfully completed independent third-party verification and transition to the ISO 27001:2022 Information Security Management System.

Medium- and Long-term Goals (2027~2034)

- Actively foster a secure and resilient information security environment with zero incidents, and continuously safeguard customer privacy.

Information Security Management

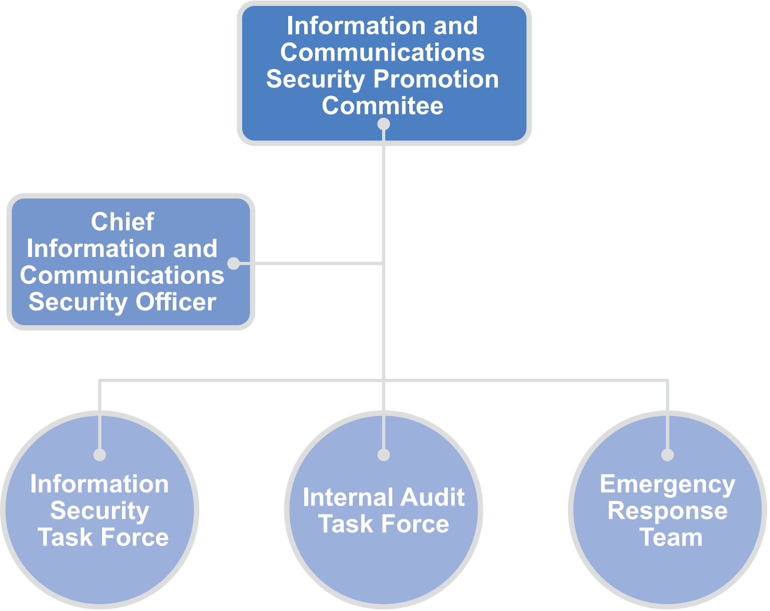
To ensure the confidentiality, integrity, availability, and legality of its information assets—including hardware, software, data, documents, and related personnel—MetaAge and its subsidiary, Global Intelligence Network, have obtained ISO 27001 certification.

The companies aim to prevent internal and external threats and reduce risks such as data theft, misuse, leakage, tampering, or damage caused by human error or natural disasters.

An Information Security Policy has been established, with regular audits and assessments conducted to review internal and external operations. Security and incident response procedures are in place to ensure staff can respond appropriately in the event of a cybersecurity incident.

Management Structure

MetaAge has established an Information and Communications Security Promotion Committee, composed of the Chief Information and Communications Security Officer as convener and department heads as members. The committee holds regular meetings to coordinate the development, implementation, risk management, and review of information security policies. A review meeting on information and communications security management was held on March 4, 2024.



Information and Communications Security Promotion Commitee
Chief Information and Communications Security Officer
Information Security Task Force
Internal Audit Task Force
Emergency Response Team

Information Security Management

Policy Objectives

- **Operational Stability:** Ensure the continuous operation of the Company's core business and the stable delivery of information services.
- **Asset Security:** Safeguard the confidentiality, integrity, and availability of information assets under custody, and protect the privacy of personal data.
- **Compliance and Legality:** Establish a business continuity plan for information operations and ensure all activities comply with applicable laws and regulations.

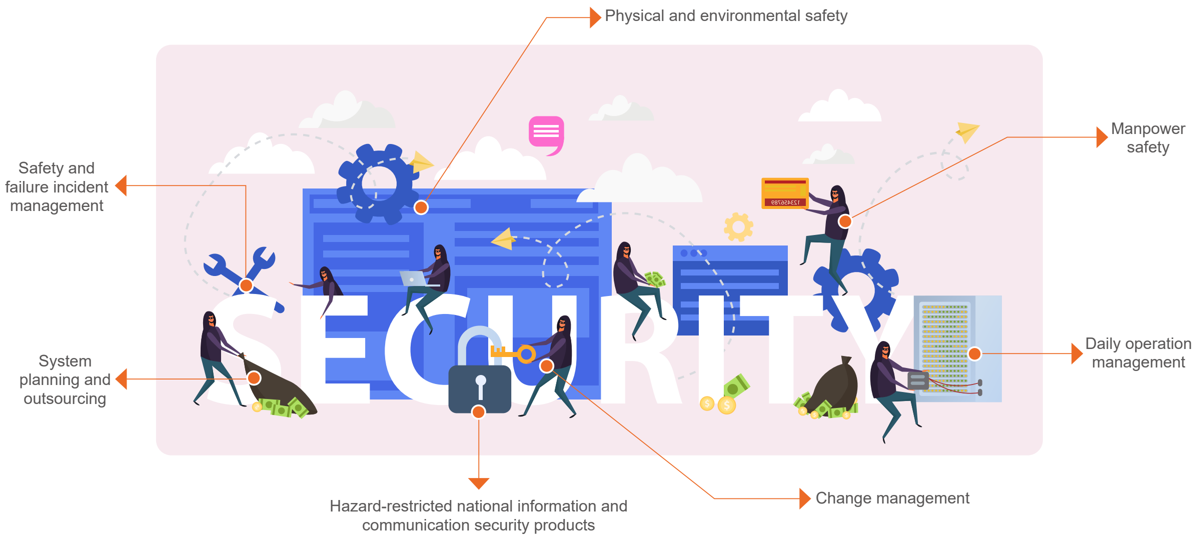
Information Security Training for New Employees	MetaAge (including Global Intelligence Network , Epic Cloud, and MetaGuru)
Number of Participants	141
Post-training assessment pass rate	100%
Total Training Hours (Course Duration × Number of Participants)	141

General information security courses for all employees	MetaAge	GINNet	MetaGuru	Epic Cloud	Sum
Number of Participants	556	41	25	28	650
Post-training assessment pass rate	100%	100%	100%	100%	100%
Total Training Hours (Course Duration × Number of Participants)	1668	123	75	84	1950

Control measures

Confidentiality statement	All employees, subcontractors, and affiliated third parties are required to sign a confidentiality statement to ensure that anyone with access to the Company's information systems bears the responsibility and obligation to protect its information assets from unauthorized access, alteration, destruction, or improper disclosure.
System Equipment	Establish appropriate redundancy and monitoring mechanisms for critical information systems or equipment, and conduct regular drills to ensure system availability.
Anti-virus Measures	EDR endpoint protection is installed on all personal computers and company servers to actively monitor and record suspicious activities or programs. When a potential threat is detected, abnormal behaviors and suspicious programs are automatically blocked and reported to the information security team.
Account Security	Employees are expected to properly manage their accounts, passwords, and access rights, and update them on a regular basis. In 2024, four awareness campaigns were conducted on this topic.
Information Security Monitoring	A unified system collects and consolidates information from on-premises, cloud, and hybrid environments to deliver early-warning intelligence on potential threats, real-time alerts during incidents, and post-event analysis and recommendations. This enables effective management of various security alerts, coordinated defense and mitigation of cybersecurity threats, and rapid incident response to minimize damage.
Incident Response	Strengthen the internal SOPs for emergency response in information security management by regularly simulating various cyberattack scenarios and involving relevant personnel in drills. These efforts help ensure timely activation of response procedures during incidents, effectively reducing reaction time and minimizing potential losses.
Education and Training	During the reporting period (2024), MetaAge held general information security courses for new employees and all staff, including online learning modules and quizzes. After the courses concluded, the materials were made available on the internal employee system for ongoing information security awareness. Please refer to the table for detailed training figures.

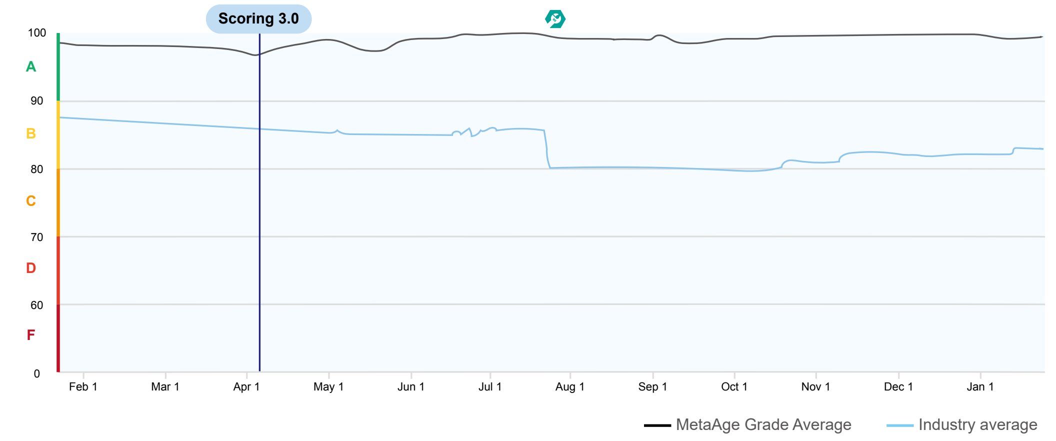
To ensure rapid response in the event of an information security crisis, in addition to the aforementioned control measures, MetaAge schedules annual drills, including social engineering drills, vulnerability scanning, system recovery exercises, and penetration testing. These exercises cover all four companies within the group. In 2024, all four types of drills were successfully completed. MetaAge also supported customers in conducting on-site supplier information security audits, participated in internal and external ISO 27001 audits, and completed responses to customer supplier audit questionnaires.


Physical and environmental safety
Manpower safety
Safety and failure incident management
System planning and outsourcing
Daily operation management
Hazard-restricted national information and communication security products
Change management
SECURITY

Regular Drill Programs

Project	Frequency	Target	Execution Details
Social engineering drills	twice a year	All employees	In the first half of 2024: malicious email open rate 22%, click-through rate 18%. In the second half of 2024: malicious email open rate 36%, click-through rate 9%.
Vulnerability Scanning	Conducted as needed	Company domain	Rated Grade A for two consecutive years
BCP Drill	monthly	Company IT systems	20 systems tested with 100% completion rate
Penetration testing	twice a year	Company server infrastructure	Conducted in March and September 2024

Vulnerability Scanning



Business Continuity Plan (BCP)

MetaAge has a Business Continuity Plan (BCP) in place as part of routine information security management. Systems are classified by criticality, and scenario-based drills are carried out for ERP, internal web, and domain management systems. In 2024, 20 drills were completed to ensure quick emergency response and uninterrupted operations.

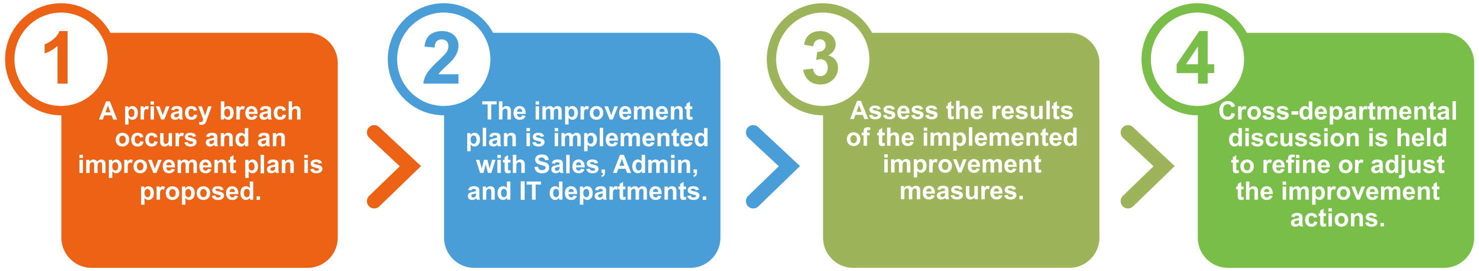
MetaAge recognizes the importance of privacy and is committed to respecting and protecting customer confidentiality. Unless explicitly authorized or legally required, the Company will not disclose or use customer information for any purpose.

To ensure a secure and trustworthy IT environment, MetaAge has established the "Information and Communications Security Inspection Management Measures" and implemented safeguards such as firewalls and antivirus systems to protect data, systems, equipment, and networks—safeguarding customer privacy.

MetaAge has established a "Code of Ethical Conduct for Employees," which requires employees to carefully manage all confidential information obtained during their duties. Such information must not be disclosed or used for non-work purposes, even after resignation, unless authorized by the Company or necessary for job execution. To prevent unauthorized disclosure due to personal actions, employees are also required to sign a personal data consent form to protect customer rights and prevent misuse of information by third parties.

The Company protects customer data with strict controls and regularly promotes information security awareness through internal emails and onboarding training. Confidential documents are access-controlled; non-designated personnel must obtain supervisor approval. Annual checks are conducted to prevent loss of complaint-related data, with reviews and improvements made if issues arise.

Privacy Breach Handling Procedure



1. A privacy breach occurs and an improvement plan is proposed.
2. The improvement plan is implemented with Sales, Admin, and IT departments.
3. Assess the results of the implemented improvement measures.
4. Cross-departmental discussion is held to refine or adjust the improvement actions.

Information Security Incidents	Occurrences in 2024
Complaints about customer privacy or personal data	0
Information security breaches	0
The information is used for a secondary purpose	0
Law enforcement agencies request user information and monitoring	0

03

Sustainable Operations

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

17 PARTNERSHIPS FOR THE GOALS

Material Topics

- Risk Management
- Customer Relationship Management

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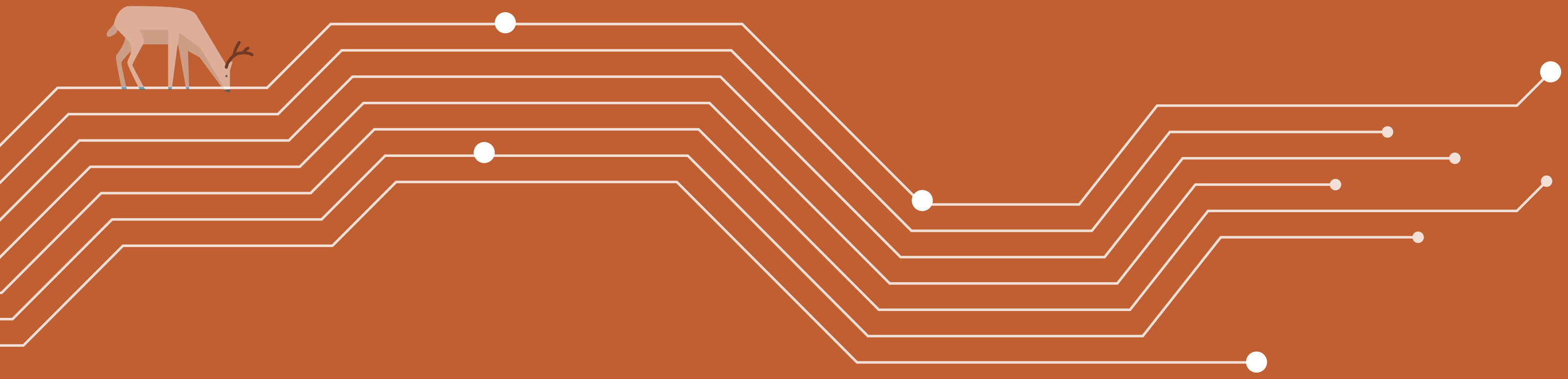
- Integrity Management
- Supply Chain and Customer Relationship Management



Integrity Management

Sustainable Development Goals
SDG12 Responsible Consumption and Production SDG16 Peace and Justice Strong Institutions SDG17 Partnerships for The Goals

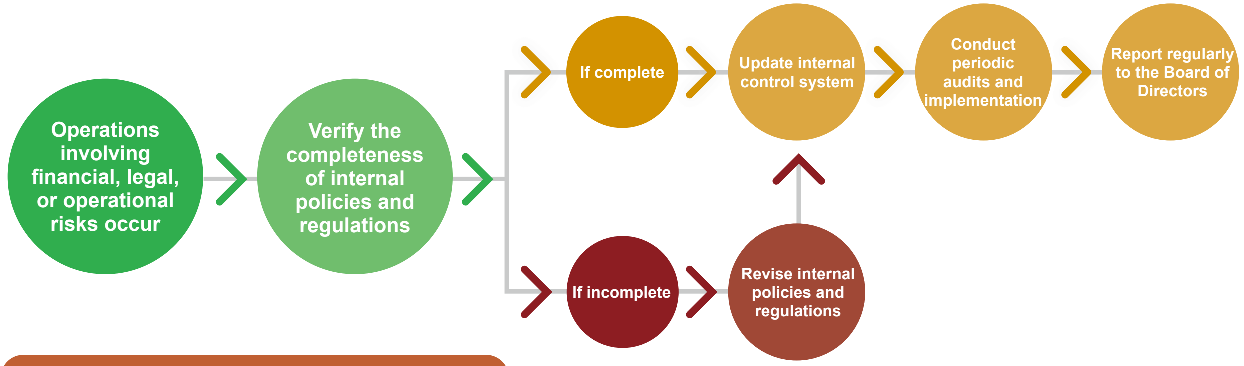
Responsible Unit	Legal Affairs Department, Human Resources Department
Management Approach	Through a three-pronged approach of detection, corrective action, and prevention, we actively implement the Code of Integrity Management and the Employee Code of Conduct, while conducting regular legal compliance reviews to reduce the risk of regulatory violations.
Evaluation Mechanisms	Improvements are evaluated through contract reviews, internal audit system optimization, and employee training.

2024 Performance Results	Short-term Goals (2025, 2026)	Medium- and Long-term Goals (2027~2034)
• No corruption incidents were identified during internal audits conducted across all operations of MetaAge and its subsidiaries in the reporting period.	• Maintain zero tolerance for violations of the Code of Integrity Management and the Employee Code of Conduct	• We require all employees to comply with the Code of Integrity Management and conduct daily operations with integrity and legal compliance, reinforced through various training programs.

Number of Corruption Incidents: 0

Conflict of Interest Avoidance Management

In accordance with Article 208, Paragraph 3 of the Company Act, Mr. Wen-Hsing Tseng serves as the Chairman of the Board of Directors of MetaAge. When a proposal is discussed and voted on in the Board of Directors, if any director has a personal interest that may pose a risk to the Company's interests, they shall recuse themselves from the discussion and voting in accordance with Article 206, Paragraph 2 and the applicable provisions of Article 178 of the Company Act. If necessary, the Chair may designate another director to preside over the meeting. Any instances of conflict-of-interest recusal during the year are disclosed in the corporate governance chapter of the Company's annual report in accordance with legal requirements.


Operations involving financial, legal, or operational risks occur
Verify the completeness of internal policies and regulations
If complete
Update internal control system
Conduct periodic audits and implementation
Report regularly to the Board of Directors
If incomplete
Revise internal policies and regulations

Internal Audit Mechanism

MetaAge has established a Code of Integrity Management, Employee Code of Conduct, and a Whistleblowing and Grievance Management Policy to prevent conflicts of interest and improper conduct. For operational processes that may involve potential corruption, compliance, or operational risks, the Company has designed appropriate internal control mechanisms.

The Human Resources Department is responsible for identifying corruption risks and conducting training, while the Audit Unit is responsible for ensuring the establishment and implementation of related mechanisms. No corruption incidents were found in 2024.

The Audit Unit conducts routine audits each year in accordance with the annual audit plan. When deficiencies in the internal control system are identified, recommendations for improvement are proposed. After completing each audit, the Audit Unit issues an audit report to the Chairperson, and the Head of Audit reports the implementation status and results to the Board of Directors on a regular basis.

In addition, the Audit Unit also supervises all departments in conducting internal control self-assessments to establish a company-wide self-monitoring mechanism. The results of these assessments serve as the basis for the Board of Directors and the Chairperson in issuing the Company's Internal Control Statement.

Integrity Management

Compliance

- To ensure that MetaAge's operations comply with regulatory requirements in all applicable countries, the company regularly monitors domestic and international policies and regulatory developments that may affect its operations and finances. Relevant departments are promptly informed of updates to ensure accurate implementation and compliance.
- Relevant policies and procedures are established to address various regulatory requirements, including the Fair Trade Act, environmental protection, financial reporting, internal controls, insider trading, anti-harassment, anti-discrimination, anti-corruption, personal data protection, intellectual property rights, and information security.
- Definition of major violations at MetaAge: Any act in violation of the law is deemed a major violation and must be appropriately addressed and corrected.

Supply Chain Compliance

- MetaAge is committed to upholding international human rights principles, such as the RBA Code of Conduct and the Universal Declaration of Human Rights, as well as promoting corporate social responsibility and ethical business practices. We comply with relevant domestic and international regulations and continuously pursue improvements. Employees are regularly educated to support these values.
- To build a compliant and ethical supply chain, we also distribute supplier self-assessment questionnaires annually to monitor partners' integrity practices.

Personal Data Protection

- MetaAge complies with the Personal Data Protection Act, its Enforcement Rules, and other applicable regulations issued by competent authorities when collecting, processing, or using personal data.
- In cases where the collection, processing, or use of personal data is outsourced to a third party, MetaAge obtains prior consent from customers and conducts appropriate and regular supervision of over third party in accordance with Article 8 of the Enforcement Rules of the Personal Data Protection Act.

Anti-corruption

- Establish a professional ethics policy for employees, provide education and training, and advocate for activities to ensure that business contractors and suppliers can abide by professional ethics.
- Conduct internal audits in accordance with the company's internal control system, and disclose the status of implementation in the annual reports of shareholders
- Set up a professional ethics complaint channel to review and control various operating processes that may have potential corruption risks in daily business activities.
- Significant risks of corruption: conflict of interest, bribery and illegal payments, charitable donations, fair competition and antitrust, fair trade, insider trading, and maintenance of corporate resources.

Integrity Management

Ethical corporate management is a fundamental aspect of corporate social responsibility.To embed the corporate mission of "treating customers, suppliers, creditors, shareholders, employees, and society with integrity" into its core culture, MetaAge has established the Code of Integrity management and the Directors and Executives Code of Conduct to support its operations and long-term development.

MetaAge is committed to preventing unethical conduct that could harm the company, undermine employee morale, erode trust with stakeholders, or lead to illegal activities such as lobbying or bribery, which may weaken corporate governance and deteriorate the overall business environment.

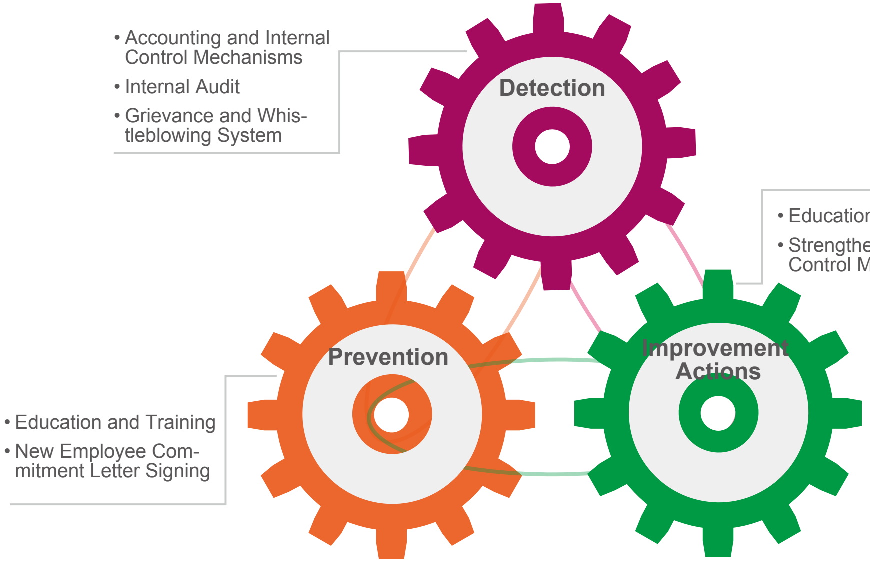
Employee Ethics and Conduct

MetaAge has established Employee Code of Conduct, requiring all employees to uphold the spirit of lawfulness and avoid using company assets, information, or their positions for personal gain or for the benefit third parties. Employees are strictly prohibited from requesting, offering, giving, or accepting any form of gifts, hospitality, kickbacks, bribes, or other improper benefits for themselves or others.All new employees are required to sign a Letter of Undertaking, pledging to act with honesty and integrity and to understand and comply with the ethical standards and behavioral guidelines applicable to their roles.

Management Measures

MetaAge actively enforces the Code of Integrity Management and the Employee Code of Conduct through a three-pronged approach: detection, improvement actions, and prevention. The Company regularly informs all employees and the Board of Directors of relevant regulations and reports implementation status to the Board. In 2024, 100% of Board members participated in communication efforts related to ethical corporate management.

In accordance with the Code of Ethical Management, MetaAge identifies and assesses major corruption risks, including bribery, illegal political donations, improper charitable contributions, improper gifts or benefits, infringement of intellectual property rights, unfair competition, and harm to stakeholder rights. The Company's Code of Conduct policy is also publicly available on its official website as a communication channel for anti-corruption with all stakeholders.


Detection
• Accounting and Internal Control Mechanisms
• Internal Audit
• Grievance and Whistleblowing System
Improvement Actions
• Education and Training
• Strengthening Internal Control Mechanisms
Prevention
• Education and Training
• New Employee Commitment Letter Signing

Grievance and Whistleblowing System

MetaAge has established the Whistleblowing and Grievance Management Procedure to handle and investigate reported cases in accordance with standard operating procedures, aiming to uphold corporate governance and sustainable operations.

Scope of Whistleblowing

Reports may involve any employee or associated party of MetaAge, or its subsidiaries (GINNet, Epic Cloud, and MetaGuru) and cover misconduct involving job applicants, visitors, or external parties. Reportable issues include violations of the Code of Ethical Management, discrimination, abuse, or sexual harassment.

Reporting Channels

Physical Mailbox: Located at MetaAge's headquarters.

Online Form: Available to stakeholders via the official MetaAge website: https://www.metaage.com.tw/code_report

Handling of Whistleblowing Cases

The Legal Affairs Department handles reports involving corruption, conflicts of interest, legal violations, breaches of confidentiality, and political activity—forwarding valid cases to relevant departments for investigation per SOP.

The Human Resources Department is responsible for handling internal reports of mistreatment, discrimination, and sexual harassment, including subsequent follow-up actions.

Whistleblower Confidentiality

MetaAge is committed to protecting whistleblower identity. No identifying details—such as name, position, department, home address, or phone number—will appear in public documents. Any information that may expose a whistleblower's identity will be redacted.

Whistleblower Rewards

Verified reports that contribute to corporate improvement or reveal major misconduct may be eligible for a reward. Recommendations are submitted by the responsible unit to the General Manager for approval and appropriate recognition.

Corruption Risk Education and Training

In 2024, MetaAge completed anti-corruption and integrity management training across all its locations via an online training platform. The training covered all personnel—from governance units to general staff—with a 100% completion rate.

Education and Training

MetaAge conducts education and training on a regular basis each year to enhance employees' ethical standards and professional competencies. These initiatives include internal online courses, external training, and legal seminars. Through the promotion of the Code of Ethical Conduct for Employees, MetaAge demonstrates its commitment to corporate social responsibility.The training program achieved a 100% completion rate.

Internal Online Courses

Target: All employees

Boost legal awareness among employees and improve the basic legal knowledge 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: Legal personnel

The Company's legal personnel participate in external training programs necessary for their duties, enabling them to stay informed about the latest policies, regulations, and legal developments. Key information is then communicated to internal management units to ensure compliance with regulatory requirements.

Legal Seminars

Target: Management personnel or specific employees, depending on the nature of their job responsibilities.

Legal seminars are held to enhance legal knowledge among targeted participants. These sessions help management and designated employees better understand legal requirements related to their operational duties.

Regulatory Compliance During the Reporting Period

Category	Regulatory Indicators	Governance Outcome
Environment	GHG, waste water, and waste	There were no violations of environmental regulations or related fines during the reporting period.
	Compliance	No monetary or non-monetary penalties were imposed for non-compliance with environmental regulations.

Category	Regulatory Indicators	Governance Outcome
Products Liability	Health and Safety of Customers	There were no violation of health and safety regulations related to products and services across various countries.
	Products, Services and Labeling	There were no violation of laws or regulations regarding product and service labeling.
	Marketing Communications	No violation of advertising, marketing and sponsorship regulations were identified. No products were prohibited from being sold in specific markets.
	Customer Privacy	No complaints were received regarding the infringement of customer privacy or the loss of customer information.
	Compliance	No monetary or non-monetary penalties were imposed for violations of laws or regulations related to the use of products or services.

Category	Regulatory Indicators	Governance Outcome
Governance	Anti-corruption	There were no violations of professional ethics,nor any incidents involving the infringement of the company rights or other improper gains.
	Anti-competitive Conduct	There were no improper business practices involving anti-competitive behavior, including collusion or market manipulation.
	Compliance	During the reporting period, a whistleblower report regarding a sales transaction at subsidiary COREX (PTY) LTD. was received. The Company engaged KPMG United Accounting Firm to review the agreement, but the cause of the issue could not be identified. As no material risk was involved, the incident was not classified as a major risk event.

Category	Regulatory Indicators	Governance Outcome
Society	Non-discrimination, Prohibition of Forced Labor and Sexual Harassment	No grievance cases related to unlawful conduct or rights violations were reported during the reporting period.
	Compliance	No monetary or non-monetary penalties were imposed for violations of labor laws.

Supply Chain and Customer Relationship Management

Sustainable Development Goals

SDG12 Responsible Consumption and Production
SDG16 Peace,justice and Strong Institutions
SDG17 Partnerships for the Goals

Responsible Unit	**Supply Chain Management Department Sustainability, EHS and Risk Management Department**
Material Topics and Their Positive and Negative Impacts	• Customer Relationship Management :Green Operations (+/-), Customer Management (-), Customer Satisfaction & Loyalty (+)
Management Approach	MetaAge has established an RBA task force that regularly conducts supplier surveys to identify environmental and social risks, and requires suppliers to continuously enhance their compliance with the RBA Code of Conduct.
Evaluation Mechanisms	In alignment with RBA standards, we regularly conduct internal and external environmental and social assessments of suppliers and continue to implement improvement measures.

2024 Performance Results

- Return rate of new supplier commitment letters was 96.7%, with the remaining cases verified through supporting documents from overseas manufacturers.
- Supplier evaluation questionnaires were optimized to enhance clarity and relevance.
- 100% of the top 10 suppliers completed internal assessments.
- The scope of supplier self-assessment forms was expanded to include Global Intelligence Network and Epic Cloud.

Short-term Goals (2025, 2026)

- Continue to improve the response rate of supplier self-assessments
- Continue to enhance supplier evaluation mechanisms
- Incorporate ESG-oriented assessment criteria for the top 10 suppliers.

Medium- and Long-term Goals (2027~2034)

- Continue to enhance supplier evaluation mechanisms

RBA Supply Chain Management

MetaAge serves as an agent for information and communication technology products, primarily representing network and system software and hardware from globally renowned manufacturers. With a commitment to responsible procurement, MetaAge aims to exert a positive influence throughout the supply chain. Since 2014, the company has established implementation guidelines in alignment with the Electronic Industry Citizenship Coalition (EICC), working closely with key original suppliers to uphold the standards for corporate social responsibility outlined in the Code of Conduct.

In 2017, the EICC underwent organizational restructuring and was renamed the Responsible Business Alliance (RBA). As of now, six of MetaAge's top ten suppliers (by procurement value) are members of the RBA. These upstream suppliers have all adopted social responsibility codes that comply with the legal requirements of their respective countries. In subsequent years, MetaAge has further referenced the five core pillars of the updated RBA Code of Conduct—Labor and Human Rights, Health and Safety, Environmental Protection, Ethics, and Management Systems—as the basis for promoting these values to its suppliers through routine management processes. This approach ensures the prevention of violations such as the obstruction of freedom of association, child labor, and forced labor. Beyond aligning with international trends, these actions serve to enhance the overall performance of the supply chain in the areas of social responsibility, environmental protection, and occupational health and safety.

Labor
Health and Safety
Management System
Environmental
Ethics

Supply Chain Overview

Supplier Classification:

MetaAge's procurement is categorized into two main types: non-sales and sales of products and services. The scope of the management measures described in this section primarily applies to suppliers of " sales of products or services. " Administrative procurement items for non-sales purposes are numerous, involve smaller amounts, and experience frequent supplier changes. Some of the related management content is supplemented in the Green Procurement chapter.

Supplier Hierarchical Management

To effectively manage supplier-related risks, MetaAge has identified "key suppliers" and "important suppliers" as priority management targets. In 2024, MetaAge conducted evaluations and assessments of these key and important suppliers, covering more than 99.5% of the total annual procurement transaction value.

Total Number of Sales Vendors

In 2024, the total number of suppliers cooperating with each company was: MetaAge with 309, Global Intelligence Network with 89, and Epic Cloud with 35, for a combined total of 433 suppliers across the three companies. MetaAge accounted for the largest proportion at 71%. MetaGuru had no external procurement or sales of products or services, so its count was 0%.

		Management Measures	2024	2025
Key Suppliers	The top ten key suppliers of MetaAge, Global Intelligence Network, and Epic Cloud were selected based on the annual procurement transaction value.	Internal assessments are conducted annually on a regular basis by the Purchasing Department.	The assessment completion rate reached 100%, and all suppliers met the criteria for continued transactions.	Optimize the ESG checklist for key suppliers
Important Suppliers	MetaAge defines "important suppliers" as those with an annual transaction value exceeding NT$1 million, with a total of 134 such suppliers in 2024.	Conduct regular sustainability self-assessment questionnaires.	The scope of implementation was expanded to include suppliers of Global Intelligence Network and Epic Cloud.	Continuous optimization of relevant actions

Supplier Selection and Communication

Management Measures

Through supplier selection and ongoing engagement, MetaAge requires its suppliers to comply with the Responsible Business Alliance (RBA) Code of Conduct and to integrate sustainability requirements into the daily management of their supply chains, based on collaborative partnership.

New Supplier Screening

For all new suppliers, the Purchasing, Product, and Finance Departments conduct preliminary evaluations based on company profile, financial condition, product quality, service and delivery capabilities, relevant procurement contracts, or other supporting documents.

In 2024, a total of 92 new suppliers were assessed for MetaAge, Global Intelligence Network,Epic Cloud (excluding MetaGuru, which has no external procurement). These suppliers were required to submit supplier commitment letters in alignment with the Responsible Business Alliance (RBA) Code of Conduct on corporate social responsibility. The commitment letter return rate for new suppliers in 2024 reached 96.7%, with the remainder supported by documentation from overseas manufacturers.

Supplier Environmental and Social Impact Assessment

Suppliers' environmental and social impact assessments are conducted in accordance with local legal requirements where the suppliers operate. If a supplier is reported to have negative impacts, the information will be referenced in the next contract negotiation to consider adjusting the order volume. Continuous guidance on environmental and social issues will be provided through supplier communication channels.

Communication Content

- Supplier Audit
- Quotation
- Procurement
- Packaging

Protection of Intellectual Property Rights

MetaAge refrains from selling products that may infringe intellectual property rights or involve legal controversies. Confidentiality agreements are signed with suppliers when necessary to safeguard proprietary information.

Supplier Selection in Alignment with The Code of Conduct

When onboarding new suppliers, MetaAge requires them to sign a Supplier Commitment Letter agreeing to comply with the Responsible Business Alliance (RBA) Code of Conduct. This ensures safe working conditions, respect for labor rights, and environmentally and ethically responsible operations throughout the electronics-related supply chain.

Supplier Advocacy

MetaAge engages suppliers through ongoing communication to enhance EHS performance and promote compliance with the RBA Code of Conduct and international regulations, including labor rights, occupational safety, environmental protection, employee well-being, climate risk, and ethical conduct.

Responsible Supply Chain

Responsible Procurement

MetaAge is committed to building a supply chain that protects the environment and emphasizes social responsibility, labor and human rights, safety, health, and long-term sustainability.

In alignment with the Responsible Business Alliance (RBA) Code of Conduct, we encourage suppliers to source metals from certified smelters and avoid conflict minerals that may contribute to labor exploitation, forced labor, child labor, or environmental degradation.

We also promote the exclusion of products containing prohibited or restricted substances as defined by environmental regulations, reinforcing our commitment to responsible procurement.

As a non-manufacturing distributor, MetaAge ensures that purchased products are free from hazardous substances. We further engage with suppliers to promote recyclable, remanufacturable, and reusable materials in product design and packaging.

Supplier-Related Certifications

The main products represented by MetaAge have obtained relevant international certifications and comply with key environmental and quality standards, including ISO (International Organization for Standardization), the EU Waste Electrical and Electronic Equipment (WEEE) Directive, the Restriction of Hazardous Substances (RoHS), the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH), and the U.S. ENERGY STAR program.

Electromagnetic Product Inspection

The main products represented by MetaAge have passed inspections by the Bureau of Standards, Metrology and Inspection (BSMI) under the Ministry of Economic Affairs. These inspections ensure product safety, prevent substandard goods from entering the domestic market, and safeguard consumer well-being.

ISO Certifications Obtained by Represented Brands

	ISO 14001	ISO 50001	ISO 45001	ISO 14064-1
Cisco	v	-	v	v
DELL	v	v	v	v
Oracle	v	v	v	v

Note: Cisco and DELL's GHG inventories are prepared in accordance with the GHG Protocol and have undergone third-party verification.

Green Logistics

Approximately 30% of MetaAge's upstream cargo transportation is handled by international logistics provider DHL. Beginning in 2024, the company adopted DHL's GoGreen Plus service, which utilizes Sustainable Aviation Fuel (SAF) to significantly reduce logistics-related carbon emissions.

According to DHL's 2024 data, MetaAge's use of this service resulted in a 10.6% reduction in carbon emissions per kilogram of transported goods, compared to the previous year.

Local Procurement

MetaAge acts as an agent and distributor of competitive products and services from both local and international manufacturers in Taiwan that meet customer needs. In 2024, based on procurement value, the proportion of local procurement by each company is presented in the table below.

Company	Local (Taiwan)
MetaAge	53%
Global Intelligence Network	100%
Epic Cloud	59%

Note: Local procurement is defined as transactions conducted with suppliers located in Taiwan.

Customer Satisfaction Surveys

In 2024, MetaAge's top 10 customers remained largely consistent with 2023, reflecting stable partnerships with key clients. Adhering to the philosophy of "Leading Brands, Value-Added Services,"MetaAge continues to introduce advanced technologies from its agency products to support knowledge transfer to dealers and end users. To further improve service responsiveness and quality, MetaAge conducts dealer satisfaction surveys to gather feedback and drive continuous improvement.

An annual survey is conducted targeting MetaAge's dealer customers, using an online platform as the primary survey tool. Survey invitations are distributed via email, through which the company also expresses appreciation for customers' long-term support and trust in its products.

Tracking and Evaluating Improvement Mechanisms

The results of dealer satisfaction surveys are forwarded to relevant departments for review and improvement. Department heads are responsible for evaluating the feedback, implementing corrective actions, and tracking results. Survey outcomes are categorized into two components: satisfaction scores and valuable suggestions from customers, which are addressed as follows:

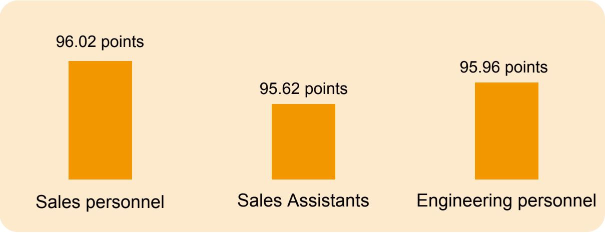
① **Scores above 90:** Sales representatives personally visit customers to express appreciation, and internal verbal recognition is given. Efforts are made to maintain high performance and strive for further improvement.

② **Scores below 90:** Sales staff, sales managers, and engineering managers jointly propose improvement measures. They visit dealers to listen to feedback, formulate action plans, and track the resolution of issues.

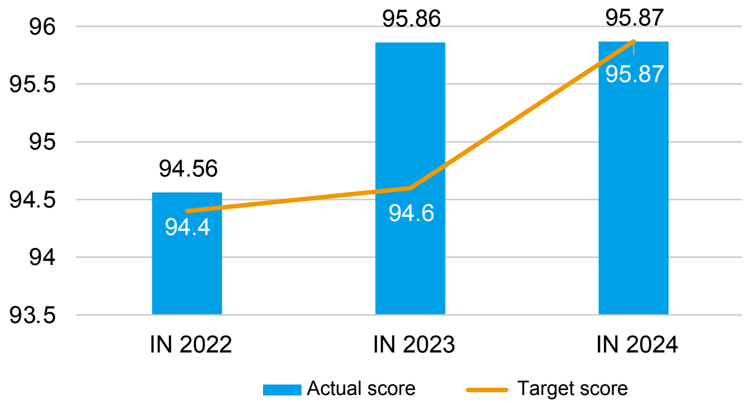
Over the past two years, customer satisfaction scores have consistently met internal standards, maintaining a high level of satisfaction.

Dealer Satisfaction Survey Results

Dealer feedback data has been compiled, categorized, and analyzed. The following presents the overall results of the 2024 customer satisfaction survey.



Satisfaction scores over the years



Customer Communication and Service Channels

MetaAge regularly organizes a variety of physical exhibitions (B2B) and educational training events throughout the year, inviting customers to participate. Through these brand promotion activities, the company actively engages with customers to better understand their needs and deliver products and services aligned with both client expectations and the latest technological trends.

In 2024	Sessions
End user Events	131
Partner Events	

In addition, MetaAge offers multiple channels for customer communication, ranging from product inquiries to technical support and equipment troubleshooting. By providing timely communication and comprehensive after-sales services, the company ensures high-quality and responsive customer support.

Customer Service Contacts

- Technical Advice
- Product Consulting
- Equipment Failure
- After-sales Service
- Event Registration
- Education and Training

Email
Support@metaage.com

Toll-free calls
0800-008-669

Log in online
https://www.metaage.com.tw/contact_us

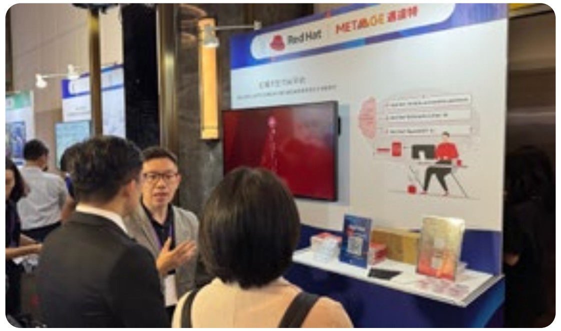
A service representative will be assigned to contact you and assist with the issue.

On-site Events

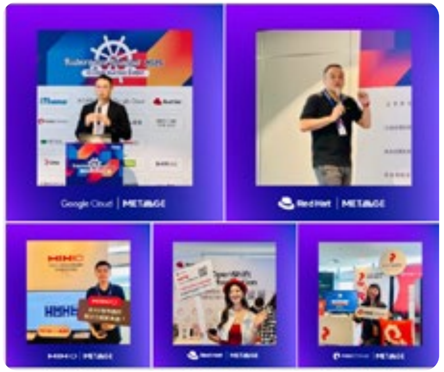
AWS Summit

DevDays Asia

Cloud Summit


MiTAC 50th Anniversary TechDay

Akamai's Annual Dealers Dinner


Kubernetes Summit

04

Happy Workplace

3 GOOD HEALTH AND WELL-BEING
4 QUALITY EDUCATION
5 GENDER EQUALITY
8 DECENT WORK AND ECONOMIC GROWTH
16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Material Topics

- Talent Attraction and Retention

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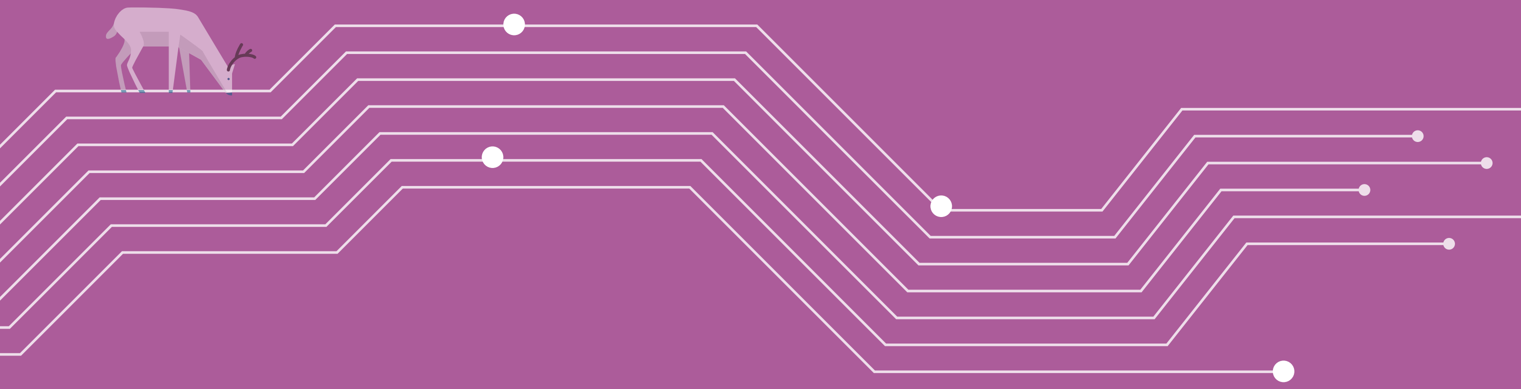
- Employee Structure Overview
- Talent Recruitment and Development
- Salary Level
- Comprehensive Benefits
- Human Rights Protection
- Occupational Health And Safety



Happy Workplace

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

Responsible Unit	**Division of Human Resources**
Material Topics and Their Positive and Negative Impacts	Talent Attraction & Retention-Green Operations (+,-)
Management Approach	We manage contracts and work rules, and continuously optimize existing systems to create a harmonious workplace environment.
Evaluation Mechanisms	Through various communication meetings and employee satisfaction surveys, we understand the needs and voices of employees, and then evaluate and optimize the workplace environment.

2024 Performance Results

- Taiwan Corporate Sustainability Award: Talent Development Leadership Award, Gender Equality Leadership Award
- Employee Stock Ownership Trust Participation Rate reached 85%, a 7% increase.
- Developed RPA (Robotic Process Automation) for HR operations
- Employee satisfaction reached 8.13 points, which is better than the industry average

Short-term Goals (2025, 2026)

- Optimize the human resources management system
- Improve employee experience and satisfaction

Medium- and Long-term Goals (2027~2034)

- Create an efficient/flexible workplace environment that takes into account equality and inclusion
- Stay attuned to market trends
- Become an HR strategic partner

Employee Structure Overview

Employees are the most important cornerstone of corporate growth. To foster strong labor relations, MetaAge Group actively promotes a fair, healthy, and diverse workplace environment. Employee statistics are calculated based on year-end headcount. As of the end of 2024, MetaAge Group had a total of 662 employees—326 men and 336 women—slightly fewer than the 671 employees in 2023. Full-time employees accounted for 97.1%, with a nearly 1:1 gender ratio. MetaAge Group believes that a diverse workforce enhances corporate innovation and embodies the value of equality in the workplace, thereby creating a positive cycle. Across dimensions such as employment type, location, age, and job level, the company maintains an equitable and balanced structure.

Total Number of Employees By Region and Gender In 2023

Region	Taipei		Hsinchu		Taichung		Kaohsiung	
Type	gender	Number	gender	Number	gender	Number	gender	Number
Full-time Employees	Male	292	Male	13	Male	5	Male	26
	Female	274	Female	18	Female	8	Female	22
Part-time Employees	Male	2	Male	0	Male	0	Male	0
	Female	11	Female	0	Female	0	Female	0
Total	579		31		13		48	

Total Number of Employees by Region and Gender In 2024

Region	Taipei		Hsinchu		Taichung		Kaohsiung	
Full-time Employees	Male	276	Male	10	Male	6	Male	25
	Female	282	Female	16	Female	7	Female	21
Part-time Employees	Male	9	Male	0	Male	0	Male	0
	Female	10	Female	0	Female	0	Female	0
Total	577		26		13		46	

2023 Employee Distribution by Age and Gender

Age Distribution	MetaAge		Global Intelligence Network		Epic Cloud		MetaGuru	
	Male	Female	Male	Female	Male	Female	Male	Female
Under 30 years old (Number of people)	59	82	13	8	8	10	2	3
Under 30 years old (Proportion%)	41.84	58.16	61.9	38.1	44.44	55.56	40	60
30 to 50 years old (Number of people)	171	170	33	15	10	10	8	8
30 to 50 years old (Proportion%)	50.15	49.85	68.75	31.25	50	50	50	50
Over 50 years old (Number of people)	29	24	2	0	1	0	2	3
30 to 50 years old (Proportion%)	54.72	45.28	100	0	100	0	40	60

2024 Employee Distribution by Age and Gender

Age distribution	MetaAge		Global Intelligence Network		Epic Cloud		MetaGuru	
	Male	Female	Male	Female	Male	Female	Male	Female
Under 30 years old (Number of people)	56	83	7	2	5	10	6	3
Under 30 years old (Proportion%)	40.29	59.71	77.78	22.22	33.33	66.67	66.67	33.33
30 to 50 years old (Number of people)	186	184	21	9	4	6	8	9
30 to 50 years old (Proportion%)	50.27	49.73	70	30	40	60	47.06	52.94
Over 50 years old (Number of people)	31	27	0	0	0	1	2	2
30 to 50 years old (Proportion%)	53.45	46.55	0	0	0	100	50	50

Employee Age Distribution in 2023

	MetaAge		Global Intelligence Network		Epic Cloud		MetaGuru		Total	
	Number	proportion	Number	proportion	Number	proportion	Number	proportion	Number	proportion
Under 30 years of age	141	26.36%	21	29.58%	18	46.15%	5	19.23%	185	27.57%
31-50 years old	341	63.74%	48	67.61%	20	51.28%	16	61.54%	425	63.34%
Over 50 years old	53	9.90%	2	2.82%	1	2.56%	5	19.23%	61	9.09%

Employee Age Distribution in 2024

	MetaAge		Global Intelligence Network		Epic Cloud		MetaGuru		Total	
	Number	proportion	Number	proportion	Number	proportion	Number	proportion	Number	proportion
Under 30 years of age	139	24.51%	9	23.08%	15	57.69%	9	30%	172	25.98%
31-50 years old	370	65.26%	30	76.92%	10	38.46%	17	56.57%	427	64.50%
Over 50 years old	58	10.23%	0	0	1	3.85%	14	13.33%	63	9.52%

2023 Employment Type Distribution by Contract Category

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
Number of Permanent Employee	258	270	48	23	19	17	11	12
Full-time-permanent Employee (%)	48.86	51.14	67.61	32.39	52.78	47.22	47.83	52.17
Number of Interns	1	6	0	0	0	3	1	2
Part-time-Intern (%)	14.29	85.71	0	0	0	100	33.33	66.67

2024 Employment Type Distribution by Contract Category

Type of Employment/ Gender/Company	MetaAge		Global Intelligence Network		Epic Cloud		MetaGuru	
	Male	Female	Male	Female	Male	Female	Male	Female
Number of Employees	273	294	28	11	9	17	16	14
Number of Permanent Employee	272	288	28	11	6	15	11	12
Full-time-Permanent Employee (%)	48.57	51.43	71.79	28.21	28.57	71.43	47.83	52.17
Number of Interns	1	6	0	0	3	2	5	2
Part-time-Intern (%)	14.29	81.57	0	0	60	40	71.43	28.57

Note: Full-time employee = permanent employee
Part-time employees = temporary employees = Employees without guaranteed hours
The MetaAge Group does not have workers who is not an employee

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

MetaAge Group (including Global Intelligence Network, Epic Cloud, and MetaGuru) ensures smooth employment pathways and promotes gender equality, with women making up 50.98% of senior executives.

Gender Distribution of Governance Bodies (%) (2023)

Rank /Gender/ Company	MetaAge		Global Intelligence Network		Epic Cloud		MetaGuru	
	Male	Female	Male	Female	Male	Female	Male	Female
Senior management	52.78	47.22	40	60	100	0	50	50
Middle management	59.32	40.68	37.5	62.5	0	0	80	20

Gender Distribution of Governance Bodies (%) (2024)

Senior management	48.84	51.16	33.33	66.67	0	0	100	0
Middle management	52.54	47.46	50	50	33.33	66.67	60	40

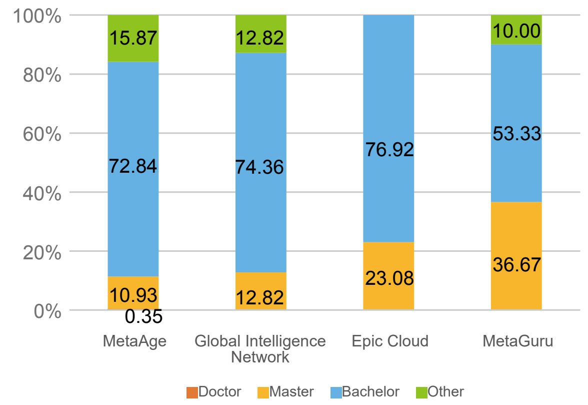
Description: 1. Senior management: Director level and above.
2. Middle management: Section / manager-level positions.
3. Governance Bodies (Includes both senior executives and middle managers).

MetaAge is committed to fostering a diverse and inclusive workplace by providing appropriate employment opportunities to individuals from disadvantaged groups and those with foreign nationality. In 2024, a total of seven foreign employees were hired, primarily serving as technical engineers, accounting for approximately 1.54% of the technical engineering department.

Employees from disadvantaged groups accounted for 1.96% of the workforce. MetaAge also exceeded the legally required 1% employment quota for persons with disabilities, demonstrating our commitment to protecting their rights to work and live with dignity while contributing to a more inclusive and supportive work environment.

Proportion of employees with educational background (%)

MetaAge's workforce is composed of young and energetic employees. In terms of educational background, most employees hold bachelor's degrees, followed by master's degrees, with a number of staff holding doctoral-level qualifications.



Diversity Recruitment Data (2023)

Category/Company/Gender	MetaAge		Global Intelligence Network		Epic Cloud		MetaGuru	
	Male	Female	Male	Female	Male	Female	Male	Female
Number of employees from disadvantaged groups	3	7	0	0	1	1	0	0
Number of foreign employees	2	0	0	0	0	0	1	0

Diversity Recruitment Data (2024)

Number of employees from disadvantaged groups	4	9	0	0	0	0	0	0
Number of foreign employees	3	0	0	0	1	0	3	0

Category	Male	Female	Nationality	Foreign nationality
Management Positions (including Senior and Mid-level Managers)	50.82%	49.18%	100.00%	0.00%
General Staff (excluding Technical Engineering Unit; includes Non-managerial Employees and Interns)	31.90%	68.10%	100.00%	0.00%
Technical Engineering Department	77.44%	22.56%	98.46%	1.54%
Other employees	47.37%	52.63%	78.95%	21.05%

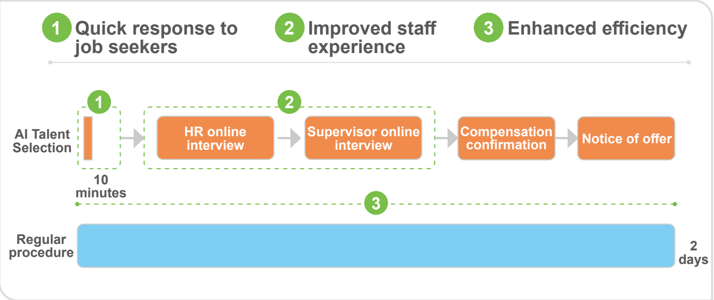
Talent Recruitment

In order to cope with the rapid growth of the industry, we should prepare in advance and increase our competitiveness. MetaAge actively recruits excellent professionals in business management, business development and engineering and technical services. For example, in 2024, there will be 69 male employees, accounting for 45.10% of the total. There are 84 female employees, accounting for about 54.90% of the total. The total number of new employees is 153, which is more than the total number of new employees in 2023 of 120.

After joining our parent company, Qisda Group, in 2019, we have provided more diversified talent development programs and a wealth of employee benefits and activities to attract potential talents in the market to join MetaAge.

AI Talent Selection

As a leading channel provider of professional information application services, MetaAge leveraged its advantages in technology applications to combine HR talent selection with AI applications in 2021, which significantly improved the efficiency of the recruitment process and employee experience.


① Quick response to job seekers
② Improved staff experience
③ Enhanced efficiency
AI Talent Selection
①
10 minutes
②
HR online interview
Supervisor online interview
Compensation confirmation
Notice of offer
③
Regular procedure
2 days

Whenever a job seeker submits a resume, it only takes 10 minutes for the job seeker to receive an interview notification, and the process of online interview, salary confirmation and offer acceptance can be completed within two days. Compared with the previous manual way to read resumes one by one, it takes two days to screen resumes alone, and the effect of AI talent selection is faster and smoother.

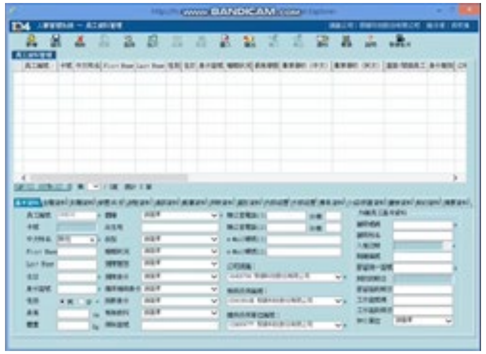
MetaAge has built an efficient talent selection system by digitizing talent profiles and developing predictive models. Our HR team leveraged machine learning to screen and validate over 300 models, ultimately identifying the most optimal one. To further improve the accuracy of AI-driven recruitment, MetaAge created talent models based on industry benchmarks for comparative analysis, allowing the AI system to continuously learn and enhance its effectiveness.

2024 New Hires by Age, Company, and Gender

Company	MetaAge		Global Intelligence Network		Epic Cloud		MetaGuru	
Age	Gender	Number Proportion (%)	Gender	Number Proportion (%)	Gender	Number Proportion (%)	gender	Number Proportion (%)
Under 30 Years of Age	Man	33	Man	0	Man	5	Man	5
		44		0		38.46		71.43
	Woman	42	Woman	0	Woman	8	Woman	2
		56		0		61.54		28.57
30~50 Years Old	Man	23	Man	0	Man	1	Man	0
		46		0		50		0
	Woman	27	Woman	1	Woman	1	Woman	1
		54		100		50		100
Over 50 Years Old	Man	2	Man	0	Man	0	Man	0
		50		0		0		0
	Woman	2	Woman	0	Woman	0	Woman	0
		50		0		0		0
New Hires	129		1		15		8	
	84.31%		0.65%		9.80%		5.23%	
Percentage of New Hires	23.11%							

ESG Pioneer: Process Automation, Paperless, Automatic Resume Filing

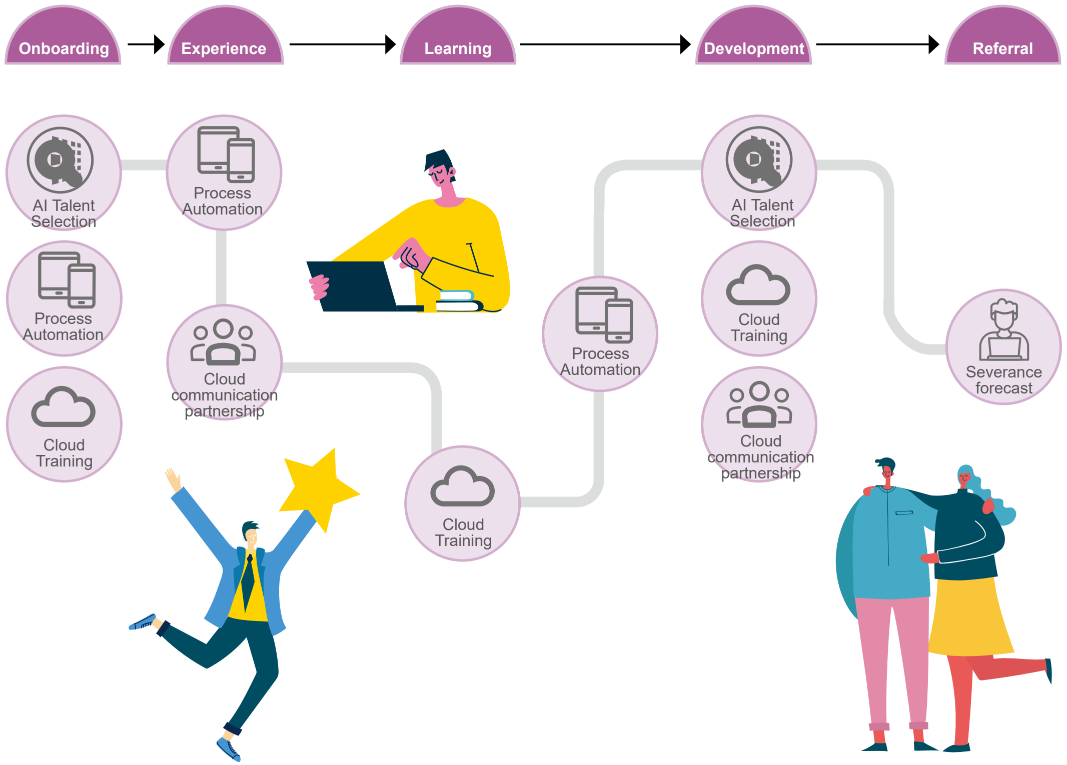
MetaAge is committed to advancing enterprise process automation and paperless operations. By integrating multiple applications and adopting digital management methods, we have automated the entire HR lifecycle—including recruitment, selection, development, and retention. For example, in the resume filing stage of recruitment, traditional talent acquisition platforms typically offer only basic data management. When companies want to format applicant information according to internal requirements, manual processing is often required. MetaAge, however, leverages process automation tools to automatically file resumes, eliminating the need for paper and significantly improving HR efficiency.



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

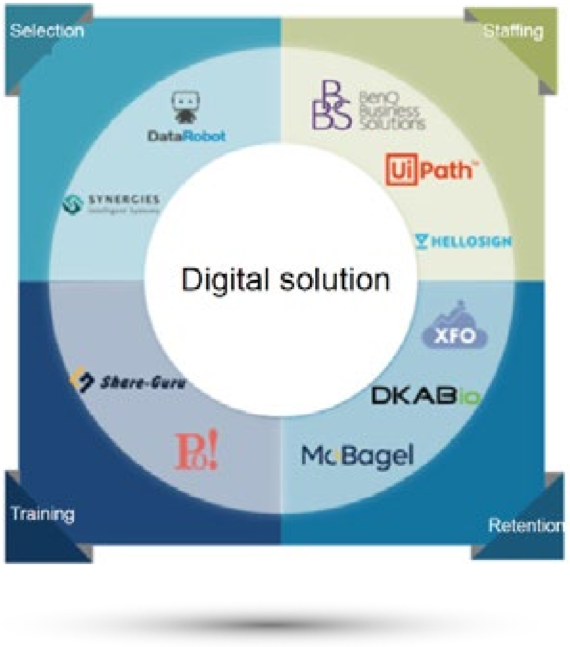

Onboarding
Experience
Learning
Development
Referral
AI Talent Selection
Process Automation
Cloud Training
Process Automation
Cloud communication partnership
Cloud Training
Process Automation
AI Talent Selection
Cloud Training
Cloud communication partnership
Severance forecast

AI Talent Selection

- Precise referral
- Rapid recruitment

Cloud Training

- Precise learning through AI
- Human resources trend analysis


Selection
Staffing
Training
Retention
Digital solution
DataRobot
BenQ Business Solutions
UiPath
SYNERGIES
HELLOSIGN
XFO
Share-Guru
DKABio
B!
McBagel

ESG Pioneer

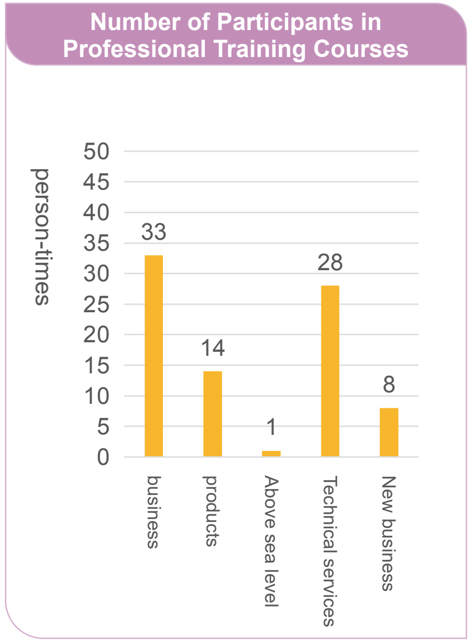
- Business administration
- Process automation
- Paperless management

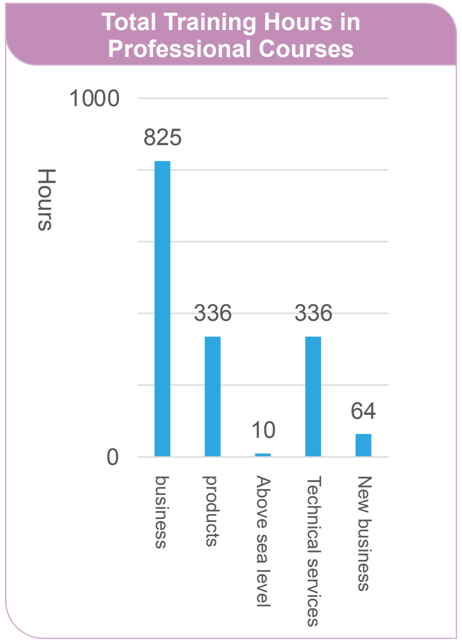
Advance Talent Retention Effort

- Employee satisfaction survey
- Health risk forecast
- Severance forecast

Talent Development

MetaAge Group places great importance on employee training and development. In 2024, a total of 277 new employees completed mandatory onboarding training, accumulating 2,241 training hours. The company devotes ample resources to help new hires gain a thorough understanding of the company's background and the professional knowledge required for the workplace. Employees are also offered a wide range of learning opportunities through diversified courses. As employees advance in their roles, additional training is provided to help cultivate the necessary strategic thinking and execution capabilities. By offering comprehensive training resources, MetaAge ensures that employees benefit from a rich and seamless learning and development experience. In total, employees completed 27,235 training hours in 2024, with an average of 41.1 hours per person.


Number of Participants in Professional Training Courses


Total Training Hours in Professional Courses

Application of Virtual Human Chatbots in Employee Education and Training

MetaAge places great emphasis on talent development and employee integration, and continues to explore innovative technologies. In 2022, the company introduced virtual human technology to enhance courses such as company introduction, onboarding guidelines, and regulatory compliance training. By incorporating virtual human avatars, the learning experience became more engaging and memorable. Looking ahead, MetaAge plans to integrate generative AI with virtual human chatbots to develop an interactive AI assistant platform. This generative AI-powered assistant will be able to promptly respond to a wide range of employee inquiries, effectively reducing the workload of the HR department while improving internal communication—achieving a mutually beneficial, win-win outcome.

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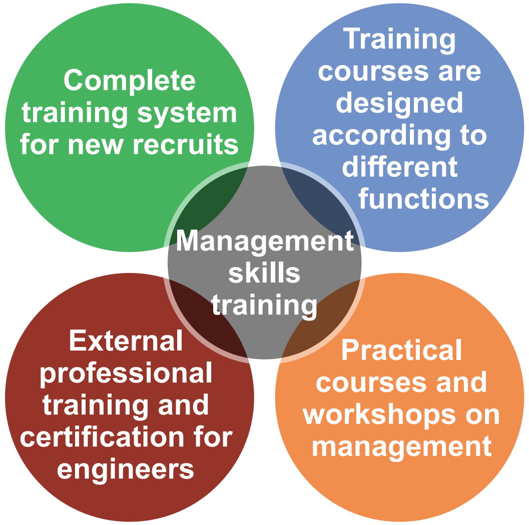
Training Courses

In addition to providing a comprehensive onboarding training system and designing development programs tailored to different functions, MetaAge Group also offers targeted training such as management practice workshops for designated personnel and job-specific technical training for engineers.

Employees are also encouraged to pursue continuous learning and knowledge enhancement through external channels. These include professional certifications, industry seminars delivered by invited experts, and lectures on topics such as lifestyle trends and social welfare.

In 2024, a total of 108 applications for external certification exams were approved, with an associated cost of approximately NT$690,000. Additionally, 26 applications for external training programs were approved, totaling around NT$620,000.



Complete training system for new recruits

Training courses are designed according to different functions

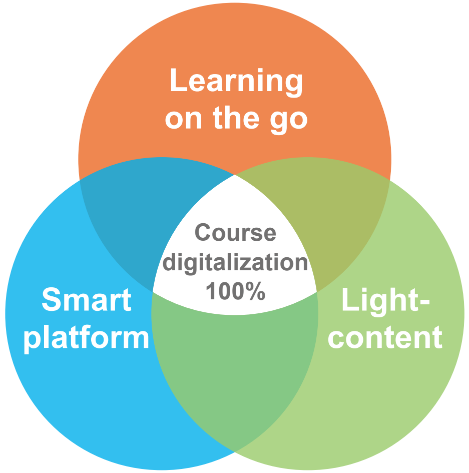
Management skills training

External professional training and certification for engineers

Practical courses and workshops on management

Cloud-Based Training

MetaAge makes full use of the service functions of its agency products to smartly transform the employee training platform—streamlining content and enabling mobile learning. Through the use of a cloud-based training portal, AI-powered word clouds, and collaboration platforms, we have significantly improved learning and work efficiency. These tools support the diverse competency development needs of our employees, who can now access training anytime, anywhere.



Learning on the go

Course digitalization 100%

Smart platform

Light-content

Cloud-based Training Process

Online meetings

Instant interaction

Course sharing

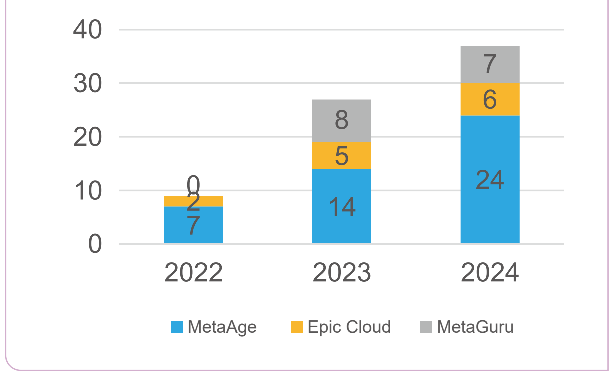
Digital learning

Corporate Internship Program

MetaAge has a diverse corporate culture, and we are looking for people from different learning backgrounds to join the internship program. The aim of the program is to bring students into the workplace, apply what they have learned to solve problems, stimulate students' innovative ideas, and shorten their path to connecting with society, the company has more than 10 well-known universities at home and abroad in the fields of business, technology, human resources, information, marketing, ESG and other fields. Since 2022, a total of 5 students have chosen to change their careers at MetaAge after graduation and apply their previous experience to work.

In 2024, MetaAge recruited a total of 37 interns and successfully achieved the annual target of recruiting 20 interns. These interns come from a variety of backgrounds and areas of expertise to learn and grow in the diverse environment of MetaAge. Moving forward, MetaAge will continue this corporate internship program, providing a platform for more emerging talents to showcase their skills, helping them realize their career dreams, and achieving a seamless connection between campus and the workplace.

Number of Interns Over The Years



During this internship, the company provided me with numerous learning resources and challenges, allowing me to deeply explore RPA (Robotic Process Automation) development techniques and successfully pass the related certification exams. I actively participated in the development and execution of projects, applying the knowledge I learned in school to practical scenarios, significantly enhancing my technical abilities.

The company's culture of innovation and respect encouraged me to try new ideas, and through these experiences, I improved my creative thinking and organizational skills. This internship experience has provided me with valuable workplace experience and helped me transform academic knowledge into practical applications, laying a solid foundation for my future career development.

(Excerpt from Student Feedback)

My internship at MetaAge allowed me to see the gap between the workplace and campus, fulfilling my expectations for the internship and clarifying my confusion about the future. I gained a deeper understanding of corporate sustainability, and through hands-on involvement in the entire process of compiling the sustainability report, I learned practical execution methods that aren't taught in the classroom. The company also provided me with many learning opportunities outside of the office, such as participating in workshops and a net-zero management course, which significantly advanced my progress in the field of sustainability.

In addition to enhancing my knowledge of corporate sustainability, I also learned essential workplace etiquette, video editing skills, and cross-departmental communication abilities, alleviating my concerns about transitioning from school to the workplace.

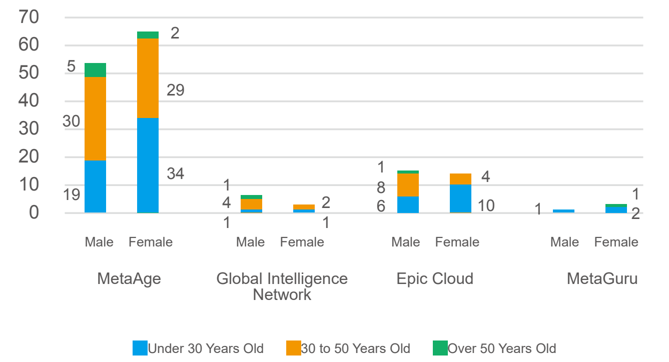
(Excerpt from Student Feedback)

Talent Retention

In 2024, the total number of employees who left the company was 161, with a turnover rate of approximately 24%, compared to 100 employees and a turnover rate of 15% in 2023. The increase in turnover rate was mainly due to the higher number of resignations at the subsidiary, Epic Cloud, in 2024, with 50% of the departures attributed to organizational adjustments. The actual turnover rate is about 12%.

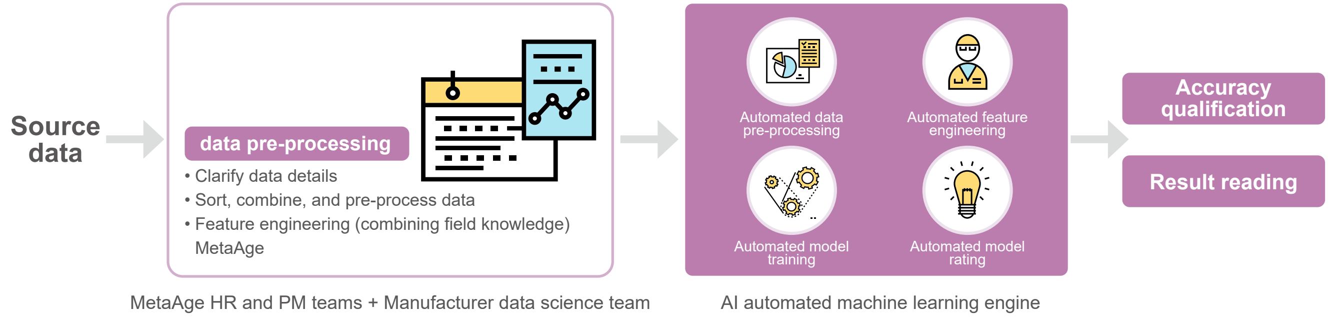
MetaAge values talent retention and, through statistical data, investigates the distribution and proportion of employees who leave the company. Among those who left MetaAge Group, the majority were women under the age of 30.

Employee Turnover Distribution Chart by Age and Gender



Turnover Projections

'Hire the right people and keep them!' is a key mission in MetaAge's talent management. Since 2021, we have been using big data and artificial intelligence to implement employee turnover prediction and cause analysis. By analyzing big data, we can predict whether an employee is likely to leave, allowing the HR department to proactively prepare retention strategies for high-potential employees who are at greater risk of turnover, thereby increasing their willingness to stay. Among many factors, we collect, analyze, and summarize the key elements that affect employee turnover, such as age, performance, highest education level, number of business trips, and number of leave days.



Source data

data pre-processing

- Clarify data details
- Sort, combine, and pre-process data
- Feature engineering (combining field knowledge) MetaAge

Automated data pre-processing

Automated feature engineering

Automated model training

Automated model rating

Accuracy qualification

Result reading

MetaAge HR and PM teams + Manufacturer data science team

AI automated machine learning engine

Practical Benefits

Employee turnover prediction offers three significant advantages for corporate talent management, including: identifying key factors that drive employee turnover, using data to provide operational management and retention strategy recommendations internally, and reducing the management costs and burdens associated with talent replacement.

Before

Impossible to keep track of the true cause of severance

After

Find out key factor of severance

Before

Limited information Impossible to retain talent in advance

After

Apply data to provide strategic advice

Before

Impossible for newcomers to quickly catch up with employees that have left in performance

After

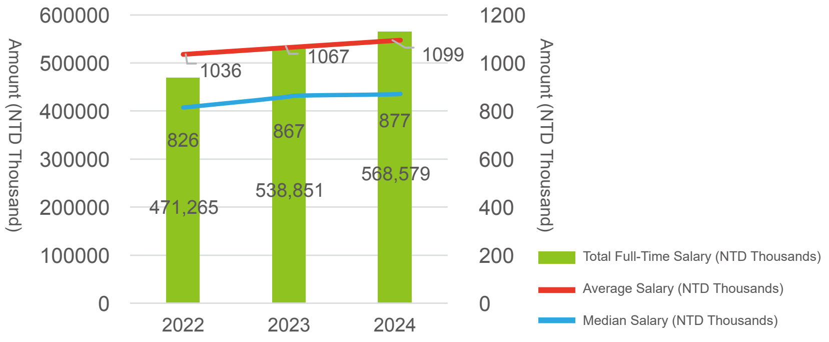
Effectively bring down operating cost

Salary Level

MetaAge Group has implemented a comprehensive and competitive salary and bonus system, regularly reviewing market data—particularly the annual high-tech industry compensation report by Willis Towers Watson—to guide pay decisions. Compensation is based on education, experience, expertise, seniority, and performance, with dynamic adjustments to ensure fairness and market competitiveness, helping retain key talent and attract top candidates.

Since 2020, salary and bonus expenses have increased steadily by 15–16% annually, reflecting MetaAge's commitment to providing a supportive and rewarding work environment. All starting salaries exceed Taiwan's legal minimum wage, and the company ensures equal pay and benefits regardless of gender, race, nationality, age, religion, political affiliation, marital status, or sexual orientation.

Annual : "Average & Median Annual Salaries of Full-Time Non-Supervisory Employees at MetaAge"



Notes: 1. In response to the Taiwan Stock Exchange's implementation of the revised 'Regulations for the Preparation and Filing of CSR Reports by Listed Companies' effective from September 22, 2022, the median annual salary of full-time employees who do not hold managerial positions is disclosed.
2. Annual salary: Includes the total basic salary and total bonuses for the year.
3. The ratio of the highest salary to the average salary is 8.

MetaAge's senior management compensation is guided by the company's pay philosophy, industry benchmarks, and individual performance—measured through both financial and non-financial indicators. The Compensation Committee and Board of Directors review performance evaluations and ensure fairness, with regular updates based on business needs and regulations. Retirement benefits follow Taiwan's new pension system.

For details on executive pay, please refer to the compensation ranges disclosed in MetaAge's annual report.

As of 2024, MetaAge employed 503 full-time non-managerial staff, with total salary expenses reaching NT$569.7 million. We are committed to sharing the company's success with employees—both the average and median salaries of full-time non-managerial staff have shown steady annual growth.

Ratio of Standard Salary to Local Minimum Wage for Entry-Level Employees (%)

MetaAge	**1.41**
EpicCloud	**1.47**
Global Intelligence Network	**1.24**
MetaGuru	**1.67**

*Entry-level Employees : Primarily consisting of full-time (entry-level) employees.
*All female employees are employed

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

Pension Contribution

Prior to the implementation of the Labor Pension Act on July 1, 2005, all seniority under the old system for formal employees was settled in accordance with the Labor Standards Act. Currently, all Maitat Group employees are covered by the new pension system.

To support employees' retirement and foster positive labor relations, the company adopts a defined contribution plan, contributing 6% of monthly salaries to individual pension accounts managed by the Bureau of Labor Insurance. Voluntary contributions are also deducted from employees' salaries and deposited accordingly.

Additionally, if the company is profitable, 5% to 20% of earnings are allocated as employee compensation. In 2023, 8% was allocated and fully paid in cash in 2024.

Comprehensive Benefits

Caring for the hard work of employees, MetaAge Group provides a number of welfare systems, employee facilities and employee activities that are better than laws and regulations, so that employees can relax and relieve stress after hard work, including: free food, entertainment facilities, employee listening and employee activities, etc. At the same time, we also design a humanized commuting time system and provide a number of vacation days that are better than the law, so that every employee can achieve a work-life balance. The Employee Stock Trust offers a company bonus that exceeds industry standards (100% matching contribution), encouraging employees to participate and share in the company's operational success as shareholders.

Quality Welfare System

Bonuses, Shareholdings and Subsidies

Performance bonus, employee stock trust, holiday bonuses (for three major festivals), gift boxes, domestic travel subsidy, meal subsidy, etc.

Leave

4 days of new employee leave, maternity check-up leave, paternity check-up leave, maternity leave, paternity leave, parental leave, family care leave, paid health check-up leave, volunteer leave

Employees Listen

Employee satisfaction surveys
Employee suggestion box

Flexible Working Hours

Flexible work at 16:00 every Friday
Two-hour flexible commuting time per day

Insurance

Employee insurance
(including life, accident and medical insurance)
Employee immediate family group insurance enhancement plan

Health Care

Good Pregnancy Gift Package,
All kinds of health care
(Please refer to the Health Care section for details)

Complimentary Food

Food supply stations
Satisfaction Survey Afternoon Tea

Employee Activities

Club activities
Group competitions
Group public welfare activities
Group Family Day
Year-end event

Benefit item

Full Of Food and Leisure

Food Supply Stations

We offer a variety of welfare facilities to meet the needs and interests of our employees. During their leisure time, employees can take advantage of these benefits and services to achieve a balance between work and well-being.

Multi-functional Relaxation Area

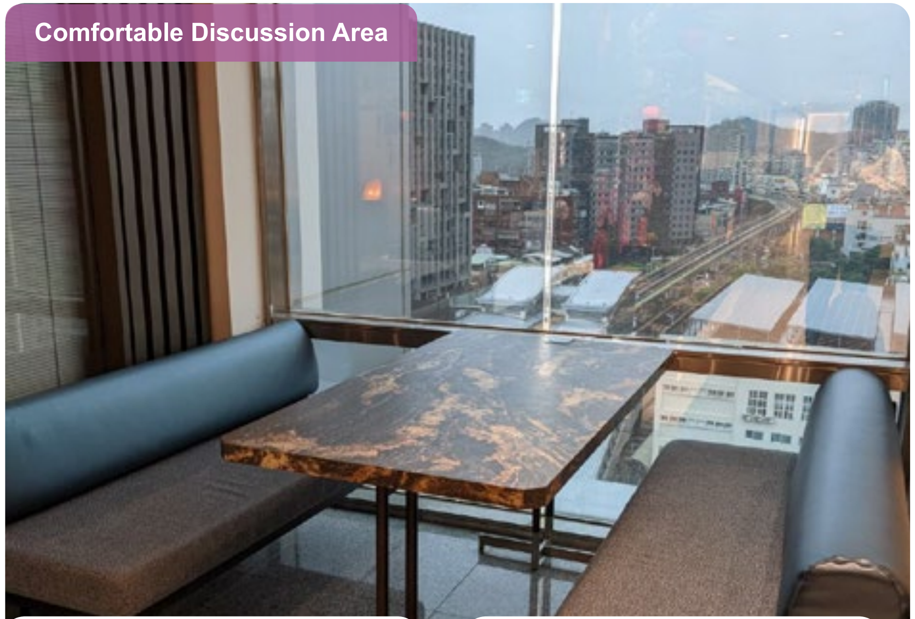
Free Vending Machines

Capsule Coffee Machine

Premium Toaster/Microwave

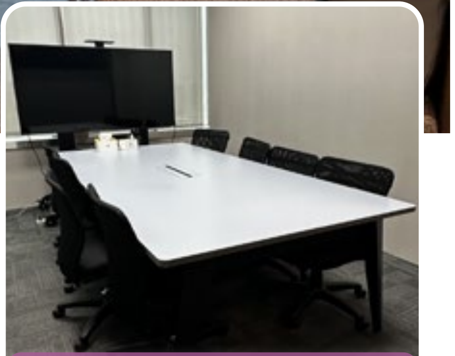
Sparkling Water Maker

Comfortable Office Environment


Comfortable Discussion Area

Soundproof Cabin
METAGE
Apollo 阿波羅
METAGE

Reading Area


New Conference Table

Five-star Breastfeeding Room

Stress Relief Massage Room

Ergonomic Chair

Parental Leave

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 2024, the number of applicants for parental leave will be 4, the expected number of reinstatement in the current year is 4, the actual number of reinstatement is 4. Since 2021, only 1 person has not actually returned to work in 2023, and the reinstatement rate of the rest of the years has reached 100%.

Return to Work Rate After Parental Leave(B/A)%*	**100%** MetaAge Female	No one applied MetaAge Male
Retention Rate After Parental Leave(C/D) %**	**50%**	

*" 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

(Person)

		Number of Employees Eligible for Parental Leave (Including the Number of Maternity and Paternity Leave Applications)	Actual Number of Employees Applying for Parental Leave	Expected Number of Employees to Return to Work During the Reporting Period (A)	Actual Number of Employees Who Returned to Work in the Current Year (B)	Number of employees who returned to work after parental leave in the previous year and have completed one year of service (C)	Number of reinstated persons from parental leave in the previous year (D)
Number of males	MetaAge	5	0	0	0	0	0
	Global Intelligence Network	0	0	0	0	0	0
	Epic Cloud	0	0	0	0	0	0
	MetaGuru	1	0	0	0	0	0
Number of females	MetaGuru	1	0	0	0	0	0
	Epic Cloud	0	0	0	0	0	0
	Global Intelligence Network	0	0	0	0	0	0
	MetaAge	9	4	4	4	3	6

Meeting Communication

MetaAge Group has established systems such as labor-management meetings and online employee briefings to facilitate communication.

During these sessions, the company shares important updates, while employees are encouraged to provide feedback and suggestions.

This two-way dialogue fosters mutual understanding, strengthens labor-management relations, and enhances overall organizational cohesion.

Labor-Management Meeting

- Held 4 times in 2024
- Labor demands
- Feedback from the employer

Online Business Briefing for Employees

- Once a quarter
- Promote employee relations
- Eliminate the gap between superiors and subordinates, and facilitate two-way communication

Workplace Rights Protection and Misconduct Prevention

In order to provide employees with a friendly, safe, and secure working environment, MetaAge Group strictly prohibits any form of unlawful infringement in the workplace, including physical and psychological violence, sexual harassment, stalking, and other similar behaviors. The company has established complaint hotlines and complaint forms, ensuring the protection of the complainant's privacy. Gender equality awareness sessions are conducted periodically for both new and current employees to help them develop a proper understanding of gender equality and their related rights. During the reporting period, there were no complaints related to unlawful infringements.

Sexual Harassment Complaint Channel

1. Dedicated Hotline :
(02) 8797-8260 ext. 2120

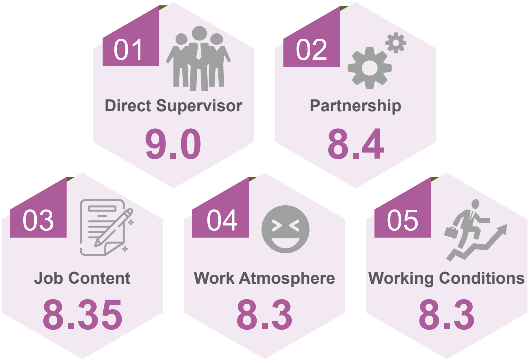
2. Employee Whistleblowing Form
(on the official website of MetaAge):
https://www.metaage.com.tw/code_report

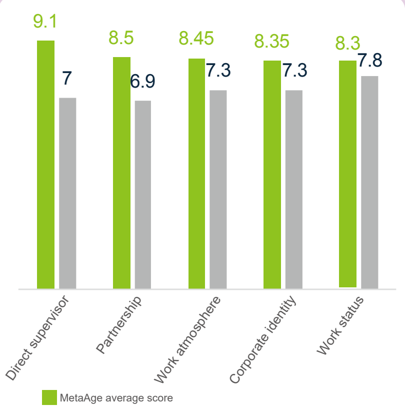
External Complaint Channel

MetaAge has set up a stakeholder complaint window on its official website.
Please refer to the Investor Section on the MetaAge official website:
https://www.metaage.com.tw/investor_relations/stakeholders/contacts

Employee Satisfaction Surveys

Since 2021, MetaAge has conducted employee satisfaction surveys for four consecutive years, using the [EZChoice] APP for online questionnaires. Since 2022, a third-party organization has conducted a total of three online surveys to assess employees' satisfaction with various aspects of the workplace and gather their feedback. In 2024, the questionnaire response rate reached 65%, a 2% increase from 2023. According to the survey, the top five factors for employee satisfaction are: direct supervisor, cooperation, work status, work atmosphere, and job content. All of these areas outperformed industry peers of similar size. MetaAge continues to optimize its existing welfare programs, aiming to further improve employee satisfaction in the workplace.

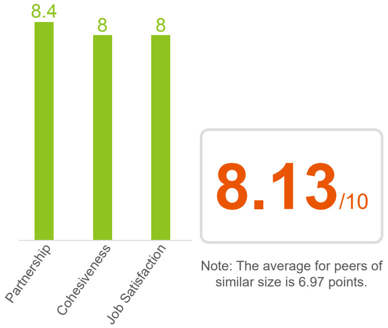




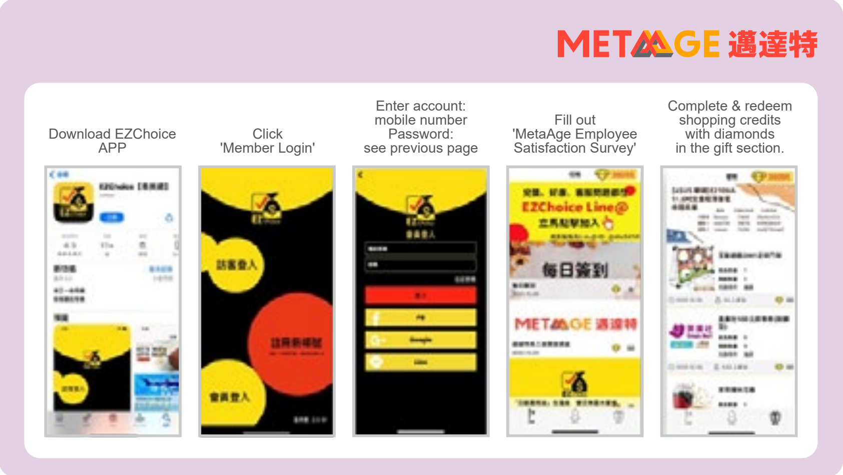
Note: The maximum score for each aspect is 10 points

Employee Engagement

(Average of Partnership, Cohesiveness, and Job Satisfaction)



Note: The average for peers of similar size is 6.97 points.

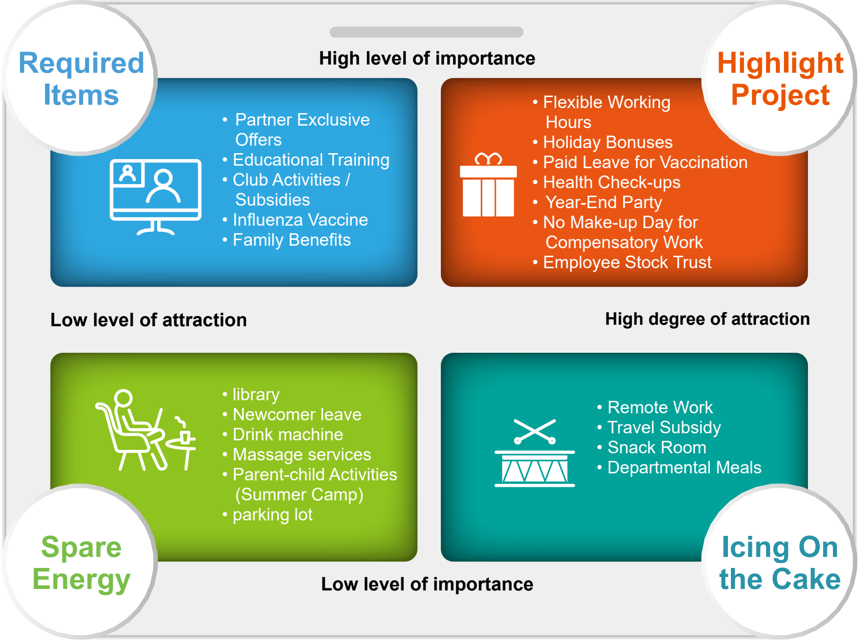


1. Download EZChoice APP
2. Click 'Member Login'
3. Enter account: mobile number Password: see previous page
4. Fill out 'MetaAge Employee Satisfaction Survey'
5. Complete & redeem shopping credits with diamonds in the gift section.

[EZChoice] APP

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 is also actively working to 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.



High level of importance

Low level of attraction

High degree of attraction

Low level of importance

Required Items

- Partner Exclusive Offers
- Educational Training
- Club Activities / Subsidies
- Influenza Vaccine
- Family Benefits

Highlight Project

- Flexible Working Hours
- Holiday Bonuses
- Paid Leave for Vaccination
- Health Check-ups
- Year-End Party
- No Make-up Day for Compensatory Work
- Employee Stock Trust

Spare Energy

- library
- Newcomer leave
- Drink machine
- Massage services
- Parent-child Activities (Summer Camp)
- parking lot

Icing On the Cake

- Remote Work
- Travel Subsidy
- Snack Room
- Departmental Meals

Growing Together with Employees

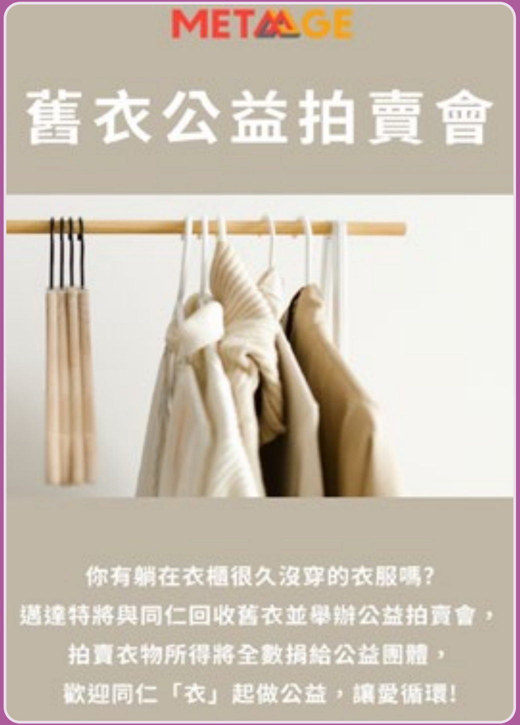
New Year Couplets Painting

In order to welcome the New Year with employees, MetaAge Group specially invited calligraphy master and colleagues to draw a variety of ingenious Spring Festival couplets together, and hoped that employees and the company could get together in the new year.

METAGE 邁達特
2025.1.17
蛇行好

MetaAge Group Prosperity Year-End Party

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.



METAGE

舊衣公益拍賣會

你有躺在衣櫃很久沒穿的衣服嗎?
邁達特將與同仁回收舊衣並舉辦公益拍賣會，
拍賣衣物所得將全數捐給公益團體，
歡迎同仁「衣」起做公益，讓愛循環!

Second-Hand Clothing Charity Auction

MetaAge Group colleagues started to do public welfare to let love circulate, and donated the proceeds to the Eden Foundation.

Growing Together with Employees

Halloween Event

The MetaAge Group Halloween Dress Up Creative Contest invites colleagues to show their creativity and dress up as the most unique Halloween characters.

Christmas Event

This year, the annual Christmas MetaAge Group has also carefully prepared delicious dishes and wonderful activities to spend a happy and heart-warming Christmas time with all colleagues.

Human Rights Protection

Human Rights Policy

Since its establishment, MetaAge has been committed to creating a work environment that ensures labor protection, with consistent standards for health and safety, work conditions, and compensation. By formulating the 'MetaAge Social Responsibility Policy Statement,' the company guarantees the basic human rights and freedoms of its employees, prohibiting any form of personal insult. Discrimination based on age, race, color, nationality, religion, pregnancy, gender, political affiliation, or sexual orientation is strictly prohibited, ensuring comprehensive human rights protection. The scope of these guidelines applies to all MetaAge Group companies and organizations, as well as MetaAge's suppliers and customers.

MetaAge's human rights education and training follow the Responsible Business Alliance's (RBA) Code of Conduct. Internal employees, board members, suppliers, channel partners, contractors, and all other stakeholders engaged in business transactions with MetaAge are required to comply with these standards, and relevant reporting and handling procedures have been established.

MetaAge adheres strictly to business ethics, ensuring that all organizational operations comply with governmental and international regulations, and continuously striving for improvement. The company also educates its employees to understand and support its commitment to corporate social responsibility.

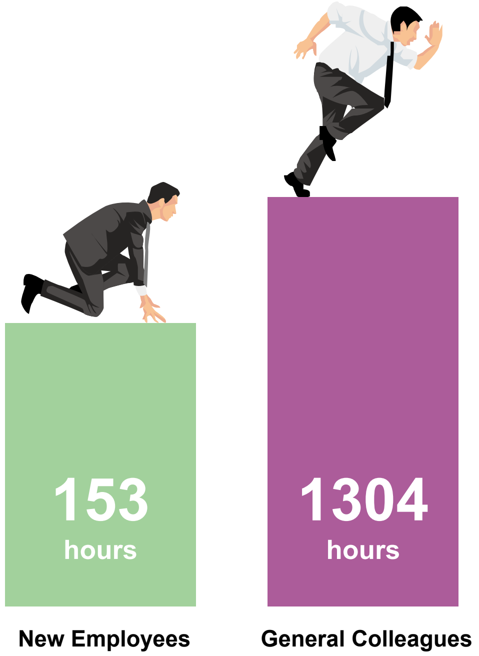
Human Rights Risk Assessment

MetaAge will regularly conduct human rights risk assessments by the risk management team, investigate the impact of social responsibility on the labor side, identify the risks and hazards that employees may face, and formulate corresponding mitigation management measures. The risks identified by MetaAge include five categories: labor, occupational safety and health, environment, ethics and management system, and are graded according to the risk score.

Human Rights Education and Training

Hours of Human Rights Education and Training

MetaAge provides 1,457 hours of human rights-related education and training (included in the integrity management course) by the end of 2024.



Occupational Health And Safety

Sustainable Development Goals

SDG3 Good Health and Well-Being
SDG5 Gender Equality

Responsible Unit	Sustainability, EHS and Risk Management Department (SER Department) / Human Resources Department
Management Approach	Implement PDCA through the ISO 45001 occupational safety and health management system, with the goal of zero occupational accidents, and follow the four major health management plans to maintain the physical and mental health of employees.
Evaluation Mechanisms	Evaluate occupational safety, health and safety management performance through management review meetings, internal audits and external audits.

2024 Performance Results

- Zero major occupational accidents
- Maintain independent third-party verification of MetaAge's ISO 45001 occupational health and safety management system
- Achieve an inspection rate of 85%, surpassing the regulatory average for health check-ups.

Short-term Goals (2025, 2026)

- Zero major occupational accidents
- MetaAge ISO 45001 is maintained and implemented on an ongoing basis
- Maintain an inspection rate superior to the regulatory average, achieving an 80% attendance rate for health check-ups.

Medium- and Long-term Goals (2027~2034)

- MetaAge's ISO 45001 is maintained and implemented on an ongoing basis.
- Continue to care for the physical and mental health of employees and create a comfortable and friendly workplace environment.
- Zero occupational accidents
- Improve the health check-up attendance rate to 85%, surpassing the regulatory average.

Occupational Safety and Health Management

MetaAge Group is committed to building a safe and healthy workplace through a zero-accident safety culture.

We have established and certified an ISO 45001 Occupational Safety and Health Management System, which standardizes processes and enables effective data tracking and risk control.

An Occupational Safety and Health Management Unit oversees policy planning and supervision, while a Safety and Health Committee provides guidance and coordination on safety initiatives.

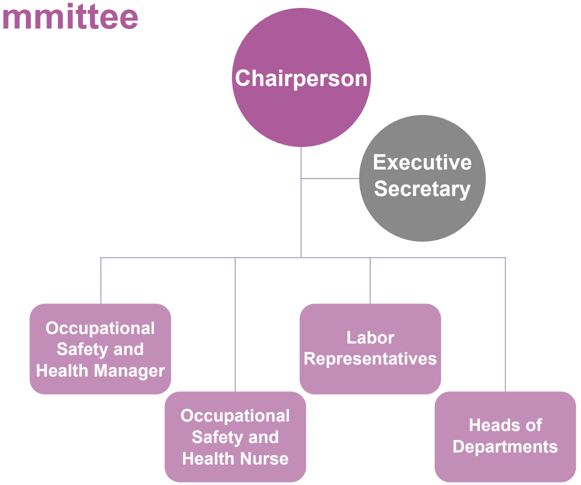
Implementation of Safety and Health Programs and The Participation of Workers

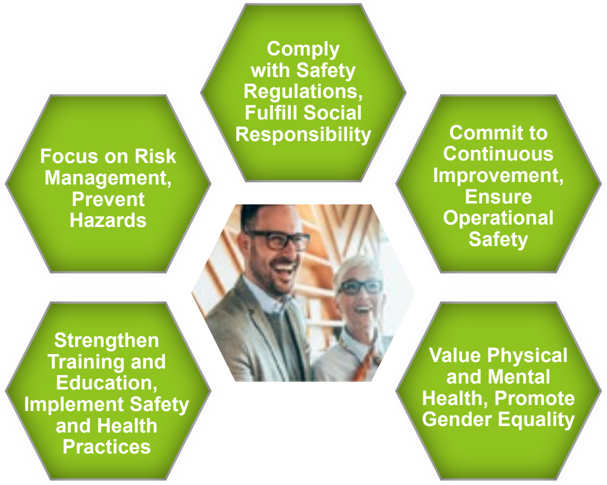
MetaAge has established the 'Sustainability, EHS and Risk Management Department (SER Department)' as a primary management unit under the employer to implement occupational safety and health management. In 2023, the company established the Occupational Safety and Health Management System, enhancing employees' awareness and prevention of workplace safety and health through various safety and health education programs, as well as cross-departmental coordination and collaboration.

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	Conduct audits on the audited units in accordance with the ISO 45001 standards, and track the improvement status of non-conformities identified during internal and external audits.

Occupational Safety and Health Committee

The Occupational Safety and Health Committee of MetaAge meets every three months to make recommendations on measures related to the annual occupational safety and health policy, and deliberates, coordinates and makes recommendations, with employers as the chairperson, and the committee has a total of 13 members, including seven labor representatives, for a term of two years. The chairperson of the committee appoints a person as the executive secretary to supervise the promotion of occupational safety and health, ensure communication and consultation among employees, and maintain workplace safety and health.


Chairperson
Executive Secretary
Occupational Safety and Health Manager
Occupational Safety and Health Nurse
Labor Representatives
Heads of Departments


Comply with Safety Regulations, Fulfill Social Responsibility
Focus on Risk Management, Prevent Hazards
Commit to Continuous Improvement, Ensure Operational Safety
Strengthen Training and Education, Implement Safety and Health Practices
Value Physical and Mental Health, Promote Gender Equality

Health and Safety Policy

MetaAge is dedicated to preventing hazards, occupational injuries, and illnesses, with the goal of achieving zero workplace accidents.

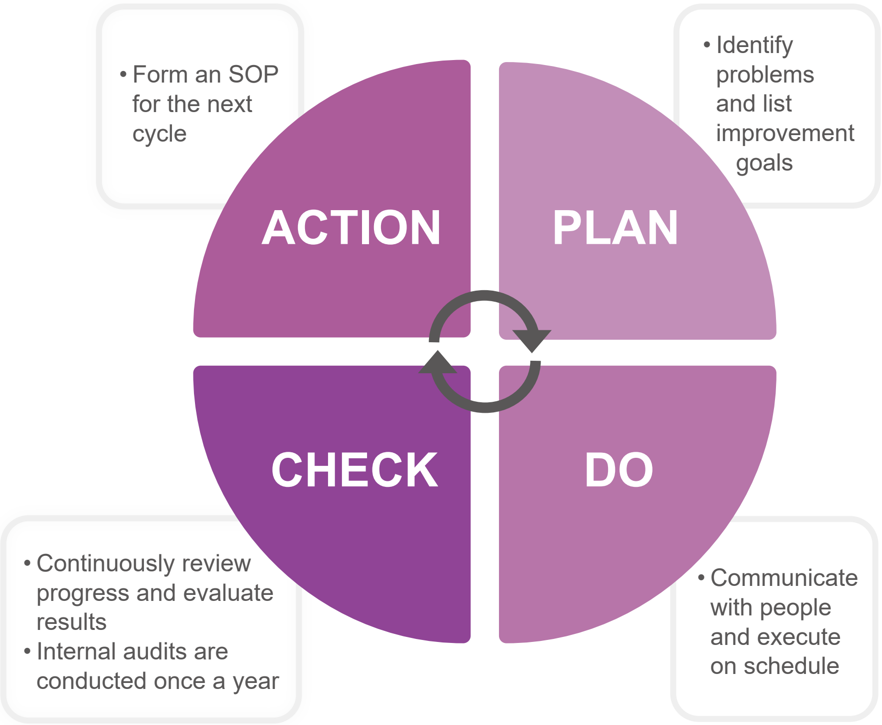
We engage all employees in safety initiatives and continuously improve our systems to reduce risks, promote a healthy and comfortable work environment, and support sustainable operations.

Occupational Safety and Health Management System

MetaAge has established a Labor Safety and Health Code in accordance with the Ministry of Labor's Occupational Safety and Health Act and related regulations.

This system applies to all employees, contractors, and interns across headquarters, subsidiaries, and branches.

We adopt the PDCA (Plan-Do-Check-Act) cycle to promote self-management and continuous improvement through regular reviews of identified deficiencies.



- Form an SOP for the next cycle

- Identify problems and list improvement goals

- Continuously review progress and evaluate results
- Internal audits are conducted once a year

- Communicate with people and execute on schedule

Safe Environment in The Workplace

Every six months, a certified environmental monitoring agency conducts workplace assessments in accordance with Ministry of Labor standards.

Regular maintenance of air conditioning and lighting ensures compliance with safety, health, and indoor air quality standards.

We also apply a risk assessment scale to operations, equipment, and tools, implementing control measures to reduce risks and prevent occupational injuries and losses.

Workplace Environmental Safety Measures

Category	Statement of The Current Situation
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.
Workplace Lighting, Ventilation, and Sanitation	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.
Warehousing and Material Handling	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 It 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 Hazard Identification and Risk Assessment

The top five risk incident categories with the highest assessment frequency are disclosed.Within the unit, 48 items were assessed at risk level 1, 75 at level 2, and none at levels 3 to 5. Each year, a new risk assessment is conducted for every unit. Risks rated level 3 or higher are included in the Risk and Opportunity Action Plan Overview for improvement.

Risk Level	Project	Percentage
1	48	39.00%
2	75	61.00%
3	0	0.00%
4	0	0.00%
5	0	0.00%
Total	123	

Accident Category	Risk Level				
	Level 1	Level 2	Level 3	Level 4	Level 5
Traffic Accidents		O			
Fall / Roll		O			
Electric Shock / Leakage (Including Static Electricity, Sparks)		O			
Non-ionizing Radiation Exposure		O			
Trip / Slip		O			

Risk Level	Criteria For Judgment	Countermeasures
5	Very High Risk	Unacceptable risks require immediate review of the integrity of existing protective and control measures, and ongoing development of improvement plans.
4	Medium to High Risk	Risks are barely acceptable, and all units should give priority to improving this level of risk when formulating management plans, and further review and decide on improvement practices.
3	Moderate Risk	Acceptable for the time being, subject to the current regulatory situation
2	Low Risk	Acceptable, managed as it is.
1	Negligible Risk	Negligible, not improving.

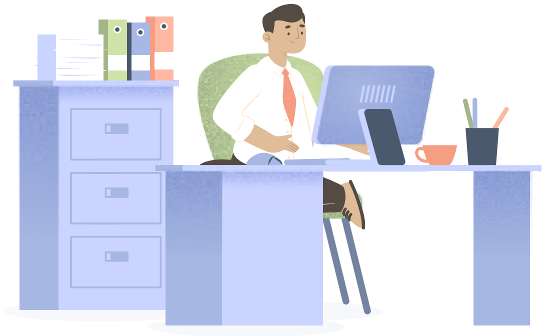
Education and Training

To help employees recognize potential workplace hazards and minimize the risk of occupational accidents, both new and current staff are required to attend General Safety and Health Education and Training.

In addition, to strengthen awareness of workplace safety, health, and preventive practices, we offer training programs such as CPR and AED, first aid, nursing staff education, emergency response drills, and occupational safety and health management.

These initiatives aim to safeguard both employees and the overall working environment.

The Name of The Training	Hours	Percentage
General Safety and Health Education and Training (New Employees)	408	29.54%
General Employee On-The-Job Training	609	44.10%
Professional Occupational Safety and Health Training	248	17.96%
Firefighting Training	116	8.40%
Total	**1,381**	**100%**



Occupational Safety Performance and Disaster Statistics

MetaAge Group compiles monthly statistics on occupational injury cases. In the event of an occupational accident, an investigation and analysis are conducted in collaboration with labor representatives, and detailed records are maintained. Engineering controls or administrative improvements are implemented as needed.In 2024, reported occupational injuries included falls resulting in fractures and abrasions. No serious injuries or fatalities were recorded.

Year	Contractor Entry Count	Number of Disasters
111	46 people	0
112	70 people	0
113	140 people	0

Category	2022	2023	2024
Work Commute Traffic Accidents	4	7	5
Number of People with Occupational Accidents	1	0	3
Major Occupational Disasters	0	0	0
FR Disabling Injury Frequency	0.8	0	2.23
SR Disabling Injury Severity Rate	0	0	332.96
Total Working Hours	**1,234,808**	**1,275,472**	**1,345,496**

Note 1: There were 16 cases of injuries caused by traffic accidents in the past three years, all of which were temporary total disability.

Note 2: Commute accidents are not included in the disability injury frequency or severity rate, as they are unrelated to the workplace..

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 Hours Experienced.

Note 5: This year, a new case of personnel falling and fracturing a bone was reported. The employee resumed work after recovery. Following the accident investigation in 2024, it was determined that there were no issues with the on-site environment or facilities. Relevant educational training and awareness campaigns were conducted afterward.

Health Care

MetaAge Group cares about the physical and mental health of its employees. With no occurrence of occupational diseases, in addition to health check-ups and various vaccinations, we also offer a wide range of physical and mental health services, including professional medical care, maternity support, health promotion seminars, stress relief courses, and blood donation activities.

2024 Health Programs & Fees	
Emotional Assistance Programs	NT$ 161,700
Human Factors Engineering Program	NT$ 224,000
On-Site Physician Program	NT$ 72,000

Beyond Regulatory Health Checks

Biennial health check-ups are provided, with expanded optional services such as eye exams, abdominal ultrasound, cancer screening, gastrointestinal endoscopy, and low-dose CT scans.

Health checkup

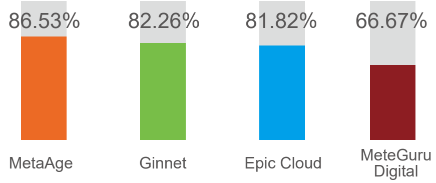
Basic Check-Up

- Complete Blood Count
- Cardiac and Abdominal Ultrasound
- General Internal and Surgical Examination (Blood Pressure, Auscultation)
- Carotid Artery Examination
- X-ray
- Liver Function Tests

Job-Level Add-Ons

- Gastroscopy
- Chest CT Scan

Optimize the rate of health check-ups



Health Care

Health Management

- Excessive allocation of resident physician consultation sessions.
- The results of the health examination do not have occupation-related non-conformities, and there are no occupational diseases.
- The results of the identification of the four major health plans will be improved according to the risk level. In 2024, it has been identified as a project with no high risk.
- DKABio Health Risk Program, with 152 participants.

Medical Services

Medical Services

MetaAge
Ginnet
Epic Cloud
MetaGuru

Four Major Health Plans

Human Factors Hazards Preventive	Illegal Infringement
Maternal Health Protection	Excessive Workload Prevention

Health Consultation

Resident Physician
2 hours/month
(71 sessions in total)

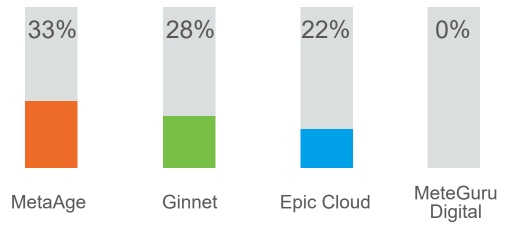
1 Full-time Nurse

Health Promotion

- Various Vaccine Inoculations
- Equipped with air purification devices and various epidemic prevention measures, ensuring that employees have a healthy and comfortable working environment.
- Health Promotion Lectures
- AI Virtual Therapist, with a total of 12 sessions used.
- EAP (Employee Assistance Program), with 35 sessions used in 2023 and 34 sessions used in 2024.

Vaccination

On-site Influenza Vaccination Rate



Youdon

Total Number of Test Participants	110
Number of Uses	42
Total Number of Exercise Sessions	252
Pre-Exercise Pain Total Score	458.2
Post-Exercise Pain Total Score	430.8
Pain Relief Rate	6%

Health Care Programs

Health Promotion Lectures

There were three lectures with 105 people:

- Workplace Positive Concept - Enhance the Workplace
- Emergency Response Management (Firefighting, First Aid)
- Causes and Prevention of Common Musculoskeletal Pain in Office Workers

Stress Relief Courses

- Yoga Classes
- Massage Therapist
- Massage Chair

Physical and Mental Benefits

- Blood Donation Drives (2 sessions, 146 bags of blood donated)
- Employee Assistance Program (EAP)
- Mental Health Assistance Program - AI Healer
- Youdon Smart Employee Health Promotion Solution - Musculoskeletal
- DKABio Intelligent Health Risk Analysis

Epidemic Prevention Measures

- Influenza Vaccine
- Office Environment Disinfection

Maternal Care

- Pregnancy Gift Package
- Five-Star Breastfeeding Room

Professional Medical Care

- Contracted Resident Physician
- Full-Time Nurse

Health Checks

- Every two years
- Free Employee Health Check-Ups
- Paid Leave for Health Check-Ups

Attentive Health Care and Facilities

METAAGE 邁達特
COREX
Pampers

Pregnancy Gift Package

哺乳袋、溢乳墊
可自行取用

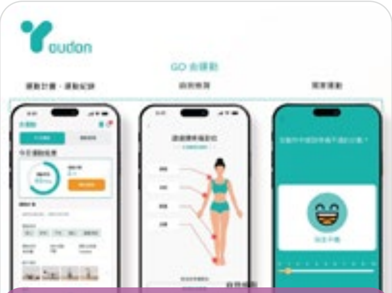
Breastfeeding Room Supplies

Air Purifier

Warm Water Faucet System

Heartwarming Gifts

Mental Health AI Healer



Health Promotion Solutions - Musculoskeletal

Bidet Toilet

Musculoskeletal Health Care Lecture

Firefighting and First Aid Training

Blood Donation Drive

05

Social Inclusion

1 NO POVERTY

4 QUALITY EDUCATION

6 CLEAN WATER AND SANITATION

10 REDUCED INEQUALITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Material Topics

- Talent Attraction and Retention

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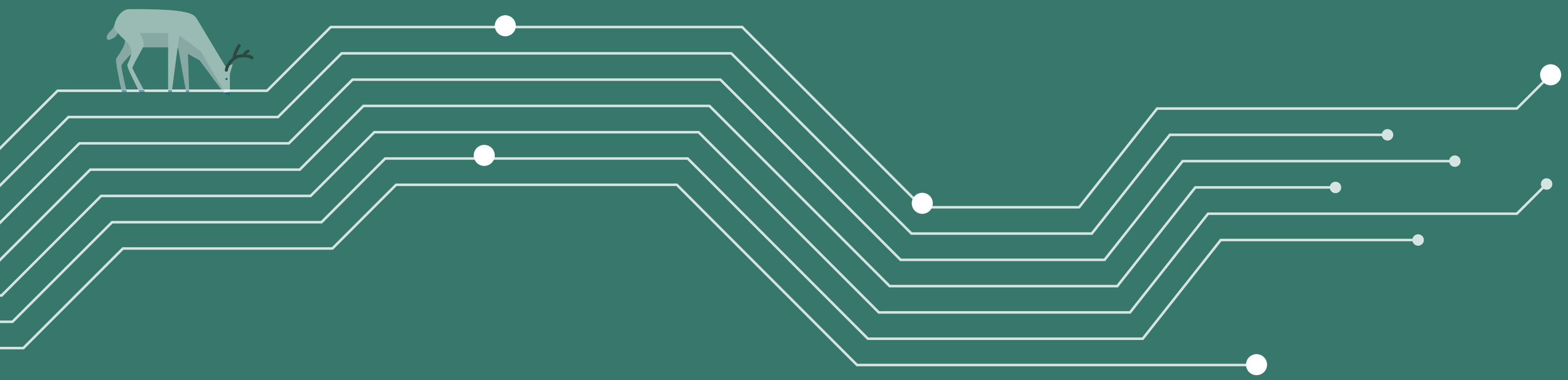
- Charitable Computer Donation Program
- Talent Development and Gender Equality
- Public Welfare Initiatives



Social Inclusion

Sustainable Development Goals

SDG1 No Poverty
SDG4 Quality Education
SDG6 Clean Water and Sanitation
SDG10 Reduced inequalities
SDG12 Responsible Consumption and Production

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 the society.
Evaluation Mechanisms	Every year, the number of nurturing people and the level of participation in public welfare activities of the Digital Talent Academy will be reviewed and gradually promoted to the effect.

2024 Performance Results

- Taiwan Corporate Sustainability Award - Talent Development Leader Award, Gender Equality Leadership Award
- Donated computers in 11 counties and cities
- Nurturing 100 university students and children

Short-term Goals (2025, 2026)

- Partnering with key universities to nurture digital talent
- Digital certification of human resources

Medium- and Long-term Goals (2027~2034)

- With digital technology as the core, we will convey new knowledge to the public and invest in public welfare activities to exert social influence.

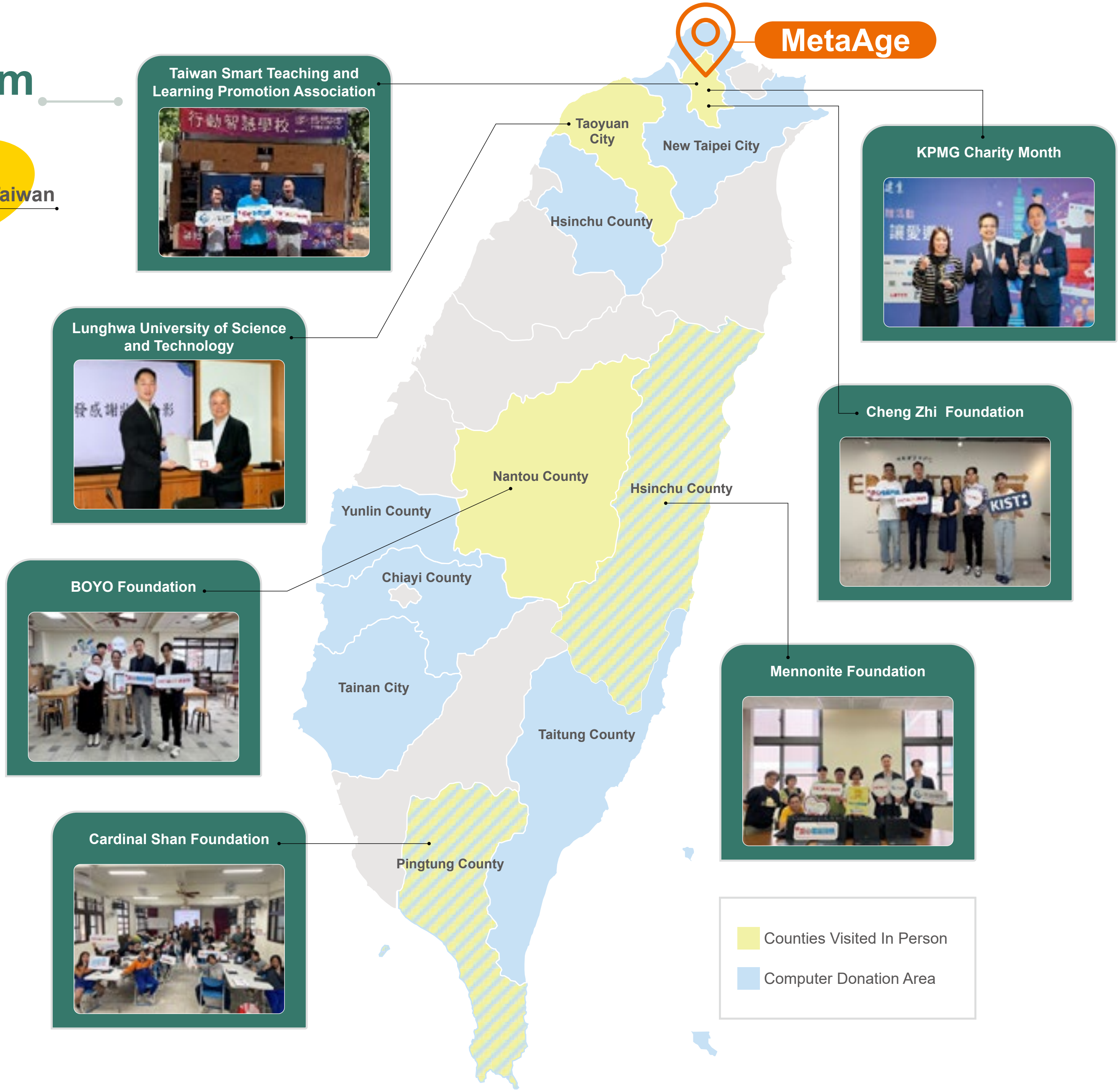
Charitable Computer Donation Program

The MetaAge Heartfelt Computer Donation Campaign officially launched in 2024, delivering second-hand laptops in good condition to five social welfare organizations and one university. Through them, MetaAge's love is being spread across Taiwan. To date, our laptops have been distributed to dozens of rural elementary schools and long-term care institutions across the island.

Across 11 Counties in Taiwan

153 Computers Donated

Lunghwa University of Science and Technology	43 units	Assisting in the implementation of the USR project, delivering computers to Cambodia to support foreign students from the New Southbound Policy countries in returning to their hometowns and promoting information education in rural areas.
BOYO Social Welfare Foundation	10 units	Through after-school tutoring, children with insufficient resources can learn computer skills.
Cheng Zhi Education Foundation	50 units	Transmit laptops to rural primary schools to improve the plight of rural education in Taiwan.
Taiwan Smart Teaching and Learning Promotion Association	20 units	Through mobile teaching vehicles equipped with information technology, they bring technology to remote areas in Taiwan, promoting tech education
Mennonite Social Welfare Foundation	20 units	Laptops were distributed to stations on community tour medical services to display videos to help families understand
Cardinal Shan Foundation	10 units	Laptops are distributed to the supplementary classes in rural areas for teachers and students to use together in class
Total	153 units	


MetaAge
Taiwan Smart Teaching and Learning Promotion Association
KPMG Charity Month
Lunghwa University of Science and Technology
Cheng Zhi Foundation
BOYO Foundation
Mennonite Foundation
Cardinal Shan Foundation
Taoyuan City
New Taipei City
Hsinchu County
Nantou County
Hsinchu County
Yunlin County
Chiayi County
Tainan City
Taitung County
Pingtung County
Counties Visited In Person
Computer Donation Area

Leadership Award for Talent Development and Gender Equality

First Gender Equality Award

Talent Development – Two-Year Streak

全球企業
ate Sustainabi
2024 第十七屆
TCSA
企業永續單項績效
TCSA
GCSA
TCSA

In 2024, MetaAge was honored with the Talent Development Leadership Award and the Gender Equality Leadership Award at the Taiwan Corporate Sustainability Awards (TCSA), marking its second consecutive win in talent development.

MetaAge actively integrates digital HR practices with AI technologies to enhance internal operations. Through AI-driven tools, the company optimizes talent selection, development, and retention, including turnover prediction and internal mobility programs. In 2024, MetaAge will provide approximately NT$690,000 in certification subsidies to encourage professional licensing.

To support a gender-friendly workplace, MetaAge offers parenting gifts, five-star nursing rooms, flexible working hours, remote work options, and summer camps for employees' children—creating a positive and inclusive environment.

Looking ahead, MetaAge remains committed to cultivating tech talent and enhancing the employee experience, reinforcing its role as a trusted partner in enterprise intelligence.

STP 21st -23rd Seed Talent Training Program

50 University Students Trained

企業專案競賽獎
第1名
邁達特組

The 21st to 23rd STP Seed Talent Training Program marked MetaAge's second year of sponsorship, supporting 50 university students with a total of NT$480,000 in funding. Founded by Taiwanese entrepreneurs, this six-month program includes training, company visits, real-world challenges, and final presentations.

In the 22nd STP Enterprise Challenge, MetaAge proposed the project "RPA – Addressing the Pain Points of Manually Extracting Emission Data." The project not only helped trainees gain practical experience but also addressed MetaAge's operational needs, achieving a win-win outcome. The team mentored by MetaAge won first place in the competition.

Industry-Academia Collaboration –

Zhulu Digital partners with Huwei University of Science and Technology to drive ESG transformation

簽約儀式
國立虎尾科技大學
NATIONAL FORMOSA UNIVERSITY
www.nfu.edu.tw

In response to the global ESG trend and rising demand for green-collar talent, MetaGuru Digital Co., Ltd., a MetaAge Group company, partnered with FTAI TEC. INC. and National Formosa University to launch the ESG Digital Transformation Program.

The program offers courses in ESG planning and paperless digital process design. It also supports the development of a university-based database of instructors and training modules. The initiative aims to build a stable, mutually beneficial ecosystem between industry and academia—fostering ESG talent and accelerating the adoption of digital paperless solutions in enterprises.

Public Welfare Initiatives

Participating in Tree Planting and Adoption to Co-create a Green, Sustainable, and Disaster-Resilient Future

MetaAge colleagues participated in the tree planting and adoption ceremony organized by the BenQ Foundation. Together, they adopted 0.6 hectares of land and planted over 900 trees in the Jiufen'ershan area and the nearby Zhiguakeng Wild Stream Restoration Project. This initiative not only contributes to ecological restoration and disaster prevention but also enables colleagues to engage in meaningful actions for the betterment of nature.

Over 900 Trees Planted

28 Children Empowered

From Nighttime Forest Observation to AI Creation, MetaAge Summer Camp Sparks Creativity

MetaAge held the "MetaAge Summer Camp|Humanities x Ecology x AI Creation" to create a great adventure that combines humanities, AI and ecology for the children of colleagues. Through a series of diverse and interesting activities, including AI painting of natural ecology, silk printing T-shirts, DIY creation of plants and insects, night watching of mountains and forests, airplane flight competitions, and cultural tours of Beipu, you can not only get close to nature, but also explore the infinite possibilities of technology. A total of 28 children participated, and they learned and grew in an entertaining and educational atmosphere, leaving unforgettable memories.

Exploring the Future with AI, Opening the Door to Wisdom with Children

MetaAge, in collaboration with the Cardinal Shan Foundation, organized a 'Little Craftsman Education Activity: Exploring the World of Artificial Intelligence (AI)' for 5th and 6th grade students at Wan'an Elementary School in Taiwu Township, Pingtung County. The activity aimed to inspire the children to start thinking about the kind of person they want to become by introducing them to AI.

23 Children Supported

Three Consecutive Years of Impact

Balancing Learning Opportunities, Lighting Up the Path of Learning for Rural Students

As of 2024, MetaAge has participated in KMPG's Computer Donation and Adoption of Christmas Wish Campaign for Rural Students, providing resources to digital learning centers, social welfare organizations and schools in remote areas, connecting the efforts of different enterprises to balance learning opportunities and equipment in different places.

Public Welfare Initiatives

Giving Second-Hand Clothes a New Life, Building a Bridge of Care

MetaAge Group held a charity auction for second-hand clothes, collecting gently used clothing (80% new) from employees and auctioning them within the company. The proceeds, along with the remaining clothes, were fully donated to the Eden Foundation. This initiative not only extends the life cycle of the clothes but also encourages employees to join in spreading love.

METAGE
舊衣公益拍賣會

4 Boxes of Clothes Donated

Heartwarming Gift Boxes, Spreading Love Across Miles

Unseen Hands, Visible Hope

In 2024, MetaAge held a Christmas charity event in support of the House of Dreams Education Foundation's **'Christmas Gift Box Fundraising Project.'** Through public donations, heartwarming Christmas gifts were sent to children in need, with the hope of spreading love further. The registration fees paid by employees to participate in the event were anonymously donated, allowing colleagues to experience the joy and meaning of the holiday while sharing this happiness with the children.

Passionate Help for Others, Co-creating Hope for Life

In 2024, MetaAge Group actively responded to the blood donation activity of the Taipei Neihu Technology Park Development Association, encouraging employees to participate in blood donation, demonstrating the company's commitment to caring for the society. This year, a total of 103 people donated blood and a total of 146 bags were collected.

146 Bags of Blood Donated

Purchasing Local Fruits, Ensuring Employees Eat with Peace of Mind

NT$135,000

In 2024, we purchased NT$135,000 worth of fruits from smallholder/local farmers, which were distributed irregularly each week. This allowed employees to enjoy fresh, seasonal fruits to replenish their nutrition after hard work, while also supporting local farmers in Taiwan. By doing so, we not only reduced carbon emissions but also contributed to the well-being of Taiwanese farmers.

06

Environmental and Carbon Management

6 CLEAN WATER AND SANITATION

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

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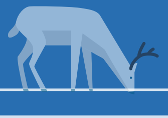
- Greenhouse Gas Inventory
- Climate-related Financial Disclosures TCFD



Environmental and Carbon Management

Sustainable Development Goals
SDG 6: Clean Water and Sanitation SDG 11: Sustainable Cities and Communities SDG 12: Responsible Consumption and Production SDG 13: Climate Action

Responsible Unit	Sustainability, EHS and Risk Management Department/ Human Resources Department
Management Approach	MetaAge has proposed carbon reduction targets, strategies, and specific action plans as part of the Group's green operations and decarbonization efforts. Since 2022, we have adopted the ISO 14064-1 standard for organizational greenhouse gas (GHG) inventories to annually assess emissions and monitor carbon reduction progress across our domestic and international sites. By gathering feedback from operating units, we have identified various opportunities to implement green office initiatives. The Sustainability Committee is responsible for overseeing and tracking the implementation of environmental objectives and the progress of carbon reduction efforts.
Evaluation Mechanisms	GHG emissions are reviewed annually, and the effectiveness of GHG emission management is evaluated accordingly. The achievement of carbon reduction targets, as well as the implementation and performance of low-carbon office initiatives, are tracked on an annual basis.

2024 Performance Results

- Solar energy system on HQ top floor completed and in use last year
- Green procurement: NTD960,000 (5.65x increase YoY)
- Began using low-carbon logistics services
- 2030 carbon reduction target revised from 24% to 28%
- CDP Climate Questionnaire upgraded to Grade B
- ISO 14064-1 GHG inventory completed and verified

Short-term Goals (2025, 2026)

- Provide ongoing innovative and integrated client solutions
- Apply for T-REC
- Increase green procurement
- Reach 4% renewable energy by 2025
- Promote environmental training
- Enhance climate disclosure quality

Medium- and Long-term Goals (2027~2034)

- Gradually replace official vehicles with low-carbon models
- Expand green procurement
- Maintain or improve CDP rating
- Set Scope 3 reduction targets and increase carbon reduction measures
- Cut carbon emissions by ≥28% by 2030 (vs. 2022)
- MetaAge HQ & branches: ≥10% renewables by 2030
- Increase renewable energy proportion

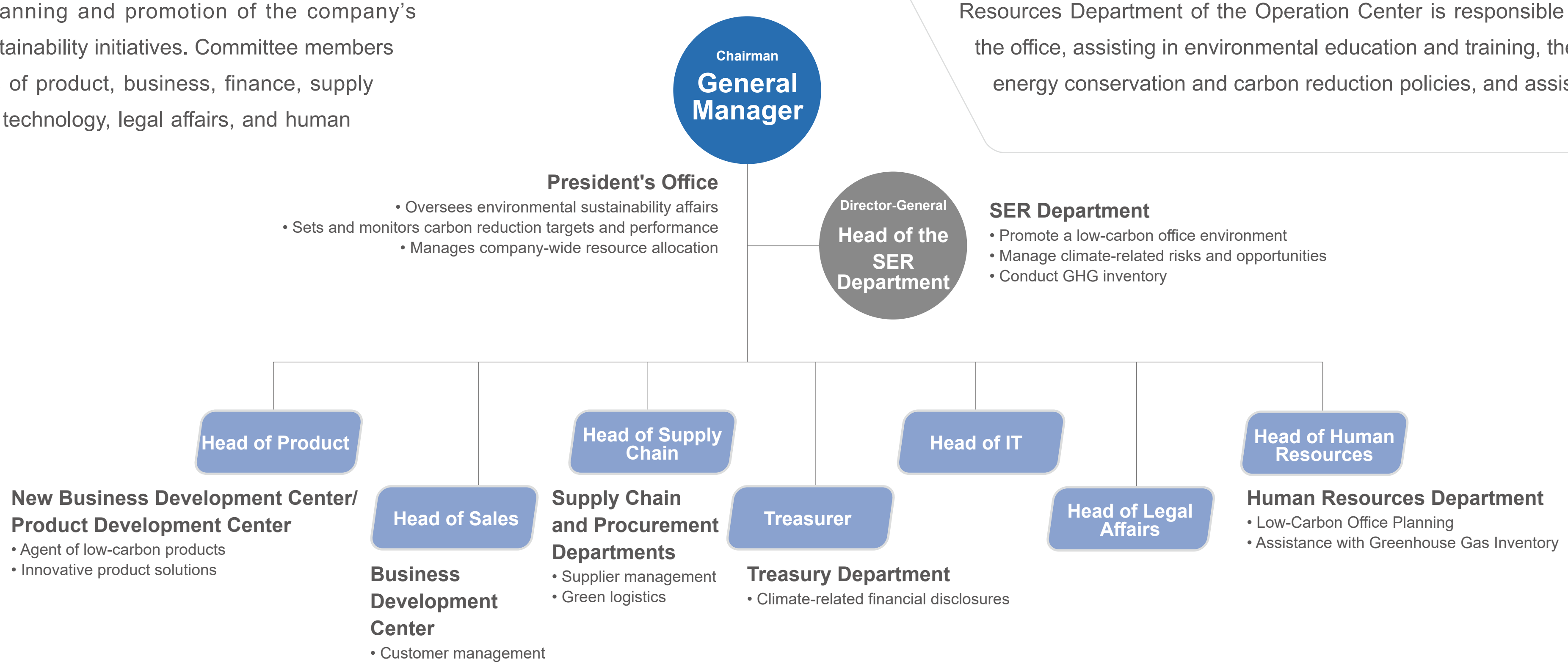
Environmental and Climate Governance

Sustainability Management Committee

MetaAge has established a Sustainability Management Committee under the Board of Directors, chaired by the President. The Head of the Sustainability, EHS and Risk Management Department (SER Department) serves as the Director General and is responsible for the overall planning and promotion of the company's environmental sustainability initiatives. Committee members include the heads of product, business, finance, supply chain, information technology, legal affairs, and human resources.

Dedicated Environmental Unit

Under the General Manager's Office, there is a SER Department, which is responsible for promoting environmental sustainability and greenhouse gas inventory in the office, identifying various climate risk factors, analyzing potential climate-related risks and opportunities, and implementing and reporting on the overall climate change risk of the enterprise. The Human Resources Department of the Operation Center 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.



Chairman
General Manager

President's Office
- Oversees environmental sustainability affairs
- Sets and monitors carbon reduction targets and performance
- Manages company-wide resource allocation

Director-General
Head of the SER Department

SER Department
- Promote a low-carbon office environment
- Manage climate-related risks and opportunities
- Conduct GHG inventory

Head of Product

New Business Development Center/ Product Development Center
- Agent of low-carbon products
- Innovative product solutions

Head of Sales

Business Development Center
- Customer management

Head of Supply Chain

Supply Chain and Procurement Departments
- Supplier management
- Green logistics

Treasurer

Treasury Department
- Climate-related financial disclosures

Head of IT

Head of Legal Affairs

Head of Human Resources

Human Resources Department
- Low-Carbon Office Planning
- Assistance with Greenhouse Gas Inventory

Greenhouse Gas Decarbonization Goals and Actions

2030 Carbon Reduction Target

Taking into account the nature of its industry and internal capabilities, and with reference to Taiwan's Nationally Determined Contributions (NDCs), MetaAge made a public commitment in 2024 to reduce its Scope 1 and Scope 2 greenhouse gas emissions by 24% by 2030, using 2022 as the base year. This carbon reduction target covers our headquarters in Neihu, as well as our branch offices in Hsinchu, Taichung, and Kaohsiung. In early 2025, we further raised the target to 28% to align with the latest national carbon reduction roadmap.

Strategy and Specific Action Plan

- Since 2022, MetaAge has been conducting an annual organized greenhouse gas inventory in accordance with the international standard ISO 14064-1, and the results of the inventory are verified by a third party to ensure data quality
- Continuously optimize the inventory method and coverage
- Solar power generation system is enabled
- Obtained National Renewable Energy Certificate (T-REC)
- Increase the use of renewable energy
- Set Scope 3 carbon reduction targets and gradually increase carbon reduction measures

Outlined below is our action plan along with key milestones for carbon reduction:

2022

✔ Implemented the ISO 14064-1 organizational greenhouse gas inventory system.

2023

✔ Completed first ISO 14064-1 GHG inventory and passed third-party verification

✔ Adopted the Guru Carbon Management System

2024

- 2030 carbon reduction target in place
- Rooftop solar system installed — supplies 1.79% of electricity

2025

- 4% of total energy from renewable sources
- Applied for T-RECs

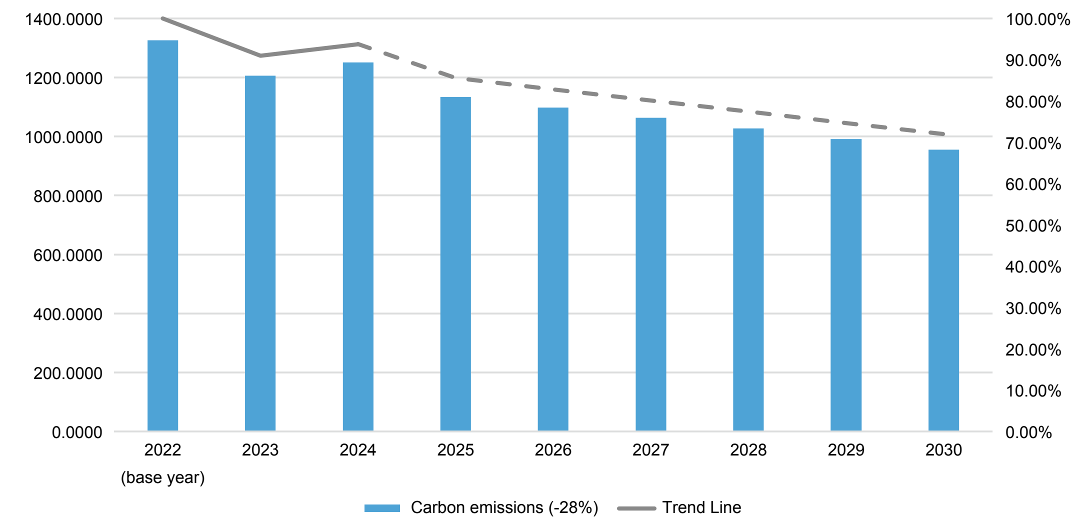
2026

- Purchased T-RECs

2030

- Achieved 28% reduction in Scope 1 & 2 emissions (Neihu HQ & branches, vs. base year)

MetaAge's Carbon Reduction Pathway



Commitment to Sustainability and Environmental Policy

Environmental Policy

MetaAge adopts the Sustainable Code of Practice as the foundation for environmental development. We comply with domestic and international standards, minimize operational impact, address global climate challenges, and respond to supply chain needs.

Through defined environmental objectives, we set carbon reduction targets, promote low-carbon office practices, ensure responsible outsourcing and procurement, and maintain a robust environmental management system.

MetaAge is committed to environmental sustainability through a strategic framework built on three core pillars:

1. **Environmental and Climate Governance:** Environmental governance is led by the Board of Directors and the Sustainability Committee. Under the General Manager, we have established an Environmental Sustainability Implementation Unit, managed by the SER Department. This unit is responsible for formulating sustainability policies, conducting greenhouse gas inventories, setting carbon reduction targets, and managing climate-related risks.

2. **Environmental Policies and Management Systems:** MetaAge has developed a comprehensive set of internal systems, including the Sustainable Code of Practice and Greenhouse Gas Inventory Management Procedures, to support green operations, a low-carbon office environment, and effective greenhouse gas management.

3. **Environmental Indicator Disclosure:** We continuously monitor and disclose environmental performance through sustainability reports, TCFD climate-related financial disclosures, and CDP carbon disclosure programs. MetaAge has adopted the ISO 14064-1 international standard for structured greenhouse gas inventories and conducts annual reviews of carbon emissions, electricity consumption, water usage, and total waste generated.

The Three Pillars of Environmental Management

Environmental and Climate Governance	Environmental Policies and Systems	Environmental Indicators Revealed
Board of Directors | Sustainability Committee | Environmental Safety and Risk Management	Code of Sustainability Practices Policies and Procedures Carbon Management Procedures	• Sustainability Report • TCFD • Annual Report • CDP • ISO 14064-1

Environmental Management Objectives

Carbon Reduction Targets and Actions

Sustainability Legislation | Climate Goals | Adoption of Renewable Energy | Sustainability 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 | Energy Efficiency Initiatives

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 | Innovative Product Solutions | Green Solutions Representative

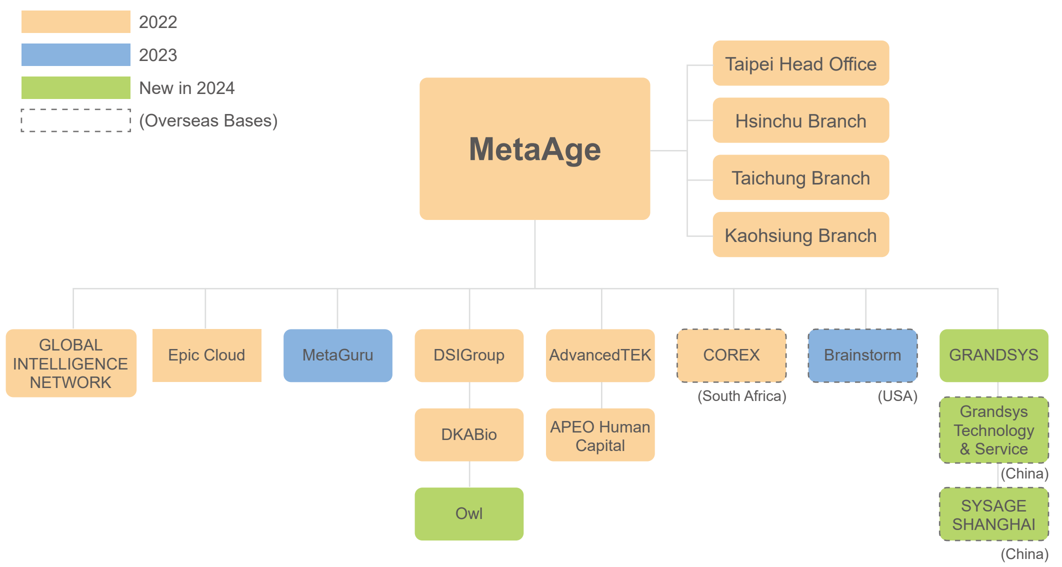
Acting as an agent for low-carbon products and launching innovative integration solutions to provide customers with transformation products or service solutions

Greenhouse Gas Inventory and Emissions Overview

To align with Taiwan's national 2050 net-zero target and the Financial Supervisory Commission's (FSC) sustainable development roadmap, MetaAge has established a greenhouse gas (GHG) inventory management system since March 2022. This system covers both the Company and its consolidated financial reporting entities, and is implemented in accordance with the international standard ISO 14064-1 for organizational GHG inventories.

Through standardized and systematic management, MetaAge has comprehensively identified and quantified various categories of GHG emissions across its operations. The reporting boundary for each year is illustrated in the diagram on the left.

Annual Coverage of ISO 14064-1 Reporting Boundaries

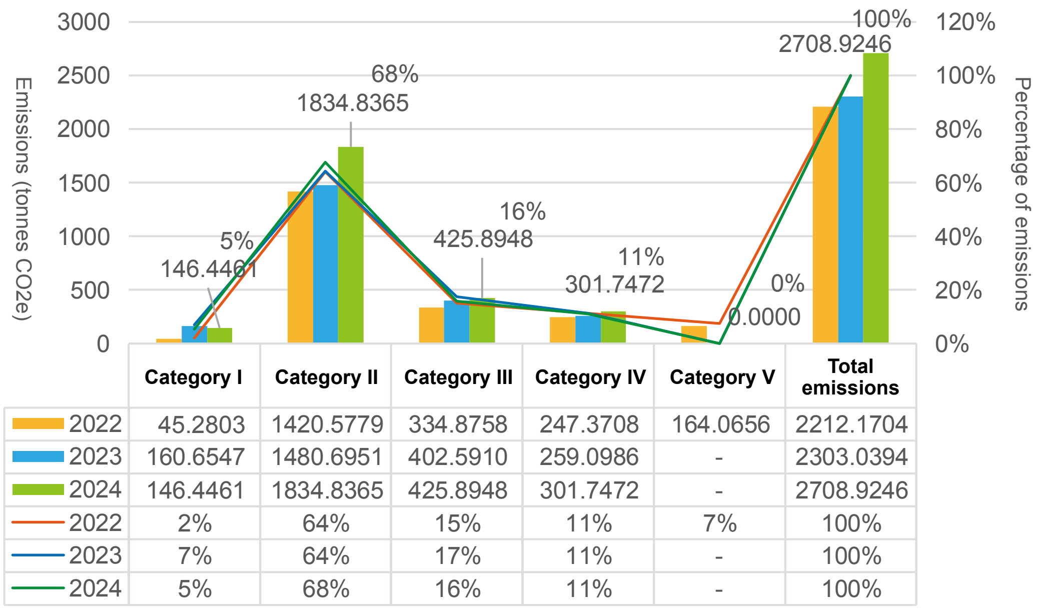

2022
2023
New in 2024
(Overseas Bases)
MetaAge
Taipei Head Office
Hsinchu Branch
Taichung Branch
Kaohsiung Branch
GLOBAL INTELLIGENCE NETWORK
Epic Cloud
MetaGuru
DSIGroup
AdvancedTEK
COREX
(South Africa)
Brainstorm
(USA)
GRANDSYS
DKABio
APEO Human Capital
Grandsys Technology & Service
(China)
Owl
SYSAGE SHANGHAI
(China)

To ensure data accuracy and transparency, the GHG inventory results for three consecutive years (2022–2024) have been externally verified. Among the verified categories:

- Category 2 (Electricity Consumption) accounts for over 60% of total emissions, making it the largest emission source and a key focus area for future reduction efforts.
- Category 3 (Employee Commuting and Business Travel) ranks second, contributing approximately 15–17% of total emissions.

A detailed breakdown of emissions by category is provided in the table below.

Consolidated Greenhouse Gas Emissions by Category

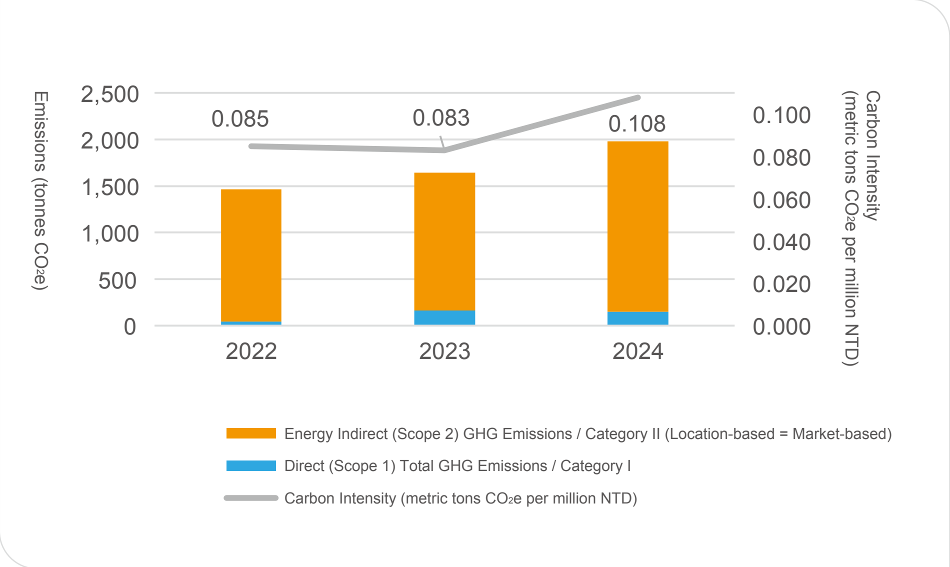


	Category I	Category II	Category III	Category IV	Category V	Total emissions
▬ 2022	45.2803	1420.5779	334.8758	247.3708	164.0656	2212.1704
▬ 2023	160.6547	1480.6951	402.5910	259.0986	-	2303.0394
▬ 2024	146.4461	1834.8365	425.8948	301.7472	-	2708.9246
— 2022	2%	64%	15%	11%	7%	100%
— 2023	7%	64%	17%	11%	-	100%
— 2024	5%	68%	16%	11%	-	100%

Greenhouse Gas Inventory

MetaAge's total greenhouse gas emissions, as reported in the consolidated financial statements for the full year 2024, amounted to 2,708.9246 metric tons of carbon dioxide equivalent. During the reporting period, four major types of greenhouse gases were emitted: carbon dioxide (CO_2), methane (CH_4), nitrous oxide (N_2O), and hydrofluorocarbons (HFCs). A summary of the emissions and carbon intensity for each gas type over the past three years is presented in the accompanying chart.

Carbon Intensity



Consolidated Financial Reports Over the Past Three Years Greenhouse Gas Emissions by Type

Unit: Metric Tons CO_2e

Type of Gas / Year		2022	2023	2024
Direct (Scope 1) Total GHG Emissions/ Category II	CO2	4.2419	130.9941	110.6792
	CH4	7.3938	3.1620	5.7189
	N2O	0.1315	0.6537	1.3113
	HFCs	33.5131	25.8449	28.7367
	Emissions produced in biomass	-	-	-
Scope 1 Subtotal		**45.2803**	**160.6547**	**146.4461**
Energy Indirect (Scope 2) Greenhouse Gas Emissions/ Category II	CO2	1,420.5779	1,480.6951	1,834.8365
Other indirect (Scope 3) GHG emissions/ Categories III to VI	CO2	746.3122	661.6896	727.6420
Total Emissions		**2,212.1704**	**2,303.0394**	**2,708.9246**
Scope of Inventory		MetaAge, GLOBAL INTELLIGENCE NETWORK, Epic Cloud, DSIGroup, DKABio, AdvancedTEK, APEO Human Capital and COREX	MetaAge, GLOBAL INTELLIGENCE NETWORK, Epic Cloud, MetaGuru, DSIGroup, DKABio, AdvancedTEK, APEO Human Capital, Brainstorm and COREX	MetaAge, GLOBAL INTELLIGENCE NETWORK, Epic Cloud, MetaGuru, DSIGroup, DKABio, AdvancedTEK, APEO Human Capital, Owl, GRANDSYS, Grandsys Technology & Service, SYSAGE SHANGHAI, Brainstorm and COREX

Note: Calculation Tools and Methods

1. MetaAge calculates greenhouse gas emissions using the Financial Control Method, covering all entities included in the consolidated financial statements for the year. Emission factors and calculation methodologies are primarily based on version 6.0.4 of the Greenhouse Gas Emission Factor Management Table from Taiwan's Ministry of Environment and the Carbon Footprint Information Network.
2. For electricity-related emissions: Taiwan: Uses the 2023 emission factor published by the Energy Administration, Ministry of Economic Affairs. China: Based on the 2022 provincial average CO_2 emission factor. South Africa: Referenced from the 2022 Grid Emission Factors Report. United States: Category 1 fuel and Category 2 electricity emission factors are sourced from the 2025 GHG Emission Factors Hub by the U.S. EPA.
3. The Global Warming Potential (GWP) values are based on the IPCC AR6 (2021) report.
4. In line with corporate acquisitions, the reporting boundary was adjusted accordingly: 2022: Acquisition of MetaGuru. 2023: Acquisition of Brainstorm Corporation. 2024: Acquisition of GRANDSYS and Owl.These adjustments are reflected in the GHG inventory boundaries for 2023 and 2024.

Resource Usage and Target Setting

Annual Electricity, Water, and Waste Data (2022–2024)

Item \ Year	2022	2023			2024 Actual Operation (after the expansion of the statistical scope)
		2023	2024	YoY Growth (%)	2024
Electricity Consumption (Mwh)	2,524.41	2,384.41	2,425.44 (Note 1)	1.72%	2,520.33 (Note 1)
Tap Water Consumption (m³)	7,461	11,353.64 (Note 2)	10,769.47	-5.15%	11,669.96
Total Weight of Waste (kg)	2,410	970	710	-26.80%	1,460
Electricity Consumption per Capita (Mwh/ person-year)	4.03	3.55	3.66 (Note 1)	3.10%	3.81 (Note 1)
Tap Water Use per Capita (m³/person-year)	11.90	15.94	16.27	2.06%	17.63
Waste Weight per Capita (kg/person-year)	3.84	1.45	1.07	-25.81%	2.21
Headcounterson (Note 3)	627	671	662		662
Statistical Scope	MetaAge, GLOBAL INTELLIGENCE NETWORK, Epic Cloud, MetaGuru, Hsinchu, Taichung and Kaohsiung Branch	MetaGuru has been included since 2023			Starting from 2024, the scope of electricity usage statistics will include the 4F warehouse, leased office space, and the Taoyuan warehouse; the scope of water usage statistics will include the Neihu 4F warehouse.

Note: 1. Total and per capita electricity consumption figures include 45,198 kWh of self-generated green electricity for the current year.
2. Tap water consumption for the 2023 annual report was revised from 10,697 cubic meters to 11,353.64 cubic meters after standardizing the calculation method for 2023 and 2024.
3. Employee numbers are based on the count as of the end of December each year.

Electricity Consumption

	Short-term Goals (2024~2025)	2024 Performance	2030 Target	Strategy and Planning
Electricity Consumption	Renewable energy is projected to account for 4% of total electricity consumption by 2025.	The rooftop solar system at the headquarters generated 45,198 kWh, accounting for approximately 1.79% of total electricity consumption.	Renewable energy made up 10% of total electricity use for the year.	Office air-conditioning is maintained at 25–26°C. Eco-friendly, energy-saving appliances—including refrigerators, water dispensers, and air-conditioning units—are used. MetaAge continues to increase its use of renewable energy and is evaluating a Renewable Energy Power Purchase Agreement (CPPA).

To promote environmental protection, energy conservation, and carbon reduction in the workplace, MetaAge monitors its resource consumption, including electricity, water, and paper. Key points are summarized below:

- **Electricity Consumption:**
  MetaAge primarily uses electricity for office operations. In addition to sourcing power from Taiwan Power Company, self-generated solar energy has been included since 2024.
- **Water Consumption:**
  As an information service provider without factories or production processes, MetaAge's water usage is limited to office activities. Water is supplied by local utilities. The company promotes conservation, conducts regular inspections for leaks, and has upgraded to water-saving fixtures. The goal is to maintain stable water usage and identify further saving opportunities.
- **Paper Usage:**
  General business waste is managed by the building's administration and cannot be measured. Therefore, only the weight of paper destroyed by MetaAge at its Neihu headquarters is recorded.

Summary of Total Energy Consumption

Project	Energy Use	Unit	Percentage
Purchased Electricity	8910.48	GJ	97.59%
Spontaneous Solar Electricity	162.71	GJ	1.78%
Gasoline for Official Cars	56.95	GJ	0.62%
Total	9130.15	GJ	100.00%

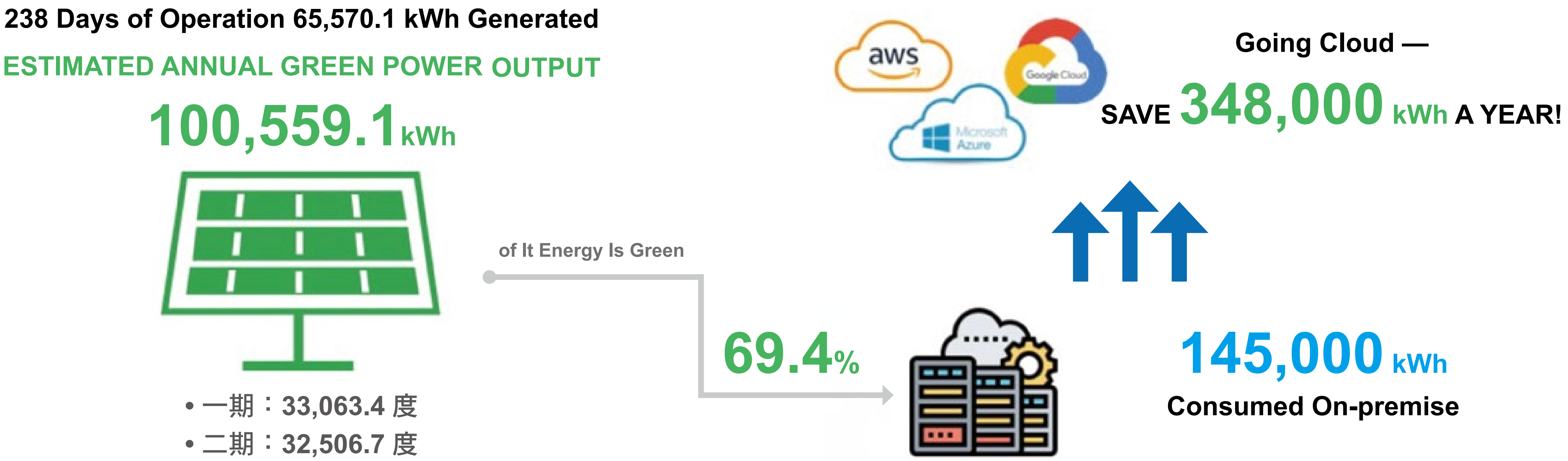
The total energy consumption of MetaAge during the reporting period was 9,130.15GJ, with the largest proportion of purchased electricity accounting for approximately 97.59%.

Electricity Saving and Renewable Energy in IT Systems

Driven by the rise of generative AI and cloud technologies, MetaAge has actively expanded its cloud services and strengthened information security. The company operates three major public clouds and a 24/7 industry-leading MSP center, offering comprehensive hosting and monitoring services.

From 2020 to 2024, MetaAge successfully reduced 14 servers, 32 switches, and 3 storage devices. Based on power conversion estimates, this initiative saved approximately 289,000 kWh of electricity, significantly lowering energy consumption. By 2025, further reductions are expected to save an additional 59,000 kWh.

Post-2025, IT equipment is projected to consume around 154,000 kWh annually, with 100,000 kWh sourced from on-site solar power—bringing the green energy usage rate to nearly 70%.



238 Days of Operation 65,570.1 kWh Generated

ESTIMATED ANNUAL GREEN POWER OUTPUT

100,559.1 kWh

- 一期：33,063.4 度
- 二期：32,506.7 度

of It Energy Is Green

69.4%

Going Cloud —

SAVE 348,000 kWh A YEAR!

145,000 kWh

Consumed On-premise

Low-Carbon Office Environment

To address climate-related risks and impacts, MetaAge has initiated green operations within its offices, aiming to reduce emissions from business activities and minimize the environmental footprint of its operations.

Green Procurement

In 2023, MetaAge completed its first green procurement declaration to the Ministry of Environment. In 2024, the declared amount reached approximately NT$960,000—about 5.65 times higher than the previous year.

Item Exchange Zone

MetaAge has established an eco-friendly item exchange space within the company, allowing employees to reuse and exchange items they no longer need.

Solar Energy System

The preliminary planning for the solar power generation system was completed in 2023. It was officially launched in 2024, and MetaAge is currently in the process of applying for renewable energy certificates.

Paperless Hiring Process

MetaAge has adopted a paperless onboarding process. Previously, hiring required up to 20 printed pages. Now, with automated workflows and digital resume management, HR operations are more efficient and environmentally friendly.

Digital Resume Management

MetaAge streamlines resume building through process automation and paperless operations. By integrating multiple HR applications, recruitment and retention are managed digitally, reducing paper.

Official Vehicle Replacement

To reduce carbon emissions, MetaAge has replaced its gasoline-powered official vehicles with gasoline-electric hybrid models, contributing to more sustainable corporate transportation.

Energy Saving Measures

Office air conditioning is set to 25–26°C and regularly maintained for optimal efficiency. Lights are turned off during lunch break (12:00–13:15) to conserve electricity.

Water Conservation

Restrooms have been equipped with sensor-operated faucets and urinals to conserve water.

Video Conferencing

Video conferencing is used to minimize travel-related energy consumption. Employees may also work remotely for family needs, helping reduce greenhouse gas emissions from commuting.

Environmental Information Disclosure

Climate-related Financial Disclosures (TCFD)

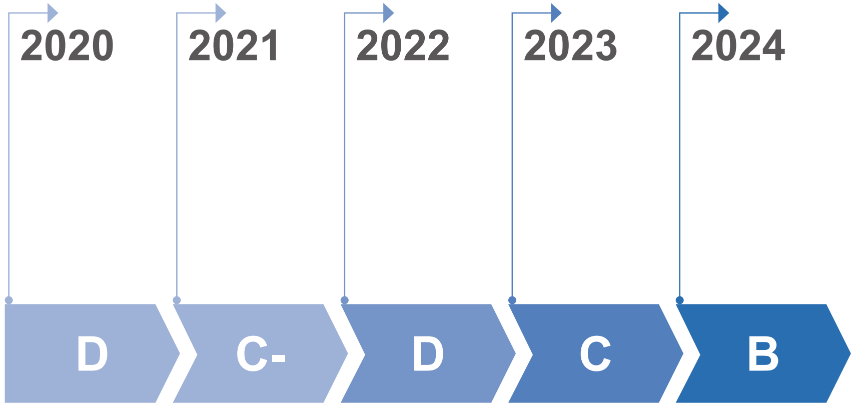
In alignment with the framework of the Task Force on Climate-related Financial Disclosures (TCFD) issued by the Financial Stability Board (FSB), MetaAge discloses climate-related information across four key areas: governance, strategy, risk management, and metrics & targets. The company also identifies material risks, which fall into two main categories:

1. Transition risks arising from economic shifts in response to climate change
2. Physical risks resulting from direct impacts of climate change or extreme weather events

By establishing a structured disclosure and risk identification process, MetaAge enhances transparency, enabling stakeholders to better understand and assess climate-related risks and opportunities.

CDP Climate Change Questionnaire

Since 2018, MetaAge has participated in the CDP Climate Change Questionnaire, incorporating climate-related considerations into its business operations to promote a low-carbon supply chain. In 2024, MetaAge improved its CDP climate score from C to B, demonstrating significant progress in environmental transparency and climate risk management.



MetaAge's Environmental Sustainability Journey

The Glasgow Climate Pact, concluded at the 26th Conference of the Parties (COP26) to the United Nations Framework Convention on Climate Change (UNFCCC), reaffirmed the Paris Agreement's target of limiting global temperature rise to 1.5°C and intensified global attention on climate change and global warming. According to the Global Risks Report published by the World Economic Forum (WEF) in early 2022, climate action failure and extreme weather were identified as the top two global risks. At the 28th Conference of the Parties (COP28) in 2023, participating nations collectively established guidelines for transitioning away from fossil fuels—marking the first time fossil fuels were explicitly addressed—highlighting the acceleration of global climate action.

In response to climate-related risks, MetaAge has actively embraced ESG (Environmental, Social, and Governance) principles. The company has developed a Sustainable Development Code of Practice and publishes a Sustainability Report to ensure transparency and accountability. Furthermore, MetaAge has implemented a comprehensive greenhouse gas (GHG) management process to identify, monitor, and reduce emissions, demonstrating its commitment to environmental stewardship and sustainable development.

🟩 Carbon Reduction
🟧 Climate Disclosure

2021

🟩 Set annual 1% electricity reduction target
🟩 Added 3 office energy-saving measures
🟩 Promoted eco-friendly behavior among employees
🟧 CDP rating: C-

2022

🟩 Launched Epic Cloud Energy Transition Solution
🟩 Epic Cloud introduced Dropbox Sign e-signature
🟩 Implemented paperless HR sign-off process
🟩 Automated paperless resume filing
🟩 Added 2 office energy-saving measures (LED & smart fridge)
🟩 Introduced ISO 14064-1 GHG inventory system
🟧 CDP rating: D

2023

🟩 MetaGuru launched carbon management system
🟩 Replaced some gasoline vehicles with hybrids
🟩 Declared first green procurement
🟩 Published first TCFD report
🟩 Obtained ISO 14064-1 GHG verification
🟧 CDP rating: C

2024

🟩 Solar power system at HQ launched
🟩 Declared green procurement: NT$960,000 (5.65× last year)
🟩 Introduced green logistics
🟩 Renewable energy use at HQ: 1.79% of electricity
🟧 Committed to 2030 carbon reduction goals
🟧 CDP rating upgraded to B

2025

🟩 Green procurement declaration amount increased
🟩 Applied for Renewable Energy Certificate
🟩 Committed to improving Scope 3 data completeness

2030

🟩 GHG emissions (Scopes 1 & 2) down 28% vs. 2022
🟩 Renewable energy share at HQ: 10%

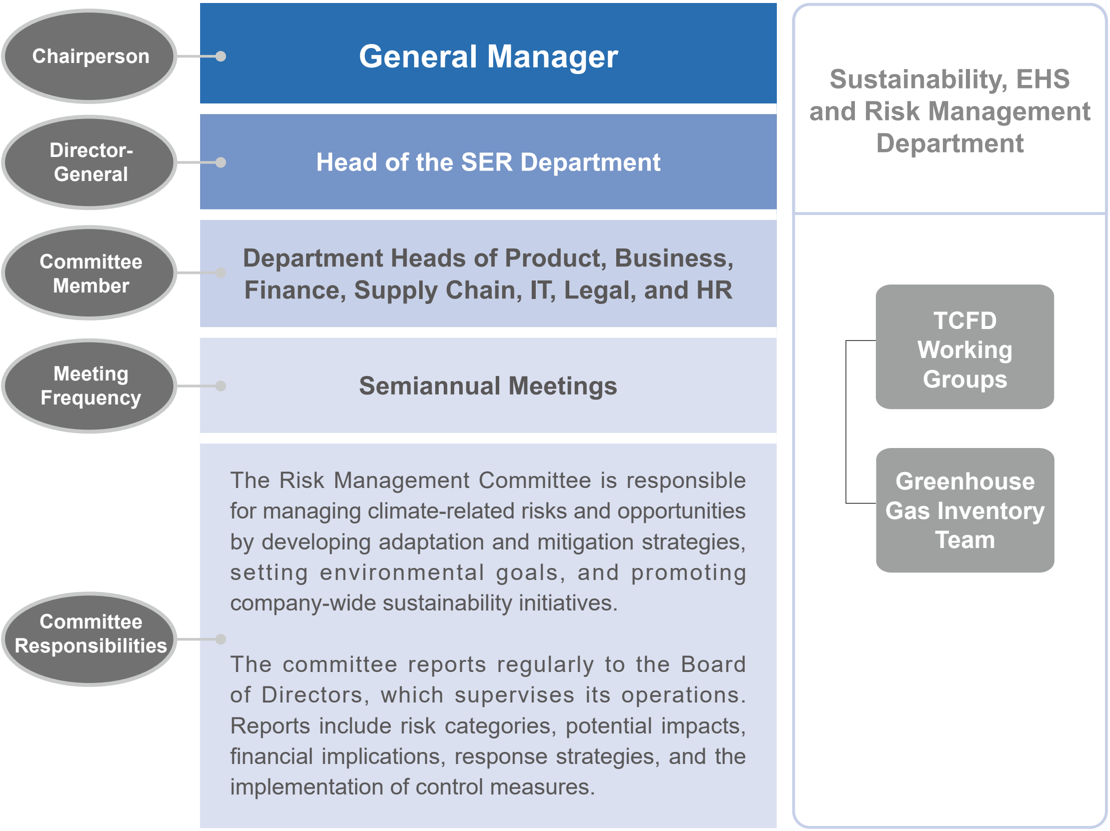
Risk Management Committee: Company-Wide Risk Oversight and Control

In 2021, MetaAge established a Risk Management Committee (RMC), led by the Director of the Sustainability and Environmental Safety Risk Management Office. The committee includes heads of key departments—product, business, finance, supply chain, IT, legal, and HR—and oversees the TCFD Working Group and the Greenhouse Gas (GHG) Inventory Team.

The TCFD Working Group identifies climate-related risks and opportunities, and manages company-wide climate risk assessment and disclosure. The GHG Inventory Team develops inventory procedures and collaborates with HR to assess MetaAge's greenhouse gas emissions and energy usage. This helps identify key greenhouse gas emission hotspots and supports the development of effective corporate emission reduction strategies.

ECO
BIO
ESG
O_2
CO_2
H_2O
ECO

Risk Management Committee



Chairperson	**General Manager**
Director-General	**Head of the SER Department**
Committee Member	**Department Heads of Product, Business, Finance, Supply Chain, IT, Legal, and HR**
Meeting Frequency	**Semiannual Meetings**
Committee Responsibilities	The Risk Management Committee is responsible for managing climate-related risks and opportunities by developing adaptation and mitigation strategies, setting environmental goals, and promoting company-wide sustainability initiatives. The committee reports regularly to the Board of Directors, which supervises its operations. Reports include risk categories, potential impacts, financial implications, response strategies, and the implementation of control measures.

Sustainability, EHS and Risk Management Department

- **TCFD Working Groups**
- **Greenhouse Gas Inventory Team**

Strategy: Risk and Opportunity Identification & Assessment Process

Risk & Opportunity Identification

To assess the financial impact of climate change, MetaAge identifies climate-related risks and opportunities, categorizes them by type and impact, and conducts an impact analysis. Based on this assessment, a matrix is developed to visualize and prioritize key risk and opportunity factors.

01

Refer to IPCC and WMO reports, along with benchmark enterprise disclosures, to identify climate-related risks and opportunities.

02

Classify and determine the timing of identified risks and opportunities; initial factors are reviewed and scored with supervisors.

03

Evaluate each factor by scoring its impact and likelihood, and develop a risk-opportunity matrix based on the results.

04

Analyze the potential financial impact of each risk and opportunity factor on MetaAge.

05

Develop mitigation and adaptation strategies for MetaAge in response to identified risks and opportunities.

Factor Classification

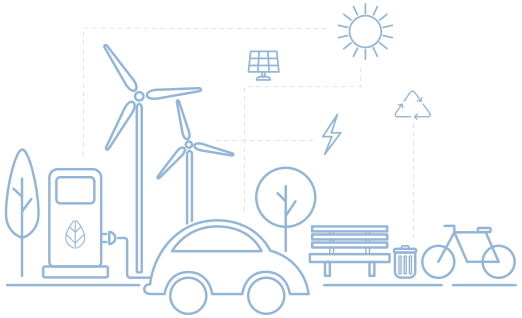
Based on the nature of each factor, climate-related risks are categorized into transition and physical risks. Transition risks are further divided into three aspects, encompassing six specific risk factors. Physical risks are also identified, resulting in two specific risk factors. On the opportunity side, two opportunity factors have been identified. Each factor is assessed for its overall impact on the Company's operations, considering its positive or negative effects, likelihood of occurrence, and short-, medium-, and long-term timeframes. For details, please refer to the Operations Governance section – Risk Management.

Categories/Factors		No.	Risk Factors
Transition Risks	Policy and Legal Risks	1	Carbon Emission Regulations
		2	Domestic and International Environmental Regulations
		3	Renewable Energy Policies
	Market Risks	4	Customer ESG Compliance Requirements
		5	Risk of Losing Access to Low-Carbon Product Distribution Opportunities
	Reputation Risks	6	Reputational Risks
Physical Risks		7	Increasing Mean Temperatures
		8	Increasing Frequency of Extreme Rainfall Events

Categories/Factors		No.	Opportunity Factors
Opportunities	Energy Source	9	Adopt Renewable Energy
	Markets	10	Promoting Low-Carbon Products
	Resilience	11	Committed to Sustainable Compliance

Risk & Opportunity Matrix

Based on the degree of influence and the probability of occurrence of various factors, MetaAge establishes a right climate-related risk and opportunity matrix to analyze the impact of each factor on the Company.

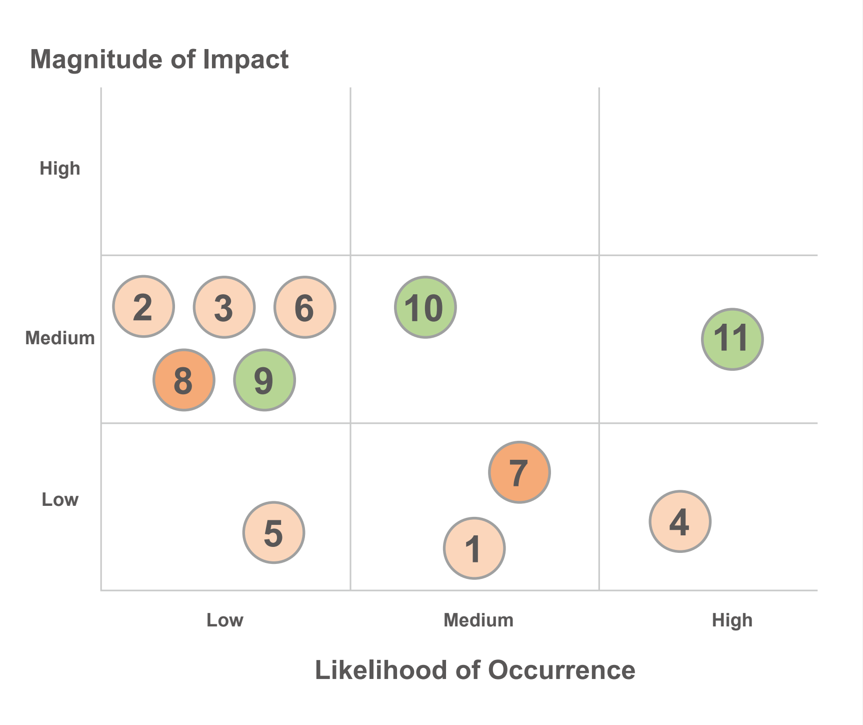


Risk Factors

Categories	No.	Risk Factors
Transition Risks	1	Carbon Emission Regulations (Medium-term)
	2	Domestic and International Environmental Regulations (Short-term)
	3	Renewable Energy Policies (Medium-term)
	4	Customer ESG Compliance Requirements (Medium-term)
	5	Risk of Losing Access to Low-Carbon Product Distribution Opportunities (Short-term)
	6	Reputational Risks (Medium-term)
Physical Risks	7	Increasing Mean Temperatures (Long-term)
	8	Increasing Frequency of Extreme Rainfall Events (Long-term)

Opportunity Factors

Categories	No.	Opportunity Factors
Energy Source	9	Adopt Renewable Energy (Medium-term)
Markets	10	Promoting Low-Carbon Products (Short-term)
Resilience	11	Committed to Sustainable Compliance (Medium-term)



Transition Risks – Scenario and Potential Financial Impact Assessment

For climate-related risks and opportunities identified as medium or higher, We conducts a thorough assessment of their potential impact and financial implications and proposes corresponding management measures.

Categories	Risk Factors	Scenario Description	Assessment of Potential Financial Impact	Management Measures	Timeframe of Impact	Identified Major Risks
Policy and Legal Risks	**Carbon Emission Regulations**	• **GHG Inventory Compliance** To meet carbon reduction policies, we must complete ISO 14064-1 GHG inventory by 2025 and obtain third-party verification by 2027, increasing operational costs. • **Carbon Fees & Pricing Impact** Starting 2025, emitters over 25,000 tons/year will be subject to carbon fees. Global carbon pricing and tax regulations will further raise emission-related costs.	• **Talent Recruitment & Labor Costs** Recruiting professionals for sustainability increases labor expenses. • **Carbon Fee Impact** MetaAge is not currently subject to carbon fees (under 25,000 metric tons), so there is no direct cost impact. However, based on 2024 emissions and Taiwan's carbon fee rate (NT$300/ton), estimated environmental cost is around NT$500,000.	• In 2022, the Company initiated a GHG inventory to assess overall emissions and support future carbon reduction planning. • Energy-efficient electrical equipment was installed to reduce energy consumption. • Actively participates in climate-related seminars to stay updated on regulations and adjust strategies accordingly. • Conducts regular training to enhance energy conservation awareness among employees.	Medium-term	• Carbon Emission Regulations
	Domestic and International Environmental Regulations	• **Regulatory Compliance & Resource Allocation** We monitor climate regulations and comply with the Climate Change Response Act, sustainability action plans, and disclosure requirements, requiring additional resources.	• **Compliance & Administrative Costs** Annual sustainability reporting, GHG inventory, and third-party audits incur administrative costs of approximately NT$1.3 million.	• Publishes annual sustainability reports in compliance with Taiwan's disclosure requirements.	Short-term	• Principal Preference • Stability of Agency
	Renewable Energy Policies	• **Renewable Energy Transition** While not yet regulated, we support Qisda Group's RE100 roadmap and are committed to a gradual shift toward renewable energy.	• **Renewable Energy Investment** In 2024, rooftop solar panels were installed at headquarters, with a construction cost of about NT$7.25 million.	• Installed a rooftop solar system at the Neihu headquarters to increase renewable energy usage.	Medium-term	• Principal Preference
Market Risks	**Customer ESG Compliance Requirements**	• **Sustainable Supply Chain Requirements** Sustainability standards now influence supplier selection. As an ICT agent, we must meet GHG and ESG requirements from manufacturers and customers.	• **Supply Chain Risk** Lack of sustainable practices may affect customer partnerships. Some clients now use sustainability performance as a supplier selection criterion, potentially impacting revenue by NT$182 million.	• Monitors global sustainability standards and develops corresponding management plans. • Working to improve and address gaps in third-party verification processes.	Medium-term	• Principal Preference • Stability of Agency
Reputation Risks	**Reputational Risks**	• **ESG Evaluation & Stakeholder Expectations** Growing stakeholder focus on ESG performance drives continued investment in sustainability assessments across our value chain.	• **ESG Management & Evaluation** Dedicated teams and personnel are in place to improve ESG performance and meet supply chain requirements. Estimated operating expenses for 2024 are NT$2.75 million.	• We extended our GHG inventory beyond regulatory Scope 1 and 2, covering parts of Scope 3, 4, and 5 to address stakeholder concerns. • Allocates resources to ESG initiatives and actively participates in sustainability evaluations.	Medium-term	• Stability of Agency • Principal Preference • Sales Expertise

Opportunities – Scenario and Potential Financial Impact Assessment

Categories	Opportunity Factors	Scenario Description	Assessment of Potential Financial Impact	Management Measures	Timeframe of Impact
Markets	**Adopt Renewable Energy**	• **GHG Emissions & Renewable Energy Impact** Scope 2 emissions account for over 97% of MetaAge's total Scope 1+2 emissions. Transitioning to renewable energy helps reduce GHG emissions and electricity costs.	• **Solar Energy Savings** The solar facility completed in 2024 is expected to save approximately NT$400,000 annually in electricity costs starting 2025.	• The rooftop solar system was completed in 2024 to advance renewable energy adoption.	Medium-term
	Promoting Low-Carbon Products	• **Low-Carbon Product Strategy** Acting as an agent for low-carbon and cloud-based products enhances competitiveness and supports customers' low-carbon transformation needs.	• **Green Market Growth** Revenue from low-carbon cloud applications reached NT$724 million in 2024, with a 52% year-on-year growth.	• To stay competitive, the Company acts as an agent for low-carbon products, offers innovative green solutions, and provides end-to-end services—from consulting to maintenance—to support customers' low-carbon digital transformation.	Short-term
Resilience	**Committed to Sustainable Compliance**	• **Sustainable Supply Chain & Brand Value** Climate change has driven industry focus on sustainable supply chains. Improved sustainability ratings and positive evaluations from customers and suppliers strengthen brand image and trust.	• **ESG Capacity Building** Dedicated teams and ongoing employee training and certification programs support ESG performance. Personnel and training costs totaled approximately NT$1.45 million in 2024.	• Tracks domestic and international sustainability standards and implements relevant environmental requirements. • Works to improve gaps in third-party audits of the sustainable supply chain. • Adjusts supply chain sustainability plans on a rolling basis and executes corresponding management actions. • Integrates sustainability into supplier selection and procurement processes. Supplier self-assessment questionnaires are issued annually to monitor sustainability performance. • Regularly evaluates and upgrades energy-saving equipment. • Conducts periodic climate risk assessments. • Reviews and updates the business continuity plan regularly.	Medium-term

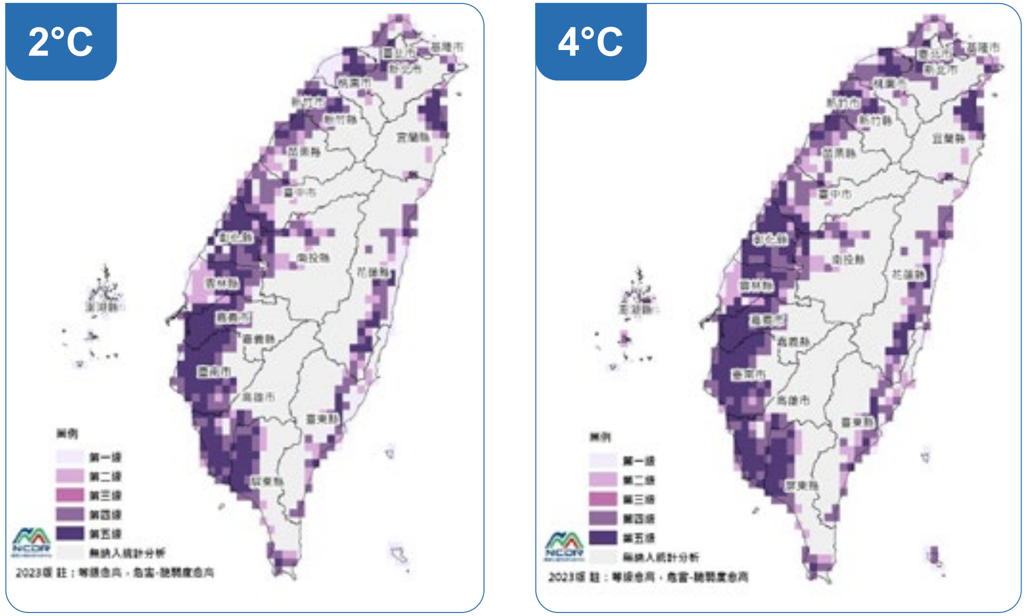
Methodology for Physical Risk Scenario Simulation

MetaAge's physical risk scenario is based on the IPCC AR6 climate models SSP1-2.6 (best-case) and SSP5-8.5 (worst-case). These scenarios provide the foundation for analyzing climate-related risks. By simulating potential impacts under both pathways, MetaAge identified two key physical risks: extreme rainfall and rising average temperatures. The analysis includes medium- to long-term operational impacts and potential financial consequences, along with corresponding management strategies, as outlined in the table to the right.

Scenario	**SSP1-2.6**			**SSP5-8.5**		
Index	Average Temperature in 2050	Days >36°C in 2050	Average Precipitation in 2050	Average Temperature in 2050	Days >36°C in 2050	Average Precipitation in 2050
Variation	Increase by 1.3°C	An increase of about 6.8 days	12% increase	More than 1.8°C	An increase of about 8.5 days	15% increase
Scenario Description	As a low-emission pathway, simulation results project that global temperatures will rise by less than 2°C by the end of the century. CO_2 emissions will be significantly reduced, and both the economy and society will transition toward sustainable development.			Under this scenario, the global economy grows rapidly by the end of the century but remains heavily dependent on fossil fuels and energy-intensive industries, with minimal climate policy intervention.		

Physical Risk – Flooding from Extreme Rainfall

Based on flood hazard vulnerability maps under 2°C and 4°C warming scenarios from the National Science and Technology Center for Disaster Reduction, MetaAge's facilities may face flooding risks during extreme rainfall events. This could disrupt supply schedules, employee commuting, and overall operations.

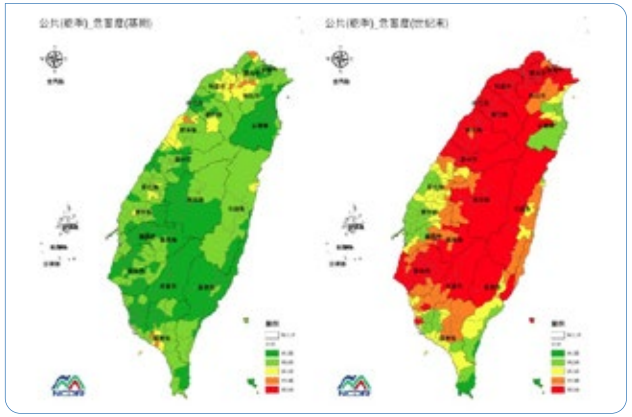


Vulnerability map of projected flood hazards in Taiwan under 2°C and 4°C warming scenarios.

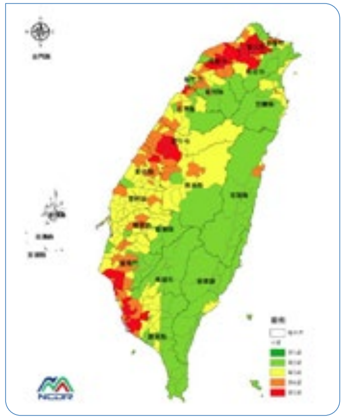
Scenario	Risk Factors	Scenario Description	Potential Financial Impact Assessment	Management Measures
SSP1-2.6 – Low Emissions Scenario	**Extreme rainfall occurs**	By mid and late 21st century, Taiwan's average annual rainfall is projected to increase by approximately 12% and 16%, respectively. The maximum one-day rainstorm intensity is expected to rise by about 15.7% and 15.3%.	• **Employee Safety & Commuting Risks** Severe flooding may prevent employees from commuting, impacting normal work routines and increasing safety management costs. • **Supply Chain & Revenue Impact** Flooding can disrupt upstream production and logistics, cause delivery delays and affecting revenue from goods and services.	• **Emergency Response & Remote Work Measures** The Company has an Emergency Response Team that monitors extreme weather and responds in real time. In case of severe flooding, employees are notified to work remotely. Digital tools, training, and equipment are provided to ensure service quality. • **Logistics Risk Management** The Company monitors international logistics and insures storage and transportation, with related costs around NT$3.4 million.
SSP5-8.5 – High Emissions Scenario	**Extreme rainfall occurs**	By mid and late 21st century, Taiwan's average annual rainfall is projected to increase by around 15% and 31%, while the maximum one-day rainstorm intensity may rise by approximately 20% and 41.3%.	• **Supply Chain Disruption & Financial Impact** Severe flooding may disrupt upstream production and logistics, leading to delivery delays, reduced revenue, and increased administrative costs. The Company insures transportation and inventory to mitigate these risks. • **Employee Safety & Commuting Risks** Heavy rainfall poses commuting risks for employees and increases personnel safety management costs.	• **Emergency Response & Remote Work Measures** The Company's Emergency Response Team monitors extreme weather and responds in real time. In case of severe flooding, employees are instructed to work remotely.Digital tools, training, and equipment are provided to ensure effective remote work and maintain service quality.

Physical Climate Risk – High Temperature Hazards Due to Increasing Mean Temperatures

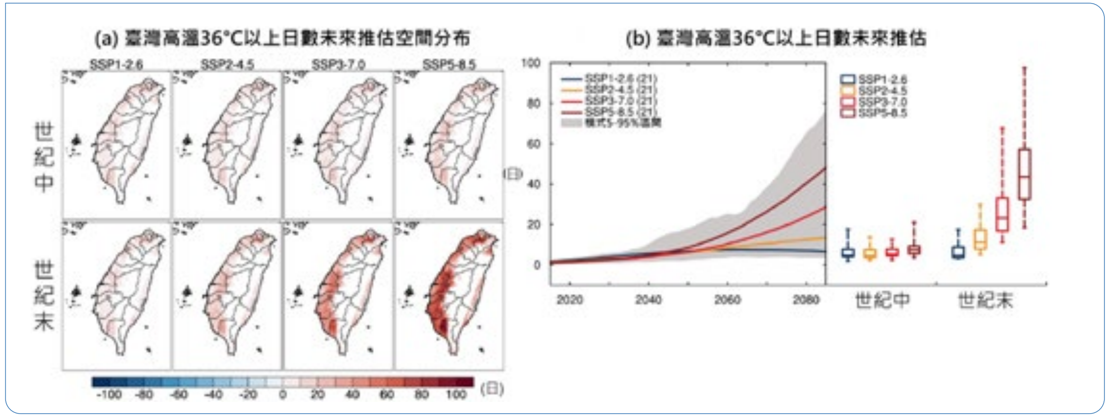
Based on drought hazard exposure maps from the Taiwan Climate Change Projection and Adaptation Knowledge Platform (TCCIP), under SSP1-2.6 and SSP5-8.5 scenarios, MetaAge's urban locations may face water shortages due to increased temperatures and population density. This could disrupt operations and increase energy demand, directly impacting the Company's energy-related costs.



End-of-Century Drought Hazard Intensity under SSP5-8.5 Scenario



End-of-Century Drought Hazard Exposure under SSP5-8.5 Scenario



Simulated Number of Days Over 36°C in Taiwan Under Mid- and Late-Century Climate Scenarios

Scenario	Risk Factors	Scenario Description	Potential Financial Impact Assessment	Management Measures
SSP1-2.6 – Low Emissions Scenario	**Increase in Average Temperature**	Average annual temperatures may rise by 1.3°C and 1.4°C in the mid and late 21st century, respectively. The number of days exceeding 36°C is projected to increase by approximately 6.8 and 6.6 days.	• A slight increase in extreme heat days can raise equipment energy consumption and drive up energy costs.	• Improve energy efficiency and review the energy consumption of existing equipment. • Continue to promote energy conservation and carbon reduction measures.
SSP5-8.5 – High Emissions Scenario	**Increase in Average Temperature**	Average annual temperatures may exceed 1.8°C and 3.4°C in the mid and late 21st century. Days over 36°C could increase by 8.5 and 48.1 days, with urban areas experiencing more pronounced changes.	• An increase in extreme heat days may disrupt supplier production and result in business operation losses. • Under the RCP8.5 scenario, a 1.8°C temperature rise by 2050 could lead to a 10.8% increase in air conditioner usage and an annual electricity cost rise of approximately NT$630,000. • Maintaining water supply-demand balance may influence water pricing.	• Improve energy efficiency by evaluating the energy consumption of existing equipment. • Continue to implement energy-saving and carbon reduction initiatives. • Conduct annual audits and ongoing monitoring of water resource usage.

Management Goals

Through climate risk identification, MetaAge assesses relevant risks and opportunities for their potential financial and operational impacts. Based on these findings, MetaAge defines three core management goals:

1. Carbon Management and Emission Reduction
2. Green and Sustainable Operations
3. Low-Carbon and Eco-Friendly Workplace

These goals form the foundation of MetaAge's climate response strategy and decision-making.

Starting on the next page, we will review our key initiatives and progress in 2024. Identified risks and opportunities will be analyzed using climate scenarios from the IEA and NGFS. This section will present related targets, performance, and management actions under short, medium, and long-term timeframes

*IEA 2023 – Net Zero Roadmap: A Global Pathway to Keep the 1.5°C Goal in Reach
https://iea.blob.core.windows.net/assets/8ad619b9-17aa-473d-8a2f-4b90846f5c19/NetZeroRoadmap_AGlobalPathwaytoKeepthe1.5CGoalinReach-2023Update.pdf

NGFS 2023 Version 4.0 – Climate Change, Macroeconomy, and Monetary Policy
https://www.ngfs.net/en/communique-de-presse/ngfs-publishes-summary-report-climate-change-macroeconomy-and-monetary-policy

1 Carbon Management and Reduction Targets

MetaAge conducts organizational greenhouse gas inventories in accordance with ISO 14064-1 to track emissions from its operations. Using 2022 as the base year, annual comparisons are made and inventory items are expanded based on resource usage to ensure comprehensive emissions tracking. This data informs the development of reduction strategies and targets. While internal carbon pricing is not currently applied, its feasibility remains under evaluation.

2 Green Operations

As an IT service provider, MetaAge promotes low-carbon products and integrated solutions to support clients in digital transformation. Offerings include cloud services, eco-labeled hardware and software, and low-carbon technologies. MetaAge also adopts green logistics and actively engages in supply chain carbon reduction efforts.

3 Low-Carbon Office Environment

MetaAge has reviewed and upgraded office equipment to more energy-efficient and eco-friendly models, while encouraging energy-saving practices among employees. By analyzing electricity usage and improving equipment, the company aims to reduce emissions and foster a sustainable, low-carbon workplace.

Short-Term Indicators and Progress

Identification of Risks and Opportunities (2024)	Target Management	Progress on Short-Term Goals (2024–2025)	
		Target Indicator	Achievement Status
Carbon Emission Regulations	**Carbon Management and Reduction Targets**	Renewable energy accounts for 4% of total electricity consumption by 2025	The headquarters of MetaAge Nehu is estimated to account for 4%
Domestic and International Environmental Regulations		Establish a renewable energy use system and set carbon reduction targets	Solar energy was officially launched in Q3. From 2020 to 2024, approximately 289,000 kWh of electricity was saved through cloud migration of local equipment. In 2025, an estimated 8 additional devices will be migrated to the cloud, contributing to an additional savings of approximately 59,000 kWh of electricity.
Renewable Energy Policies			
Increasing Mean Temperatures		Optimization of Category 3 to 6 (Scope 3) Emissions Inventory	Optimize the inventory of employee commuting questionnaires and increase the inventory of taxi emissions signed by enterprises
Increased frequency of extreme rainfall		For more information, please see the Entity Risk Analysis	
Customer ESG Compliance Requirements	**Green Operations**	Agency for ICT products with carbon footprint or eco-label certification	In 2024, revenue from low-carbon cloud application products reached approximately NT$724 million, representing a 52% year-over-year growth.
Agency Competition Risk for Low-Carbon Solutions		Supplier sustainability is evaluated, with active participation in customers' and partners' sustainable supply chain initiatives	• Optimized the supplier self-assessment questionnaire and enhanced sustainability management, with coverage exceeding 99.5% of the total annual procurement transaction value. • Actively promote internal ESG education and training, and establish AI intelligent ESG training video publicity
Reputational Risks		Introduce green logistics	Since Q2 2024, we have partnered with freight carriers offering sustainable air transport. Around 30% of upstream shipments now use sustainable aviation fuel, reducing carbon emissions by approximately 10.6% per kilogram.
Promoting Low-Carbon Products			
Adopt Renewable Energy	**Low-Carbon Office Environment**	Implement a green procurement system for office supplies, complete declarations, and enhance employee environmental education	In 2024, declared green procurement amounted to approximately NT$960,000, about 5.65 times higher than the previous year.
Committed to Sustainable Compliance		The headquarters' solar power system reduces carbon emissions from office electricity consumption	In 2025, solar power generation is expected to reach about 114,000 kWh

Medium- and Long-Term Actions and Indicators

Scenario Description (Medium-and Long-Term Assessment)	The global energy sector is projected to achieve net-zero CO_2 emissions by 2050. Under this scenario, the global temperature increase will peak at 1.5°C in 2050 and gradually decline thereafter.	Advanced economies are expected to reach net-zero emissions by 2050, China by around 2060, and all other countries by no later than 2070.	To meet the Paris Agreement, COP26, and the 2050 net-zero goal, Taiwan has set 2005 as the base year. Its carbon reduction targets are 10% by 2025, 28% ±2% by 2030, and net-zero by 2050, with other policies unchanged.

Identification of Risks and Opportunities (2024)	Target Management	NZE / Net Zero 2050		SDS/ Delayed Transition		STEPS/ Current Policies	
		Actions and Scenarios	Management Measures and Indicators	Actions and Scenarios	Management Measures and Indicators	Actions and Scenarios	Management Measures and Indicators
Carbon Emission Regulations	**Carbon Management and Reduction Targets**	Alignment with Net-Zero 2050 Pathway	Ongoing evaluation of carbon fee impacts: By 2030, a carbon price of NT$1,500/ ton is projected to incur environmental costs of approximately NT$2.46 million.	Net-Zero Path Adjustment Ongoing adjustments to the net-zero strategy may lead to increased costs in the medium to long term.	Carbon Tariff Impact Assessment Regional differences in carbon tariffs are continuously monitored. (e.g., estimated carbon prices: US – ~USD 50/ton; South Africa – ~ZAR 190/ton in 2024)	Follow Taiwan's net-zero pathway	Focus on the domestic environment ministry to announce the carbon fee assessment
Domestic and International Environmental Regulations		In the medium-term, domestic and foreign compliance efforts have gradually increased	Domestic and international compliance efforts are steadily increasing. Legal and regulatory developments are continuously reviewed, with assessments and disclosures of project expansion and associated operational costs.	Compliance Complexity	Compliance requirements vary significantly across regions, prompting ongoing evaluation of carbon and confidence fees.	Comply with domestic regulations	Focus on complying with domestic regulations and domestic and foreign supplier requirements
Renewable Energy Policies		Supply Chain Sustainability (RE100 Requirements)	Trial assessment of renewable energy needs: By 2027, RE50 green power demand is estimated at 794,000 kWh, with an expected additional cost of NT$1.36 million.	Energy Price Disparities	Growing regional differences in energy prices may affect overseas subsidiaries' energy costs. Electricity price gaps and fluctuations between the U.S. and South Africa are under continuous review.	Taiwan's energy prices continue to rise, and companies are evaluating green power generation and outsourcing	Conduct a strategic analysis of the company's electricity costs
Increasing Mean Temperatures		For more information, see Physical Risks					
Increasing Frequency of Extreme Rainfall Events							

Medium- and Long-Term Actions and Indicators (Cont.)

Identification of Risks and Opportunities (2024)	Target Management	NZE / Net Zero 2050		SDS/ Delayed Transition		STEPS/ Current Policies	
		Actions and Scenarios	Management Measures and Indicators	Actions and Scenarios	Management Measures and Indicators	Actions and Scenarios	Management Measures and Indicators
Customer ESG Compliance Requirements	Green Operations	Rising Supply Chain Sustainability Pressure	In 2024, 74 supplier sustainability questionnaires were received, highlighting growing customer expectations.	Due to the different requirements of customers in various regions, the medium and long-term transformation costs of enterprises have increased dramatically	Frequent regional market analysis	Comply with customer sustainability requirements at all stages	Meet the sustainable needs of customers and maintain good customer relationships
Risk of Losing Access to Low-Carbon Product Distribution Opportunities		Cloud Strategy Expansion	Cloud product lines continue to grow.	Although it is expected that the medium-term demand for low-carbon products will be low or there will be large differences in regional demand, enterprises still need to invest in technology research and development training to grasp market opportunities	Conduct regional market research and continue to promote the cloud application product line	Continue to pay attention to changes in market demand for low-carbon products	Continue to promote the cloud application product line
Reputational Risks		Green Logistics Implementation	In 2024, MetaAge adopted DHL's low-carbon transport solution, reducing emissions by approximately 10.6% per kilogram year-over-year.	Cross-border logistics rates fluctuate, warehousing, storage and transportation costs increase	In 2024, we will ensure that the global warehousing coverage rate will reach more than 85% and increase the risk transfer with regional insurance clauses	Continue to pay attention to the situation of cargo transportation in various regions	Continue to pay attention to and tie into a continuous supply policy
Promoting Low-Carbon Products		Continue to provide low-carbon product integration services	Continue to promote low-carbon cloud integration solutions	In response to the needs of various regional markets, the cloud integration solution was launched	Continuously evaluate the market demand for cloud applications in various regions	Continue to pay attention to the environment of the operating base and the marketing of low-carbon products to ensure the company's goodwill and market position at the same time	Continuously evaluate the sales of low-carbon products and integrated solutions
Adopt Renewable Energy	Low-Carbon Office Environment	Maintain the renewable energy system and increase the amount of green procurement to achieve the goal of a low-carbon office	In 2024, the amount of green procurement declared will be about 960,000 yuan, about 5.65 times the amount last year	Regional exchange rates and price markets fluctuate greatly, which indirectly affects the financial operating expenses of enterprises	Pay attention to the degree of regional exchange rate and price fluctuations	Continue to participate in the government's renewable energy, water resources, waste, low-carbon electricity procurement and other programs and pay attention to the relevant regulations of green procurement	Pay attention to green procurement requirements and energy resource compliance
Committed to Sustainable Compliance							

Appendix

Appendix 1:
International Sustainability Disclosure Framework and Indicator Comparison Table

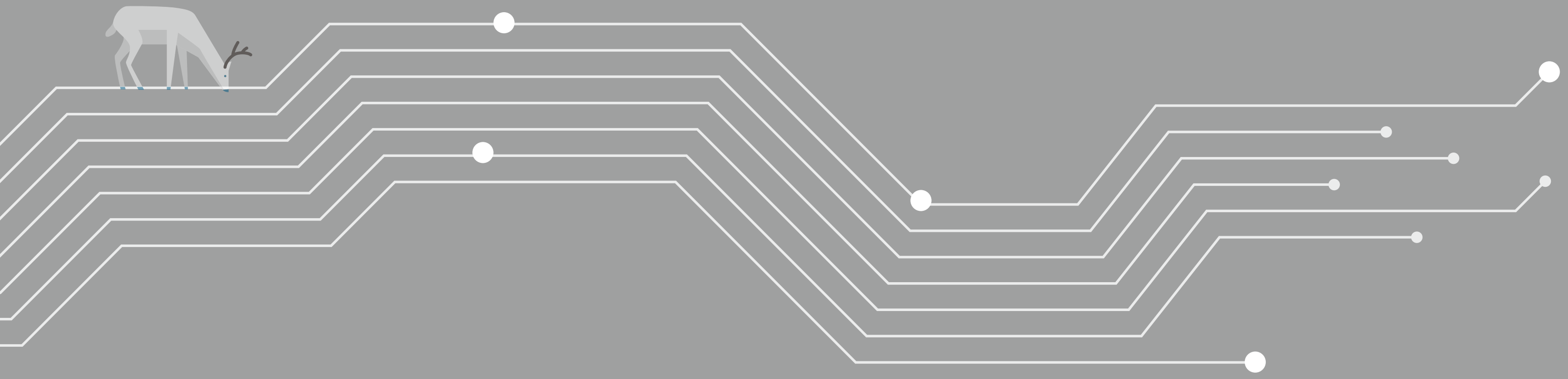
GRI Content Index

SASB Disclosure Index

TCFD Mapping Table

Comparison Table of UN SDG Indicators

Appendix 2:
Third-Party Verification Declaration



GRI Content Index

GRI 2: General Disclosures 2021

Category	GRI Disclosure		Location	Page No.
The Organization and its Reporting Practices	2-1	Organizational details	About MetaAge	13-27
	2-2	Entities included in the organization's sustainability reporting	About This Report	4
	2-3	Reporting period, frequency and contact point	About This Report	4
	2-4	Restatements of information	About This Report	4
	2-5	External assurance	About This Report	5
Activities and Workers	2-6	Activities, value chain and other business relationships	About MetaAge Sustainable Operations-Supply Chain and Customer Relationship Management	16-27,69-75
	2-7	Employees	Happy Workplace - Employee Structure Overview	78-80
	2-8	Workers who are not employees	Happy Workplace - Employee Structure Overview	79

GRI Content Index

GRI 2: General Disclosures 2021

Category	GRI Disclosure		Location	Page No.
Governance	2-9	Governance structure and composition	Operational Governance- Sustainable Governance	46-49
	2-10	Nomination and selection of the highest governance body	Operational Governance	46-47
	2-11	Chair of the highest governance body	Operational Governance	46-47
	2-12	Role of the highest governance body in overseeing the management of impacts	Operational Governance	46-47
	2-13	Delegation of responsibility for managing impacts	Operational Governance	46-47
	2-14	Role of the highest governance body in sustainability reporting	About This Report Operational Governance	5, 46-47
	2-15	Conflicts of interest	Operational Governance Sustainable Operations- Integrity Management	49,63
	2-16	Communication of critical concerns	Operational Governance- Sustainable Governance Sustainable Operations- Integrity Management	46,66
	2-17	Collective knowledge of the highest governance body	Operational Governance- Sustainable Governance	47-48
	2-18	Evaluation of the performance of the highest governance body	Operational Governance- Sustainable Governance	48
	2-19	Remuneration policies	Operational Governance- Sustainable Governance Happy Workplace - Salary Level	49,87
	2- 20	Process to determine remuneration	Operational Governance- Sustainable Governance Happy Workplace - Salary Level	49,87

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GRI 2: General Disclosures 2021

Category	GRI Disclosure		Location	Page No.
Strategy, Policies and Practices	2-22	Statement on sustainable development strategy	About MetaAge	31
	2-23	Policy commitments	Words from the Chairperson Sustainable Operations- RBA Supply Chain Management Happy Workplace - Human Rights Protection	6,70,96
	2-24	Embedding policy commitments	Sustainable Operations- Integrity Management Sustainable Operations- Responsible Supply Chain Happy Workplace - Human Rights Protection	65,70-73,96
	2-25	Processes to remediate negative impacts	Sustainable Operations Happy Workplace - Prevention and Control of Illegal Infringement in the Workplace	66,68,92
	2-26	Mechanisms for seeking advice and raising concerns	Sustainable Operations Happy Workplace - Workplace Rights Protection and Misconduct Prevention	66,92
	2-27	Compliance with laws and regulations	Sustainable Operations	68
	2-28	Membership associations	About MetaAge - Involvement in Domestic and International Initiatives	33
Stakeholder Engagement	2-29	Approach to stakeholder engagement	About MetaAge - Stakeholders Engagement	43
	2-30	Collective bargaining agreements	Happy Workplace	92

GRI Content Index

GRI 3: Material Topics 2021

Category	GRI Disclosure		Location	Page No.
Guidance to Determine Material Topics	Step 1	Understand the organization’s context	About MetaAge	34
	Step 2	Identify actual and potential impacts	About MetaAge	42
	Step 3	Assess the significance of the impacts	About MetaAge	37-39
	Step 4	Prioritize the most significant impacts for reporting	About MetaAge	40-41
Disclosures on Material Topics	3-1	Process to determine material topics	About MetaAge	34-35
	3-2	List of material topics	About MetaAge	35,41
	3-3	Management of material topics	About MetaAge Top of each chapter	35,44,61,76,106

GRI Content Index

Material Topics	Disclosure	Location	Page No.
Customer Relationship Management	Customized Topic	Sustainable Operations	74-75
Risk Management	201-2 Financial implications and other risks and Opportunities due to climate change 403: Occupational Health and Safety 2018	Operational Governance - Risk Management Happy Workplace Environmental & Carbon Management	52-55,98-101,127-128
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-employment relations 405-1 Diversity of governance bodies and employees 406: Non-discrimination 2016	Happy Workplace	77-81,87,92,96
Economic Performance	201-1 Direct economic value generated and distributed 201-2 Financial implications and other risks and Opportunities due to climate change 201-4 Financial assistance received from government	Operational Governance - Economic Performance Environmental & Carbon Management	51,127-128
Information Security and Personal Data Privacy Protection	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Operational Governance	56,60
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 205-3 Confirmed incidents of corruption and actions taken 206-1 Legal actions for anti-competitive behavior, antitrust, and monopoly practices 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services 417-2: Incidents of non-compliance concerning product and service information and labeling	About MetaAge Sustainable Operations Operational Governance Happy Workplace	51,63-68

GRI Content Index

Other disclosure issues	GRI Disclosure	Location	Page No.
Supply Chain 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	Sustainable Operations	69-73
Environmental & Carbon Management	201-2 Financial implications and other risks and opportunities due to climate change 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 & Carbon Management	117-118,127-128

SASB Disclosure Index

Table 1. Sustainability Disclosure Topics & Metrics

Software & IT Services

Topic	Code	Metric	Response	Page No.
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	(1) 9,130.15 GJ (2) 97.59% (3) 1.78%	
	TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed ,(3) percentage of each in regions with High or Extremely High Baseline Water Stress	(1) The total annual water consumption is 11,669.96 kWh. (2) The operating bases are all commercial buildings, and the water consumption cannot be distinguished, so it is not included in the calculation (3) N/A	
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data centre needs	Please refer to the Environmental & Carbon Management section	115,120
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to targeted advertising and user privacy	Please refer to Operational Governance - Information Security and Personal Data Protection	60
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	N/A	
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	N/A	
	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	N/A	
	TC-SI-220a.5	List of countries where core products or services are subject to government required monitoring, blocking, content filtering, or censoring	N/A	
Data Security	TC-SI-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	N/A	
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Please refer to Operational Governance - Information Security and Personal Data Protection	58-60
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Percentage of employees that require a work visa	1.05%	
	TC-SI-330a.2	Employee engagement as a percentage	81.30%	
	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	Please refer to Happy Workplace	80

SASB Disclosure Index

Table 1. Sustainability Disclosure Topics & Metrics

Software & IT Services

Topic	Code	Metric	Response	Page No.
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	N/A	
Managing Systemic Risks From Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	N/A	
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Please refer to Operational Governance-Information Security and Personal Data Protection	59

Table 2. Activity Metrics

Code	Activity Metric	Response
TC-SI-000. At	(1) Number of licences or subscriptions, (2) percentage cloud-based	(1) The Group's revenue from cloud service licensing and subscription products totaled NT$1,292,994 thousand (2) 16.99 %
TC-SI-000. B	(1) Data processing capacity, (2) percentage outsourced	(1) 808 GHz processing capacity (2) 50.1% cloud
TC-SI-000. C	(1) Amount of data storage, (2) percentage outsourced	(1) 46 TB storage (2) 37% cloud

TCFD Mapping Table

TCFD Pillars	Code	Recommended Disclosure	Location	Page No.
Governance	TCFD_1 (a)	The Board of Directors' governance of climate issues	Environmental & Carbon Management	114
	TCFD_1 (b)	Management assessment and management of climate governance	Operational Governance- Corporate Governance	46
Strategy	TCFD_2 (a)	Climate-related risks and opportunities of the Company in the short, medium and long term	Environmental & Carbon Management	133-135
	TCFD_2 (b)	The impact of climate issues on the Company's business model, strategy and financial planning	Environmental & Carbon Management	127-128
	TCFD_2 (c)	Hazard potential scenario analysis	Environmental & Carbon Management	129-131
Risk Management	TCFD_3 (a)	Climate risk identification process	Environmental & Carbon Management	125
	TCFD_3 (b)	Risk management and evaluation process	Environmental & Carbon Management	125-126
	TCFD_3 (c)	Climate risk positioning	Environmental & Carbon Management	125-126
Metrics and Targets	TCFD_4 (a)	Indicators of climate risks and opportunities	Environmental & Carbon Management	133-135
	TCFD_4 (b)	Greenhouse gas emissions revealed	Environmental & Carbon Management	117-118
	TCFD_4 (c)	Product and organizational adaptation and mitigation measures	Environmental & Carbon Management	120-121

Comparison Table of UN SDG Indicators

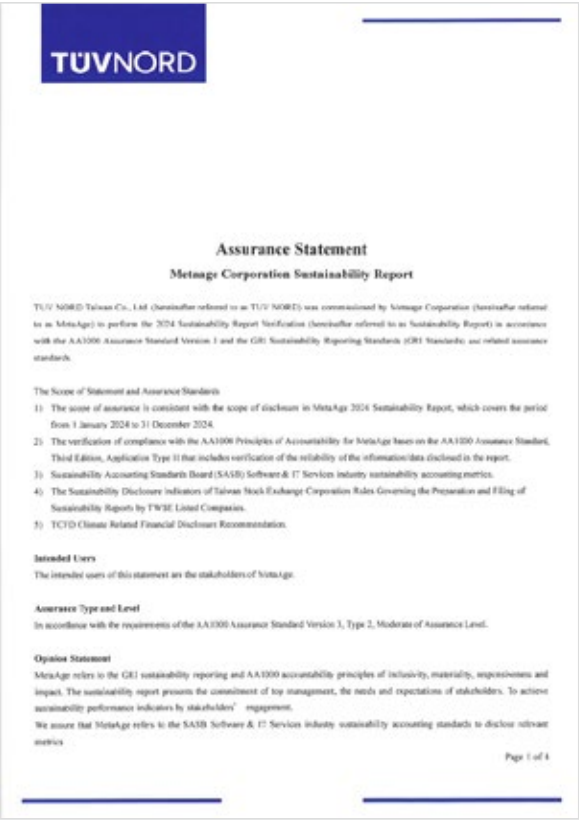
SDGs	Sub-objective Indicators	MetaAge Practice Program	The Corresponding Section of the Report	Page No.
1 NO POVERTY	1.4 Equal Rights to Ownership, Basic Services, Technology and Economic Resources	• In 2024, a total of 153 computers were donated to schools and organizations across 11 counties and cities in Taiwan.	Social Inclusion	108
3 GOOD HEALTH AND WELL-BEING	3.4 Reduce Mortality from Non-Communicable Diseases and Promote Mental Health 3.8 Achieve Universal Health Coverage	• We provide parental leave and have established a structured return-to-work program. In 2024, four employees applied for parental leave, and all four successfully returned to their positions. • On-site physician consultations are available, along with stress-relief programs such as massage and yoga classes. In addition, free employee health check-ups are offered every two years.	Happy Workplace	88-91
4 QUALITY EDUCATION	4.4 Increase the Number of People with Relevant Skills for Financial Success	• A Talent Development Academy was established to integrate resources from industry, government, and academia, aiming to cultivate professionals for industrial digital transformation. • We participated in the STP Seed Talent Training Program, which not only brought innovative ideas into the company but also offered students valuable opportunities to showcase their potential. • By providing comprehensive training resources, we support employees' continuous learning and enable smoother, more enriching career development.	Happy Workplace Social Inclusion	83-84,109
5 GENDER EQUALITY	5.1 End Discrimination Against Women and Girls 5.5 Ensure Full Participation in Leadership and Decision-Making	• Full-time female employees account for 49.2% of the total workforce. In addition, women are also represented among senior and middle management positions.	Happy Workplace	78-80
6 CLEAN WATER AND SANITATION	6.5 Implement Integrated Water Resources Management 6.6 Protect and Restore Water-Related Ecosystems	• Conducted a water usage inventory across the Group and set reduction targets. • Adopted 0.6 hectares of land and planted over 900 trees through a tree-planting event held by the BenQ Foundation, supporting ecological restoration and disaster prevention.	Environmental & Carbon Management Social Inclusion	110,119
8 DECENT WORK AND ECONOMIC GROWTH	8.2Diversify, Innovate and Upgrade for Economic Productivity 8.6 Promote Youth Employment, Education and Training	• Enhance the recruitment process and employee experience through AI-powered talent selection. • Strengthen employee competencies through external training, workshops, and cloud-based learning. • Promote internship programs to cultivate employability among university students.	About MetaAge Operational Governance Happy Workplace	81,83-85

Comparison Table of UN SDG Indicators

SDGs	Sub-objective Indicators	MetaAge Practice Program	The Corresponding Section of the Report	Page No.
10 REDUCED INEQUALITIES	10.3 Ensure Equal Opportunities and End Discrimination	• In 2024, a total of 153 computers were donated to schools and organizations across 11 counties and cities in Taiwan.	Social Inclusion	108
11 SUSTAINABLE CITIES AND COMMUNITIES	11.6 Enhanced Representation For Developing Countries In Financial Institutions	• Replaced traditional gasoline-powered official vehicles with hybrid models to reduce carbon emissions.	Environmental & Carbon Management	121
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	12.5 Substantially Reduce Waste Generation	• Suppliers are required to comply with the RBA Code of Conduct and refrain from providing products containing environmentally regulated prohibited or restricted substances, in line with social and environmental responsibilities. • Administrative processes have been digitized to reduce paper consumption. • A second-hand clothing auction was held, with all remaining items donated to the Eden Social Welfare Foundation.	Sustainable Operations Social Inclusion Environmental & Carbon Management	72-73,111-121
13 CLIMATE ACTION	13.1 Strengthen Resilience And Adaptive Capacity To Climate Related Disasters	• Risks are identified and assessed through established risk management processes, with corresponding strategies and control measures developed accordingly. • The TCFD framework has been adopted to analyze the financial impacts of climate-related risks and opportunities on the company.	Operational Governance Environmental & Carbon Management	124-135
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	16.6 Develop Effective, Accountable And Transparent Institutions 16.7 Ensure Responsive, Inclusive And Representative Decision-making	• Implement ESG across all levels in alignment with the SDGs. • Establish transparent communication channels with stakeholders. • Formulate codes of ethical conduct and integrity management. • Set information security policies and conduct regular drills. • Protect customer privacy through policy and system controls. • Issue a social responsibility policy to safeguard employee rights. • Hold four labor-management meetings in 2024 to enhance dialogue.	About MetaAge Operational Governance Sustainable Operations Happy Workplace	43,57-58, 63-65,92
17 PARTNERSHIPS FOR THE GOALS	17.10 Promote A Universal Trading System Under The WTO 17.16 Enhance The Global Partnership For Sustainable Development	• Uphold honest management and integrity by establishing corporate governance policies, complying with laws and ethics, and maintaining stakeholder trust for sustainable operations. • Participate in global sustainability initiatives such as the RBA and CDP. • Collaborate with over 50 global brands to enhance technical exchange.	Sustainable Operations About MetaAge	23,33,68

Independent Assurance Statement

The Sustainability Report



Assurance Statement

Metaage Corporation Sustainability Report

TUV NORD Taiwan Co., Ltd. (hereinafter referred to as TUV NORD) was commissioned by Metaage Corporation (hereinafter referred to as MetaAge) to perform the 2024 Sustainability Report Verification (hereinafter referred to as Sustainability Report) in accordance with the AA1000 Assurance Standard Version 3 and the GRI Sustainability Reporting Standards (GRI Standards) and related assurance standards.

The Scope of Statement and Assurance Standards

1) The scope of assurance is consistent with the scope of disclosure in MetaAge 2024 Sustainability Report, which covers the period from 1 January 2024 to 31 December 2024.
2) The verification of compliance with the AA1000 Principles of Accountability for MetaAge bases on the AA1000 Assurance Standard, Third Edition, Application Type II that includes verification of the reliability of the information/data disclosed in the report.
3) Sustainability Accounting Standards Board (SASB) Software & IT Services industry sustainability accounting metrics.
4) The Sustainability Disclosure indicators of Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies.
5) TCFD Climate Related Financial Disclosure Recommendation.

Intended Users

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

Assurance Type and Level

In accordance with the requirements of the AA1000 Assurance Standard Version 3, Type 2, Moderate of Assurance Level.

Opinion Statement

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

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

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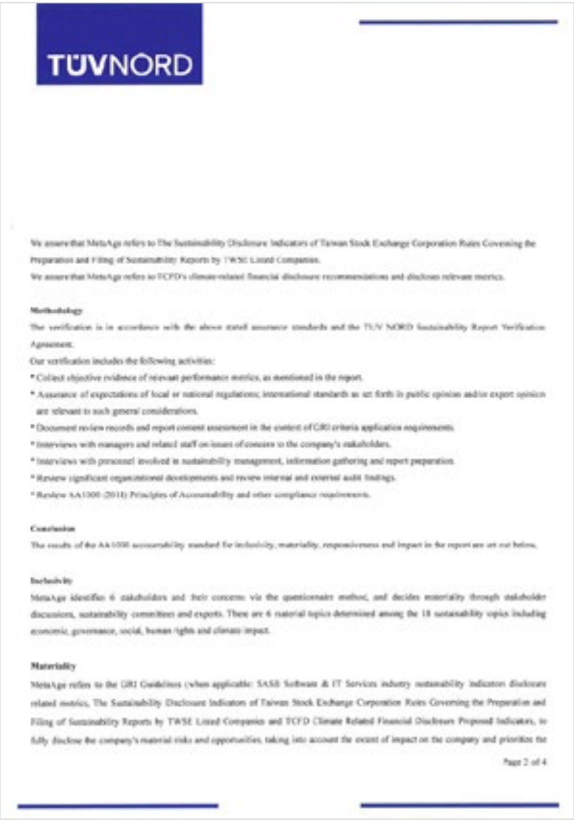


We assure that MetaAge refers to The Sustainability Disclosure Indicators of Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies.

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

Methodology

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

Our verification includes the following activities:

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

Conclusion

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

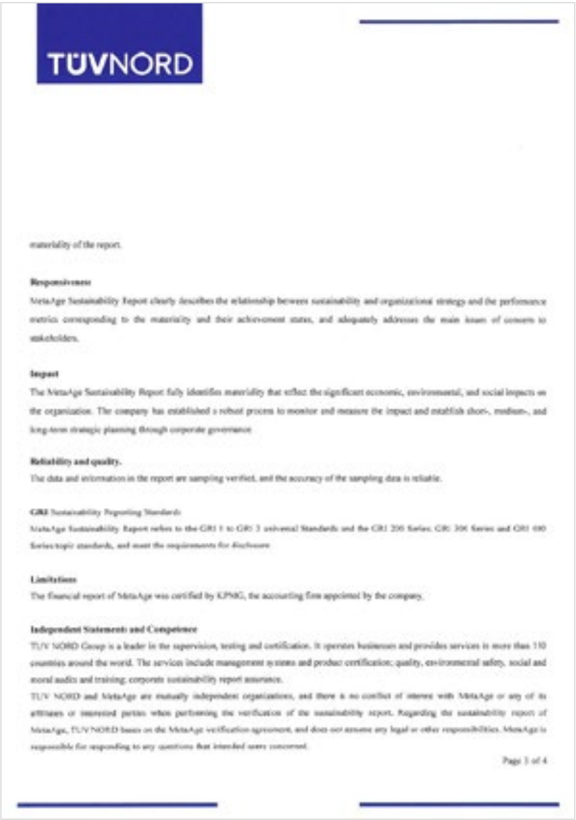
Inclusivity

MetaAge identifies 6 stakeholders and their concerns via the questionnaire method, and decides materiality through stakeholder discussions, sustainability committees and experts. There are 6 material topics determined among the 18 sustainability topics including economic, governance, social, human rights and climate impact.

Materiality

MetaAge refers to the GRI Guidelines (when applicable: SASB Software & IT Services industry sustainability indicators disclosure related metrics, The Sustainability Disclosure Indicators of Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies and TCFD 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

Page 2 of 4



materiality of the report.

Responsiveness

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

Impact

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

Reliability and quality.

The data and information in the report are sampling verified, and the accuracy of the sampling data is reliable.

GRI Sustainability Reporting Standards

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

Limitations

The financial report of MetaAge was certified by KPMG, the accounting firm appointed by the company.

Independent Statements and Competence

TUV NORD Group is a leader in the supervision, testing and certification. It operates businesses and provides services in more than 110 countries around the world. The services include management systems and product certification; quality, environmental safety, social and moral audits and training; corporate sustainability report assurance.

TUV NORD and MetaAge are mutually independent organizations, and there is no conflict of interest with MetaAge or any of its affiliates or interested parties when performing the verification of the sustainability report. Regarding the sustainability report of MetaAge, TUV NORD bases on the MetaAge verification agreement, and does not assume any legal or other responsibilities. MetaAge is responsible for responding to any questions that intended users concerned.

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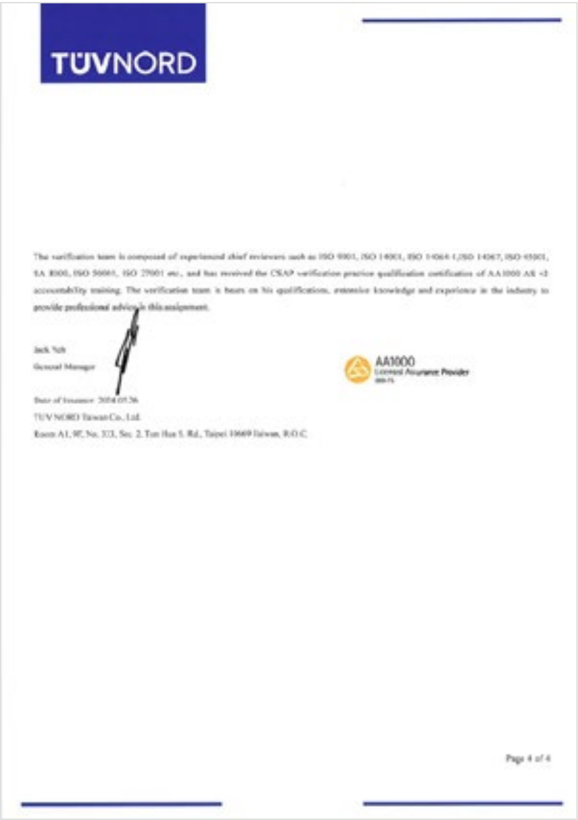

The verification team is composed of experienced chief reviewers such as ISO 9001, ISO 14001, ISO 14064-1, ISO 14067, ISO 45001, SA 8000, ISO 50001, ISO 27001 etc., and has received the CSAP verification practice qualification certification of AA1000 AS v3 accountability training. The verification team is bases on his qualifications, extensive knowledge and experience in the industry to provide professional advice in this assignment.

Jack Yeh
General Manager

Date of Issuance: 2024.05.26
TUV NORD Taiwan Co., Ltd.
Room A1, 9F, No. 333, Sec. 2, Tun Hua S. Rd., Taipei 10669 Taiwan, R.O.C.

AA1000
Licensed Assurance Provider

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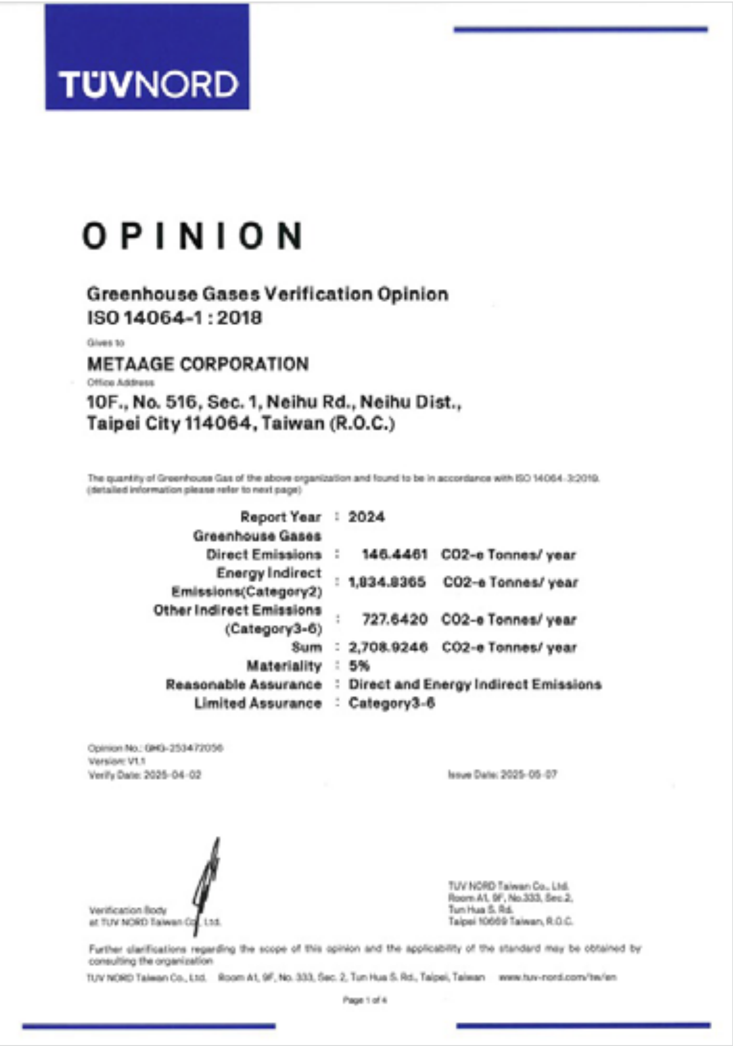
Independent Third-Party Assurance and Verification Statement

ISO 14064-1



TÜVNORD

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 : 2024
Greenhouse Gases
Direct Emissions : 146.4461 CO2-e Tonnes/ year
Energy Indirect Emissions(Category2) : 1,834.8365 CO2-e Tonnes/ year
Other Indirect Emissions (Category3-6) : 727.6420 CO2-e Tonnes/ year
Sum : 2,708.9246 CO2-e Tonnes/ year
Materiality : 5%
Reasonable Assurance : Direct and Energy Indirect Emissions
Limited Assurance : Category3-6

Opinion No.: GHG-253472056
Version: V1.1
Verify Date: 2025-04-02

Issue Date: 2025-05-07

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 10669 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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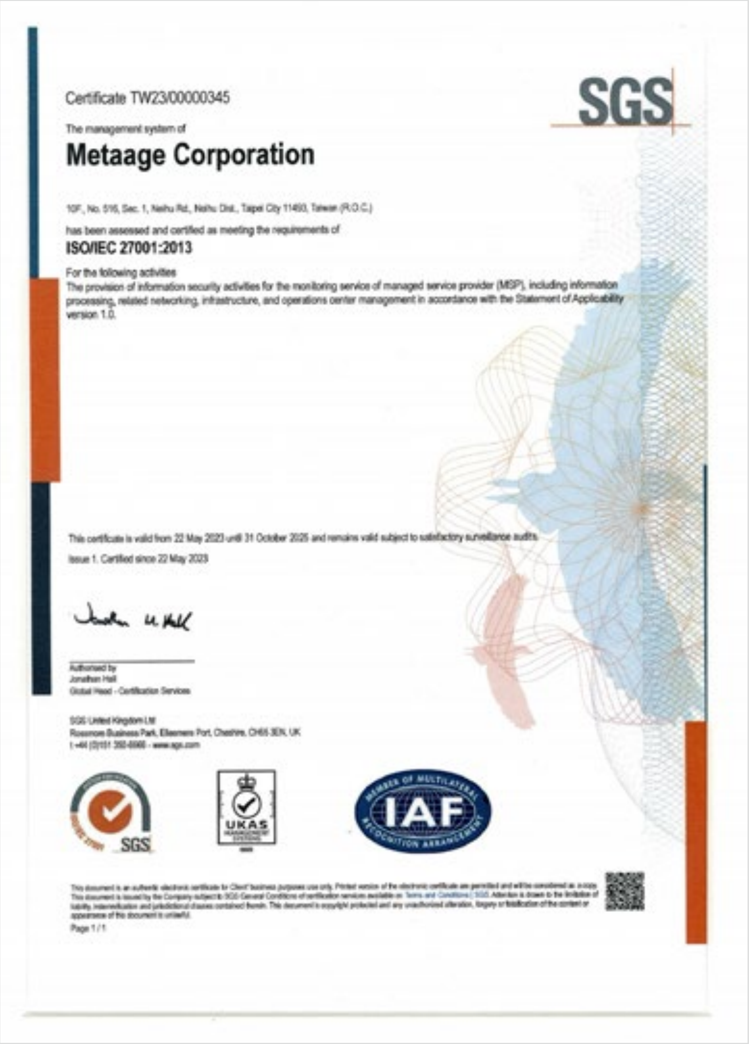
ISO 27001:2013



Certificate TW23/00000345

SGS

The management system of

Metaage Corporation

10F., No. 516, Sec. 1, Neihu Rd., Neihu Dist., Taipei City 11493, 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

Jonathan M. Hall

Authorised by
Jonathan Hall
Global Head - Certification Services

SGS United Kingdom Ltd
Rossmore Business Park, Ellesmere Port, Cheshire, CH65 3EN, UK
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SGS UKAS IAF

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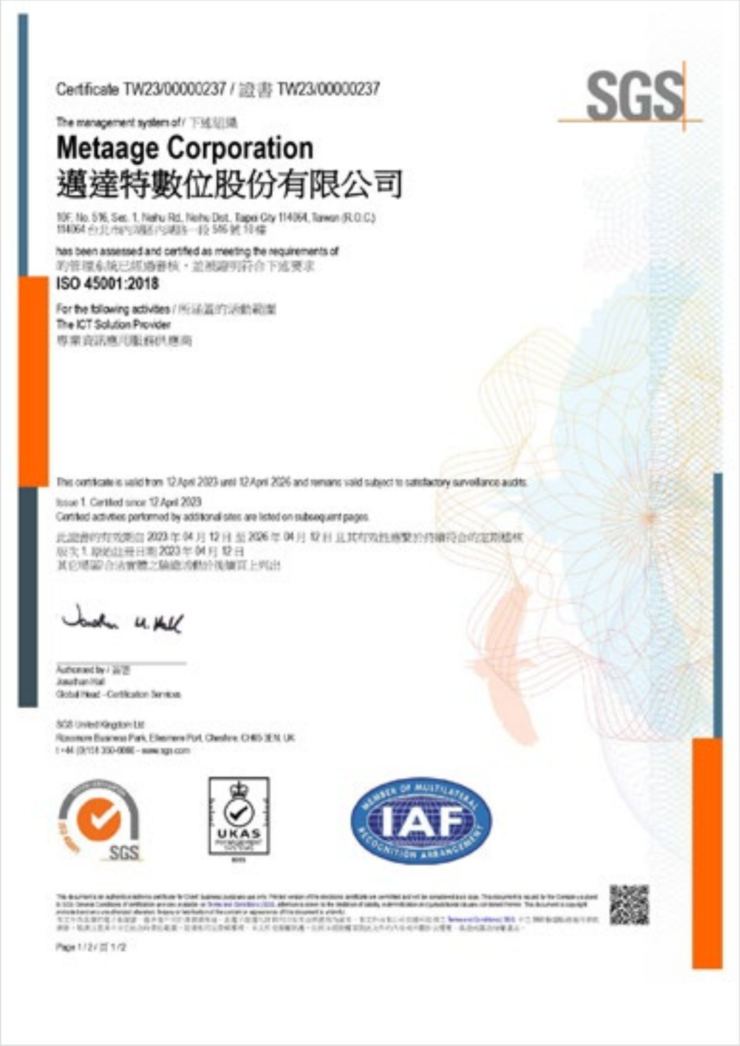
ISO 45001:2018



Certificate TW23/00000237 / 證書 TW23/00000237

SGS

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.)

has been assessed and certified as meeting the requirements of

ISO 45001:2018

For the following activities
The ICT Solution Provider

This certificate is valid from 12 April 2023 until 12 April 2026 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.

Jonathan M. Hall

Authorised by
Jonathan Hall
Global Head - Certification Services

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Rossmore Business Park, Ellesmere Port, Cheshire, CH65 3EN, UK
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SGS UKAS IAF

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