# topview



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# About the report

Corporate social responsibility CSR is essential for permanent corporate development. When the company of topview pursuits the profit, simultaneously the company aggressively carry out the corporate's social responsibility based on the concept of "to obtain from the society, to use and spend it to the society." the way the information disclosed in the report is stated based on the permanent subject, the management strategy, goals, the current status and heading for the future.





#### **Cover story**

The topview stands at the high ground, and macroscopically view our Earth departing from the angle of protecting the



Earth; the windsurfing in the ocean symbolizes how much we care about green energy, and fabricate the green product, promote energy saving and carbon reduction, reduce the shock to the environment, emphasize on social welfare with the attitude of being responsible for all the stakeholders create even higher the value.

Publication and the cycle	Topview published the very first CSR starting 2016; the CSR is published annually, beginning with 2019.
The category and boundary of the report	Geographic category The disclosed coverage of the report includes the operational activities for the company of Topview in Taiwan, Including headquarter in Taoyuan and the office in Taichung.  Time category from January 1st, 2020, to December 31st, 2020, the note will be added in the relate chapter when it is an exception.
The Information collection and calculation	The information collected for the entire year of 2020 is preceded based on the above stated category. The explanation was added to the remark in the related chapter for the index and the formula of calculation.  The business performance and related financial data have been audited and confirmed be Deloitte and prepared based on Generally Accepted Accounting Principles (the extraction from the annual report ) and present by the currency of TWD. The data for social and quality performance were statistics by the related internal Dept. the data for environment performance will be present in the international universal index, and the note was added to the remark for the related chapter when there was any prediction and estimation
The policy and methods through the verification internally and externally	The policy and methods through the verification internally and externally The report is integrated and made by the dept. of the design verification and quality system. The various performance data were approved by the chief of depart and handed over the management representative. The management representative quarterly reports to the management review committee and related persons to proceed with the internal auditing to compare the completion of the data and accuracy. Any flaws or ignorance will be returned to the responsible department chief for further amendment and confirmation to be consistent with the core option of GRI Standards and AA 1000 AS 2008 Addendum. To be confirmed the quality of declared data through the internal auditing mechanism.  Corporate Social Responsibility Best Practice Principles for TWSE/GTSM Listed Companies and Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Corporate Social Responsibility Reports by TWSE Listed Companies, and ISO 26000 guidance of social responsibility.
The opinion feedback and contact window	The opinion feedback and contact window  If you have any questions or suggestions, please feel free to contact us. The topvie cherishes stakeholders' ideas and suggestions related to the company, anticipated to have more interaction the following is our contact information.  E-mail:csr@topviewcorp.com Website:http://www.topviewcorp.com

# Message from the Chairman

The coming three years are the key moment for the development of smart vision. Once Topview becomes a member of Qisda fleet, to integrate Topview's professionals of image technique, the customer base as the foundation of medium to the high level of security control, and the Qisda's expertise of design and manufacturing capability at smart AioT, to be able to carry out the Intelligent Vision, and to fluent the chain of value of smart AioT for Qisda fleet.

Topview roots deeply in Taiwan, under the shock of the shipment of the key elements &parts and country origin for the product of security control strictly required by National Defense Authorization Act (NDAA); Topview is one of the rare intact tier-I OEM business runners in the security control industry. Four years ago, when the business runners in the security control industry suffered the ordeal of low price competition, Topview invested more than a hundred million TWD to build up the Taoyuan facility bearing sufficient capacity and high-resolution and precise optical manufacturing capability, and efficiently help the customer of global first well-known brands to rechoose Taiwan to design and fabricate the product. In early 2020 the outbreak of COVID-19 globally topview activated the full contingency plan of epidemic prevention actions in a very short period of time; it not only establishes the immediate reporting mechanism and online epidemic adjustment but also emails the COVID- 19 related epidemic prevention and health education as the propaganda. And to request the employee to pay attention to personal hygiene,

wash hands frequently, reduce the presence to the public location, and strictly carry out wearing the mask and enhance the sterilization and clearance in the factory area, to have video conference as much as we can, divide the dining flow and work separately in a different area.

To raise the full epidemic prevention capability in the factory area and maintain the business's operation and employees' health and security. To face the ongoing Trade conflict between China and the United States and the recent emergency of COVID 19, we need to be all cautious for the step we go, and to deeply root the core value of the company and to carry it out inside the organization

Topview proceeds the engagement and the communication to stakeholders in the fields of economics, environment, and society, identify seven primary subjects, and related permanent strategy and the way of management are responded in the report. A business runner Is supposed to possess the social responsibility, obey the law, well treat the employee and focus on business governance and to grow and create benefit, feedback the shareholder and to create even higher value-added to the customer and simultaneously to secure the employee has a stable income and learning and growing environment. Let's work together and do our best to create a joyful homeland, permanently sharing the glory.

President of topview

Allan-Lee



# 2020 Performance Highlights

The new supplier- he safety and hygiene of the environment

71%

To establish the epidemic prevention unit and make the contingency planning for COVID- 19

**Environment** 

Ithe training exercise for the behavior of honesty and trust achieve

**100**%

Metal Conflict-Free, the investigation in a written form is accomplished

80%

Society

Before the evaluation of governance of the company

6~20%

Average customer satisfaction

88 points

Governance of the Company /Economy

# **Sustainable Operation of Topview**

In 2020 epidemic continued to be effective, significantly influencing the global trade and the supplying chain. Topview activated the full contingency plan of epidemic prevention actions in a very short period; it establishes the immediate reporting mechanism and online epidemic investigations and the COVID- 19 related epidemic prevention and health education as the propaganda. The group also activated the related correspond mechanism to take the duel purchasing sources for key components and prevent focusing on one single area risk. Besides assuring the non-stop operation, but keep watching

the employees' health and safety. Topview would well plan on economic, environmental, and society based on short, medium, and long-run developing plan, to work hard on the heading to establish the index of permanent governance and move forward when coping with a business running environment full of challenges. In order to carry out the promise that Topview steps to the permanent development and vision, and set up the targeting subject particularly for those significant subjects the stakeholder cares about, proceed the inspection and evaluation annually and continuously improve.

# Short-, medium- and long-term corporate sustainability management performance indicators and 2020 achievement



#### Sustainability Aspect – Green Product

#### Performance indicators: Products comply with HSF requirements

Long-term goal

Achieve by 2025

Customer complain on

HSF= case/month

Current year results, no accumulation

Medium-term goal

Achieve by 2021

Customer complain on

HSF= case/month

Current year results, no accumulation

Short-term goal

Achieved by 2020

Customers claims the number of HSF case

up to standard pieces per month

Current year results, no accumulation

SDGs corresponding







Stakeholders: the customer



#### Sustainability Aspect – Green operation

#### Performance Indicator: Reduce electricity cost

Long-term goal

Achieve by 2025

Electricity bill will not be

**5**%

excessive than the goal set up in 2021

Medium-term goal

Achieve by 2021

Electricity bill will not be

1%

excessive than the goal set up in 2021.

Based on the criteria in 2019

Short-term goal

Achieved by 2020

1% less than the year before \_\_\_\_

5%

Part does not reach the goal -5.33% on the average

see CH 5.2 for detail

Based on the criteria in 2019

SDGs corresponding





Stakeholders: General public, Customer, Employee, Government

#### Sustainability Aspect – Green operation

Long-term goal

Achieve by 2025

**15**%

Based on the criteria in 2020

Medium-term goal

Achieve by 2021

3%

Comparison based on 2020

Performance Indicator : Raise the ratio of resources to recycle occupying the waste

Short-term goal

Achieved by 2020

5%

Based on the criteria in 2019



Part does not reach the goal

-2.4% on the average

see CH 5.5 for detail

SDGs corresponding







Stakeholders: General public, the Customer, the Employee, the Government

#### Sustainability Aspect – Green supplying chain

Performance Indicator : New supplier environmental safety and health written survey

Long-term goal

Achieve by 2025

No less than

85%

This indicator is a singleyear result, no accumulation

Medium-term goal

Achieve by 2021

**75**%

This indicator is a singleyear result, no accumulation

• The short-run goal

by 2020

Meet Target

**71**%

This indicator is a singleyear result, no accumulation

SDGs corresponding



**Stakeholders:** General public, Customer, Employee, Government



#### Sustainability Aspect – Social responsibility

Performance Indicator: Number of child labor

Long-term goal

Achieve by 2025

to perform the positive influence to the society

such an index shown based on the outcome of one single year with no accumulation

• The medium-run goal

Achieve by 2021

person

such an index shown based on the outcome of one single year with no accumulation

Short-term goal

Achieved by 2020

**Reaching O person** 

such an index shown based on the outcome of one single year with no accumulation

SDGs corresponding







stakeholders: general public

#### Sustainability Aspect – Social responsibility

Performance Indicator: All the employees were trained and educated and tested, and investigated

Long-term goal

Achieve by 2025

100%

Such an index shown based on the outcome of one single year with no accumulation

• The medium-run goal

Achieve by 2021

100%

Such an index shown based on the outcome of one single year with no accumulation

Short-term goal

Achieved by 2020

**Meet Target** 

Such an index shown based on the outcome of one single year with no accumulation



SDGs corresponding





stakeholders: the employee

#### Sustainability Aspect – Finance performance

Performance Indicator: Assessment of the company governance

Long-term goal

Achieve by 2025

Committed to improve the governance of the company, permanently improve the governance and profitability to be consistent with the stakeholders' privilege

Such an index shown based on the outcome of one single year with no accumulation

Medium-term goal

Achieve by 2021

6%~20%

Such an index shown based on the outcome of one single year with no accumulation

Short-term goal

Achieved by 2020

**Reaching 6%~20%** 

Such an index shown based on the outcome of one single year with no accumulation

satisfaction investigation

SDGs corresponding







Stakeholders: stockholder, general public

Sustainability Aspect – Finance performance

Long-term goal

Achieve by 2025

Such an index shown based on the outcome of one

single year with no accumulation

Medium-term goal

Achieve by 2021

Such an index shown based on the outcome of one single year with no accumulation

Performance Indicator : Outcome of customer

Short-term goal Achieved by 2020

Meet Target

Such an index shown based on the outcome of one single year with no accumulation



SDGs corresponding





Stakeholders: stockholder, general public

#### Risk and opportunity analysis and management

Topview understands and collects the subjects cared about by the stakeholders based on the function of organizations, derives the risk and opportunities through the concept of risk assessment to correspond early, and does the preparation based on the possible loss. To establish the internal and external subjects before and after the connection to company operation and the risk management standard that subjects cared about by the stakeholders, to the possible risk and opportunities generated which react and correspond the changes of condition, and to take action or controlling methods, and continuous improvement based on the outcome of risk assessment for improving the management performance to reach the goal of the permanent governance of the organization.

#### Source of the risk

## Shortage of semiconductors

 Extreme climate in the location where the suppliers are at (for instance, heavy rain, drought) the possibility to lead to the risk of operation interrupted.

- Schedule and alternation for the determination of the new technical specification.
- Attention to the law-making in foreign countries.

#### Response plan

- Strategic alliance with suppliers bearing high risk.
- To keep the eyes on-demand/supply market in the long run and to actively manage and adjust the lead time and safety inventory.

To establish the alternative material

- To search the spot market
- To discuss with the supplier the contingency actions or to supply the material early.
- To carry out precisely the option of material design and strategically split the proportion of purchasing to reduce the risk of supplying chain interruption.
- Regularly have a strategic meeting with the customer to confirm the heading of technique development, product development design, and market demand accuracy.
- Under the regulation requirements in various nations, to maintain close cooperation and communication to related certified laboratories, to be familiar with the dynamic development of regulation and correspondence.
- The promotion of green design: for instance, non-toxic product and package, lightweight product...etc. To reduce carbon by decreasing fuel consumption during transportation.

#### Oppotunity

Mechanism of contingency plan for the united group as a base for the decision of the vital risk management

To promote the environment management of the supplying chain, to reduce the shock to the environment made by the product to be consistent with the tendency of international regulation and customer's anticipation.

# Trend of product development in the future

Risk of the broken supplying chain

#### Source of the risk

Natural disaster

Safety of information

 Earthquake, blackout, fire, certifiable disease

# SystemInvasion

- System malfunction
- Invasion from hackers
- Customer privacy protection

# inancial ris

- Bad debts, currency
- Exchange loss

#### The contingency plan

- The fire rehearsal and exercise annually
- The implementation of contingency plan
- The certifiable disease prevention plan
- To establish the environment surveillance system of information facilities, to secure the safety of information system and physical environment.
- To establish risk management structure of information safety, timely backup and restore exercise in disaster, to establish the backup source in other locations and storage mechanism, to assure the completion and usability of the information.
- According to information safety management policy, to prevent the damage of information safety risk through the information safety system of building the firewall, antivirus in-network, filtering the emails.
- To work together with the law department to proceed with the management of Information delivery internally
  - Related companies, the correspondent bank, well done the mixed risk assessment to customer and supplier, to proceed the necessary control mechanism to reduce the risk of credit
  - To establish an exchange rate risk-reducing mechanism to be away from the risk of alternation of the exchange rate.





1 Company Overview and Management

- 1.1 Company Introduction
- 1.2 Company Governance
- 1.3 Stakeholders Engagement

Taoyuan Factory Lobby

# Company profile and Governance

## 1.1 Company Introduction

Topview Optronics Corporation (thereafter referred to as "Topview" ), spun off from Topco Technologies Corporation which is founded in 1994, officially renamed itself as Topview Optronics Corporation in OCT. 1, 2010 and adopted "topview" as the identifying icon.



The HQ in Taoyuan:

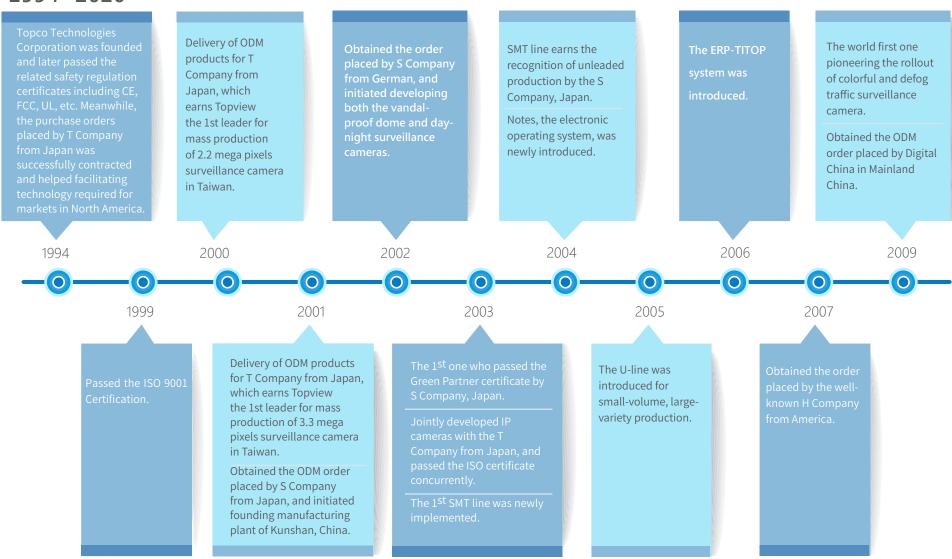
Topview executed "the combination of the office and factory as one "policy to move the R&D and administrative unit from Wugu District in New Taipei city to Taoyuan. And hopefully, the communication between the R&D and production can be enhanced and flawless, enabling Topview to develop multiple-type of customer bases with service bearing more flexibility.

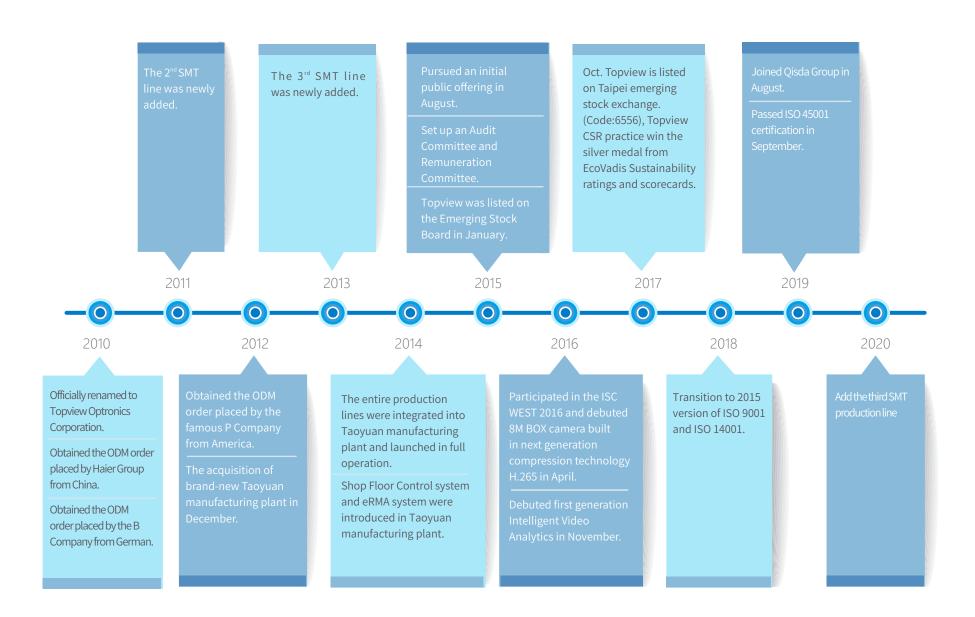
The introduction to the operational location:





### **Introduction of Development History** 1994~2020



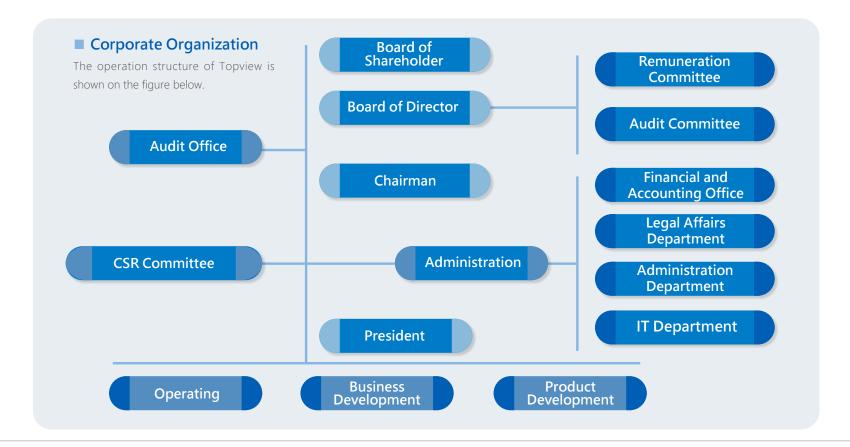


# 1.2 Company Governance

Topview builds the effective structure of governance for being fully capable of company governance based on Corporate Governance Best Practice Principles for TWSE/TPEx Listed Companies, Ethical Corporate Management Best Practice Principles for TWSE/GTSM Listed Companies. And also Corporate Governance Best Practice Principles, Corporate social

responsibility principle, Ethical Corporate Management Best Practice Principles, and Code of ethical conduct for director and the manager... etc. through the decision made by the board of directors of Topview. And authorize corporate responsibility committee to be responsible for social responsibility policy, system and related management guideline and submission and

execution of embodied promoting plan to maintain the company governance assessment at front 6 to 20% as the goal, and it's starting 2020 regularly to report to the board of director the corporate permanent performance and the condition of ethical execution and governance in the current year, and take it as the subject to do communication with directors.



#### **■ CSR Committee**

Topview fulfills its corporate social responsibilities, using the Corporate Social Responsibility Committee as a crossdepartmental communication and management platform, in a top-down operational model. The chairman leads the organization members to carry out environmental, social or corporate governance issues related to company operations; evaluate and formulate relevant risk management policies to implement sustainable issues, and track the effectiveness of medium and long-term goals to drive the company's positive development.

#### Policies

Topview is committed to respecting all stakeholders' rights and interests for long term. In order to pursuit sustainable operation and the highest profit, Topview focuses onenvironmental protection, social engagement and corporate governance, and will incorporate CSR into corporate management approach and operation management. By fulfilling CSR, Topview divided some aspects as below.

- Exercising corporate governance
- Fostering a sustainable environment
- Enhancing social welfare
- Enhancing disclosure of CSR information

Chairperson •

Committee •

environmental, social and governance aspects

Main work

- Quarterly Convene meetings to supervise the execution performance of all sustainable issues, carry out cross-departmental communication and coordination and resource integration, and
- Annually The chairman reports to the board of directors on the implementation results of the

#### ■ The internal auditing mechanism

For various operational procedures among all the business activities of a company bear possible potential being corruption, law obeying, the business running the risk to design the adequate internal control mechanism, and the HR to be responsible for training, and the auditing unit is responsible for the confirmation to the establishment. Precise execution of related mechanisms for reducing the corruption or the prevention to the risk may occur for obeying regulation and operation. The internal auditing unit regularly assesses the management effectiveness of the mechanism of internal control, and collect suggestion regarding the potential and possible risk (corruption and cheating included) from the high-ranked supervisor in various departments, and to make the appropriate auditing plan and to execute the related check, and regularly report to auditing committee and the board of director with the auditing result, which allows the management level to understand the current condition of corporate governance and to reach the goal of the management. No significant corruption affair was found.

# 1.3 The engagement with stakeholders and the analysis of the significant subject

To assure the moment the corporate is working on the planning and decision-making for the permanent development, to timely have the negotiation with stakeholders and having the significant subject the stakeholders care about to be included in the policy of the corporate permanent development, and also build up the fluent and transparent feedback mechanism. Topview adapts AA 1000 Accountability Principle Standard, AA 1000APS, and to be consistent with four major principles: Inclusivity, Materiality, Responsiveness, and Impact, to help us to identify and correspond the permanent information and to improve the conscientiousness of disclosed permanent information.



Definition of stakeholder

Product Value chain

Identification of stakeholder

To establish the stakeholder's point of view to be adapting into the corporate as the mechanism of permanent development.

#### The 8 major stakeholders



- 1. The subject with a significant effect on the current or future corporate's operation.
- 2. The subject that the stakeholder really cares
- 3. The subject that Topview has the right to control at the reasonable degree.

to identify> to sequence>to experience>to inspect

significant subjects



- 1. besides the existing communication channel for significant subjects, also respond related managerial content in CSR.
- 2.the minor significant subject will correspond through the existing communication channel.

To correspond the significant subject in the public



- 1.To set up the annual management goal for the management and control the significant subject
- 2.To check out annually whether the goal is reached
- 3.To disclose the outcome of management goal

to set up the management goal and the control for the significant subject

So-called Inclusivity is under the development of responsible and strategic permanent development, to have the shareholder be involved in consideration. Topview adapts three following steps to obey and to be consistent with the spirit of Inclusivity:

#### **Inclusivity**

- **1 The definition of stakeholders:** it has a significant influence on our operation or our operation has a significant impact on the person or the group.
- **2 To identify the stakeholder:** it based on the related person under the definition of Topview's permanent development structure and the definition of a stakeholder; Topview identifies eight major stakeholder groups: the employee, the customer, the shareholder, the supplier, the media, environmental protection group, government agency, general public
- **3 Adapting into the corporate as the mechanism of permanent development:** We identify eight major stakeholders related groups in the above description, the subject they care about does have a certain influence on our permanent development. We have a specific communication channel for one of each stakeholder, the internal and corresponding unit is responsible for the collection and feedback stakeholders related comments and to keep on the interaction with stakeholder; in addition, put those subjects the stakeholders cared about, the integration and the management information in annual CSR would be provided for stakeholder's reference.

#### Materiality

Materiality means the relative importance of each subject and deciding the required management depths and content needs to be considered and included in the CSR. Topview obeys significant identification of GRI Standards, annually identifies the significant subject the stakeholders care about. Topview invites stakeholders to score on the subject in the questionnaire through the questionnaire for eight major stakeholder groups. The target of the investigation is the employee, the customer, the shareholder, the supplier, the media, environmental protection group, government agency, general public, and to have the employee identify the degree of shock the subject made to the topview. And to have the employee, the shareholder, the supplier, the media, environmental protection group, government agency, and the general public evaluate the degree to which they care about, One hundred and three questionnaires were collected in total. The scale of scoring from lowest to highest 1~10 to the degree of shock/the degree people care about, and to sort out based on the score on the average for subject respectively in four facets of the subject – economy/ governance, environment, society/ health/safety, and to screen over seven significant subjects.

Responsiveness

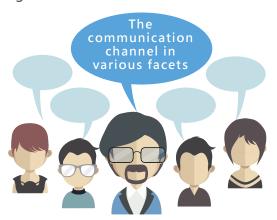
Responsiveness is that corporate's operation and participation in many aspects, management and respond the subject with significance, challenge and spot the people keep eyes on. Once the significant subject is categorized, in addition to the current communication channel for the significant subjects, you can also respond in the annual CSR in presenting the content. For those less significant subjects, It will respond through the existing communication channel. Besides the ways mentioned above, topview also established a corporate CSR web page to announce the essential information about cooperate permanent development and such a live, immediate, transparent, and open for general public reference.

**Impact** 

The impact is that during the process to identify the significant subject and take further action as an evaluation on the significant subject and see what influence will be made to the corporate and keep monitoring and measure its effective parameter. For the significant subject is the results of identification in the current year, Topview will scrutinize those meaning and effective parameters to the company and set up the annual management target to have a certain control and then annually review and check target, also disclose the outcome of management goal.

When a corporate is pursuing permanent development, they need to understand how the stakeholder thinks. The stakeholder is in various groups, and the subjects they care about may have certain degrees of influence on topview's permanent development. topview can identify the primary stakeholder based on the definition of stakeholder. Eight groups of primary stakeholders are the employee, the customer, the shareholder, the supplier, the media, environmental protection group, government agency, general public

Besides the daily business particularly to maintain the interaction to various types of stakeholders, Topview set up an email box for external communication at the official website at csr@topviewcorp.com, as the essential communication channel for the company to do the communication with the stakeholder, the company has assigned specific persons to be responsible for the management over to email box, and they will deliver all the emails based on certain categories to the responsible unit. In addition, for the subject stakeholder cares about, all the related information will be integrated and arranged in the CSR for stakeholders' reference.



## Communication channel and the subject the stakeholder cares about



Stakeholder - Employees

**Employee** who currently works for

Frequency of doing

communication

#### Meaning of stakeholders to the organization

Employee is the foundation of corporate development; the people with talent may lose in the long run if the corporate can not properly manage the employee, cultivate the employees, and proceed the communication, and influence the company's competitiveness.

#### Subject people concern

Operational condition Employers-employee Relations Salary

learning development

#### Communication channel

Depending on irregular training Exercise schedule/plan Training exercise HR mailbox Irregular schedule Irregular schedule Welfare committee Employer-employee Quarterly

#### Result of engagement

1.In 2020, Topview reached total hours of train exercise up to 1191.96 hours with the total number of people who participated up to 403 person-time. The hour for one of each worker taking the training exercise in 2020 is 3.08 hours.

2. Reselect and authorize the welfare committee, the term of office - two years.

#### Responding chapter

CH 2.2 Financial performance CH 4.2 General information of the employees

CH 4.3 Salary

welfare activities

and safety

Health management

Occupational health

CH 4.4 Career training

CH 4.5 Welfare

CH 4.8 Working condition



#### Stakeholder — Investor

#### Shareholder

#### Meaning of stakeholders to the organization

Aggressively explain to the shareholder with the company operation and financial status

#### Communication channel

Frequency of doing communication

Financial statement Irregular company official website Irregular Once every Investor conference/ Shareholder's meeting three years

Annual report publishment

Once a year

Corporate social responsibility report

Once a year

#### Subject people concern

Corporate governance

Corporate's operational information in finance

Operation condition

#### Result of engagement

The finance and sales-related information will be announced irregularly in the way of a bulletin or press release; it is also available on the corporate's official webpage.

Responding chapter

CH 1.2 Corporate governance CH2.2 Financial performance



#### Stakeholder — Customer

#### Brand Bustomer

#### Meaning of stakeholders to the organization

To listen to customers' demands, help the customer resolve the problem, and raise the degree of customer satisfaction are the primary consideration for the company.

#### Subject people concern

Quality service Product safety

Information for green product

Protection to customers privacy

following the product responsibility

#### Communication channel

Frequency of doing communication

Customer auditing Irregular Customer satisfaction Once a year investigation

corresponding window for Irregular the sales

Irregular Higher ranked officer

Interview & meeting for Irregular the salesperson

#### Result of engagement

customer satisfaction on the average in 2020 is

88

Responding chapter

CH3.1 Green product CH3.3 Customer service

CH3.2 Quality performance



Operational Condition



#### Stakeholder— Supplier

#### Supplier

#### Meaning of stakeholders to the organization

Build up a permanent developing supplying chain together with supplier bearing protection to the environment, human rights, safety, and health.

#### Subject people concern

Anti-corruption

Fair trade

Financial and Risk Management

Prohibition and Restriction of Use of Hazardous Substances conflict metal

#### Communication channel

of doing

Investigation to the supplier

corresponding window for purchasing

Mailbox for customer claim

EC platform for the supplier

Auditing on site

# communication Irregular Irregular

Frequency

Irregular

Irregular

once a year annual assessment

#### Result of engagement

New supplier - the safety and hygiene of the environment management, the investigation in a written form is accomplished

71%

#### Responding chapter

CH2.3 Fair trade and anti-trust CH3.1 Green product



#### Stakeholder— Community

**Environment** protection group

#### Meaning of stakeholders to the organization

Topview is departing with the spirit of caring and contributing, bearing concentration of love from many employees.

#### Communication channel

Mailbox for external communication

#### Frequency of doing communication

Irregular

#### Subject people concern

Pollution control strategy

#### Result of engagement

Finance and sales-related information will be announced irregularly in the way of a bulletin or press release; it is also available on the corporate's official webpage.

Responding chapter

CH5 Environment protection



Stakeholder — Media

Media

#### Communicationchannel

Official corporate webpage Irregular press conference Irregular media interview Irregular news release

#### Frequency of doing communication

Financial information for the corporate

Operational condition

Enterprise social responsibility

Responding chapter

Enterprise social responsibility report CH2.2 Financial performance



Stakeholder—General public

General public

#### Communicationchannel

Official corporate webpage

Media news

Mailbox for external communication

#### Frequency of doing communication

Environment protection Charitable activities

Responding chapter

CH5 Environment protection CH6 Social caring and participation



#### Stakeholder — Government

#### **Government agency**

#### Meaning of stakeholders to the organization

lowest requirement of a corporate operation is to be consistent with required regulation by law, Topview built up related management system, and have the auditing unit to check out the execution in reality for compliance.

#### Communication channel

#### Frequency of doing communication

The spot check	Lrregular
Visit on-site	Lrregular
The written form of notification	Lrregular
Labor inspection	Lrregular

#### Subject people concern

The subject people care about To comply with the regulation The environment protection The labor right and benefit The corporate governance

#### Result of engagement

Ten times of communication approx. annually for the subject of the environment, safety, health (the random check, pay a visit, the official document prepared, labor inspection included)

Responding chapter

Enterprise social responsibility report CH1.2 Corporate governance

Relationship with the employees

CH5 Environment protection



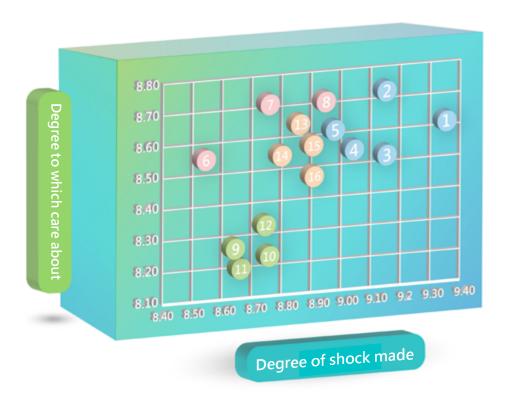
The corporate social responsibility committee will proceed with the shock evaluation to the company based on the subject the stakeholder cares about; seven vital subjects were screened out based on the degree that the stakeholder cares about and the degree of shock made to the corporate through the cross-analysis.

## Analysis for significant subjects

			Boundary				Corresponding	
Category subject Meaning made to to		Meaning made to topview	Internal of the		al of the nization  Supplier	GRI Standards correspondence	chapter for management	
Economy/ Governance	Customer satisfaction	Raise the customer satisfaction is the priority in Topview, the satisfaction of quality is promising, continuously to design and manufacture the product is consistent of regulation and the customer demand	•	•	•	GRI-417-2 GRI-419-1	3.3 Customer service (significant subject)	
Economy/ Governance	Code of conduct	Try to avoid unethical affairs, which would jeopardize the business partners without the trust on us, low morale employee, and the business's loss. topview construct related regulation to ensure all the people in the company will perform the job based on the highest behavior principle.	•	•		GRI-102-16 GRI-102-17	2.4 Employee's behavior and ethical principle (significant subject)	
Society	Customer privacy protection	When the customer's privacy is disclosed, it may reduce the customer's loyalty and satisfaction, the negative influence on business and goodwill, even file a lawsuit as severe as it can be, therefore make sure the customer privacy is well respected and protected that's Topview promise to the customer	•	•		GRI-418-1	3.3 Customer service (significant subject)	

		ject Meaning made to topview	В	ounda	ry		Commenting
Category subje	cubioct		Internal	Internal External of the organization		GRI Standards correspondence	Corresponding chapter for management
	Subject	Wicaring made to topview		customer	Supplier		
Society	Labor/ Management Relationship	For maintaining a good employer-employee relationship between the corporate and employee, the fluent communication channel was well built inside the company, In help all the employees to have an immediate understanding over the message about the company and also encourage everybody to provide good suggestion for the operation of entire enterprise for the decision-making unit as a reference	•			GRI-102-41 GRI-103-2 GRI-406-1	4. Relationship among the employee (significant) subject)
Economics/ Company governance	Green product	Tv request at the early stage of product developing, the green design must be a part of it To evaluate the design product/the parts in each life cycle stage the possible shock and risk to the environment. We need to reduce the shock to the environment at the source of designing and to develop the product to be compliant with HSF requirements.	•	•	•	GRI-307-1	3.1 Green product (significant)
society	Product health and safety	Topview devotes itself to promoting various management systems for designing and manufacturing products compliant with regulatory requirements and customers' health and safety.	•	•		GRI-416-1 GRI-416-2	3.1 Green product (significant)
Health and safety	Occupational Disaster Management	Through the promotion to the item of occupational safety and health by environmental safety and health management committee allowing one of each employee safely accomplished the job and precisely implemented the various requirement of safety and health	•			GRI-403-2	4.6 Occupational health and safety (significant)

## Distribution for significant subjects





- Legal and obeying the law
- The quality policy
- Permanent strategy
- Human right
- Behavior regulation



the corporate governance

- Employer-employee relationship
- Employee salary and welfare
- The customer privacy production



- The water resource managementAir in
- greenhouse and resource management
- Ecologized design
- Waste disposal



- Product health and safety
- Chemical management
- Overwork
- Occupational accident management



- 2.1 Business Scope and Product Content
- 2.2 Operational Performance
- 2.3 Fair Trade and Antitrust
- 2.4 Code of Conduct and Ethics for Employees
- 2.5 Information Security
- 2.6 Risk Management

# 2 Operating status

## 2.1 Business scope and product content

#### 1. Business Model

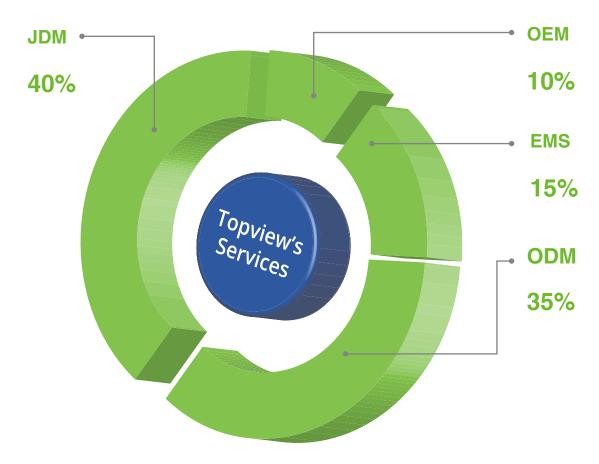
As a professional service provider in design and manufacture of surveillance products, the percentage of operating model between Topview and customers as follows:

JDM: Customer and Topview jointly design the products and Topview complete product manufacturing. This accounts for 40% of the total operating volume.

ODM: Customers define specifications and appoint Topview to complete product design and manufacture the products. This account for 35% of the total operating volume.

**EMS**: Customer self-develop design of the products, and appoint Topview for product manufacturing, providing pure OEM production method to helps customers to manufacture products. This account for 15% of the total operating volume

**OEM**: Topview logically plans the product design and manufacture the product, conducting OEM sales in the way of customer's own brand This accounts for 10% of the total operating volume.



ODM/OEM business account for 70% of Topview's total operating volume and the designed products can always be used as the driving force behind the first-tier brands in the industry, which proves that strong software and hardware R&D capabilities are the strong pillars of Topview to lead the industry. In addition, by providing flexible customized services and platform integration capabilities, the cooperation with the industry's first-line brands in JDM has also gradually increased.

On the manufacturing side, in order to meet the challenges brought by product upgrades, new technologies, and Industrialization 4.0, Topview continued to conduct personnel education and training and process improvement and introduced semi-automatic fixtures to improve production speed and product quality.

#### 2. Industry Trends

#### 2.1 安控產業之現況

With the continuous occurrence of terrorist attacks in recent years, governments and public in general are increasingly demanding for surveillance systems and intelligent analysis to protect civilians' life. Thanks to the development of imaging technology and the advancement of digital storage technology, high resolution IP camera is now playing an important role in this security demand. Topview is committed to develop high performance and quality products that can fulfill the needs of customer in different market segment. In recent years, Taiwan surveillance system manufacturers have been benefiting from ODM order shift from China, due to China manufacturers suspicious issue on national security, and increased tariffs caused by the China-USA trade war. Topview with years of experience; has attached great importance to product quality and cyber security, meeting the needs and expectations from customer and the society for security products.

#### 2.2 AI 智能化分析

勝品電通因應客戶需求,早在 2016 年便開始開發一系列的影像分析技術,來滿足市場上的需求,此後不斷精進,務使讓監控管理可以更為方便、更為自動化。

智能分析能提供影像管理、搜尋及分析功能,包含偵測物體行為、辨識影像中的標的物等方式,依據客戶的需求來擴大影像內容應用。因應近幾年 AI 技術的快速發展並在安控領域找到相關落地應用,勝品電通亦積極布局 AI 相關技術的開發,期待智慧分析不僅擴大監控產品的應用範圍,也是未來產業成長之動能。

#### 2.3 H.265 高畫質影像壓縮格式解決方案

在 2016 年勝品已順利推出第一台 4K H.265 攝影機於市場上·並以此為基礎衍生出全系列的 H.265 產品;並且在 H.265 的基礎上·勝品更開發出了 Enhance H.265 的壓縮技術·讓壓縮率能夠更一步的提升。高畫質的影像搭配高效率的壓縮技術也讓勝品電通掌握了數位安控領域的金鑰,讓客戶大幅度的減少頻寬以及儲存空間的需求。







智慧偵測人臉特徵並以螢 幕顯示辨識區域



聲音偵測

當音量超過預設分貝時發出警報

## 3. Special Application Camera

Topview as a professional manufacturer of surveillance products, targeting on highquality, multi-functional high-end IP cameras, we have been developing customized cameras for different applications and scenarios.

#### 3.1 Fisheye:

An application for panoramic view, you can use onecamera to cover field of view of 4 cameras; which reduces the cost of camera installation and helps tocapture the whole dynamic detail more efficiently.





#### 3.2 PTZ

Adopts a special design that gives a continuous 360 ° pan, and tilt reach 90 to-20 degrees omnidirectional vision, which also reduces the cost of camera installation andhelps to capture the whole dynamic detail more efficiently. Topview provides variety of PTZ, equipped with 200M IR illumination and 4K high resolution, providing more flexibility to SI when doing floor design.



#### 3.3 Discreet:

Adopts a design that separates the camera unit from video processing base, taking advantage of small size of camera lens to achieve the hidden effect without compromising any surveillance function.



#### 3.5 Specialty:

In response to the ever-changing applications, Topview continues to devote resource to special form factor design such as Onboard Camera designed for transportation application, and Corner Camera designed for prisons and correctional facilities, allowing customer to explore any potential buisness opportunity with better and suitable product specialties.

#### 3.4 LPR:

Adopts a special algorithm that enables the capture of clear license plate image from a fast moving car, so that customers can obtain clear and usable license plate information for further application.





#### 4. 未來產品規劃 Product Plan

Topview's product developing and research team bear continuous creating spirit, to strive for improvement to the extreme, to take the current abundance of the line of product as the base, through the adaption of advanced DSP components and manufacturing capability in Taiwan and USA, along with mature software development ability, to continuously improve product efficiency and versatility, allowing the customer can apply it in various locations. Besides the monitoring camera, it also plans the web video recorder, video identification access control system, and other new product development. Currently, the company is developing a new line of products in addition to the abundant line of the product - monitoring camera, to provide even more overwhelming product of monitoring equipment, and is able to provide the customer with the full scale of security prevention monitoring equipment as a solution.

# 2. Operational performance

#### ■ Financial performance

In 2020 the global epidemic was not fully controlled. Quite a few countries still need to proceed with the prevention continuously; the budget initially expected to spend on the smart city has been possibly changed to release the person with difficulty as a project and delayed. The security control company is still in a more conservative perspective to look at the market this year. Topview is one of the very few companies still kept in positive growth to annual sales revenue in the security control group. For the detail of operating performance and the financial information, please refer to the chart below:



#### ■ Operation performance for the past 8 years

Annual	2014	2015	2016	2017	2018	2019	2020
Net revenue (NT\$ million)	1,635	1,400	1,268	1,160	1,123	1,292	1,566
Operating cost (NT\$ million)	1,107	971	883	844	837	937	1,204
Net income ratio	9.13%	6.90%	4.90%	3.46%	2.86%	4.97%	4.10%
Earnings per share	7.70	4.60	2.96	1.88	1.40	2.55	2.23
Debt to assets worth ratio	63.15%	57.82%	59.53%	53.98%	54.34%	46.76%	44.66%
Long-term capital	142.41%	5.59%	130.99%	134.65%	132.12%	175.51%	160.69%
Return on	9.91%	5.59%	3.82%	2.65%	2.19%	3.75%	3.54%
Return on	22.79%	12.87%	8.05%	4.97%	3.83%	6.86%	6.14%

## 2.3 Fair trade and anti-trust

"Pursuing excellence, teamwork, creating capability, honesty, and trust, and integrity, being aggressive and dynamic, qualityoriented" has always been the core spirit and enterprise responsibility topview has been holding. The core value of honesty and trust and integrity are constructed onto the excellence of internal management and business ethics regulation.

## Topview's specific practice of anti-trust

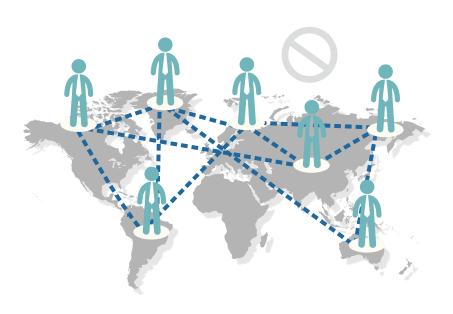
negotiate with any

Not to look for or acquire the information with the

Not to attend the meeting with competitors or proceed the negotiation except for specific legal

Do not participate in actions such as collective boycott, bid rigging, conspiracy to fix prices, or market

Topview never had the above violation until now and will continue to work hard on maintaining integrity and trust for the company hereafter.



## 2.4 Employee's behavior and ethical principle

According to the business philosophy of "to respect the work you do with honesty," honesty and trust are the value and the working attitudes for all the employees have to possess; it is also the way of work and the principle. When people work for Topview, they need to obey the law, work principles add many other related requirements, respect the work they do, be responsible, do the best they can for the job they do, and work together with colleagues as a team. Never take advantage of the opportunity at the position to acquire benefit

> CORRUPTION EXERCISE OF THE TRUST BEHAVIOR

for themselves or some other persons, and not to accept in the benefit from the supplier (to accept and take the corruption, accept any gift, to participate in and request the business dinner and party) For specifically proceed any prohibit to corruption and distorted behavior, the behavior principle is well established in the employees working Manuel, and also required to obey the law and ethical principle to maintain Topview's assets, privilege, and business reputation. The related concept and philosophy will be delivered during the new employee's training to ensure Topview and all the stakeholders benefit, to be away from the chance to sacrifice the company benefit for the personal benefit.

Topview precisely lists up the related content in the "honest and trust governance principle." Through the internal operational process and strictly control and managing and auditing unit's irregular auditing, it allows the risk of lost the confidential document, the information security issue and corruption reduced down to the minimum. Simultaneously, the HR unit regularly arranges the training for the principle of being honest and trusting, which allows all the operations and workers to precisely understand and be consistent with the law and the required regulation

One of each workers in Topview does have the responsibility to maintain the company reputation based on the highest ethical regulation. Any of the workers in Topview discover the other person with the possibility to be involved illegal or violation of working regulation, such a person can contact the supervisor in the unit they belong to, the supervisor in the HR department, or feedback to the honesty and trust mailbox: honest@topviewcorp.com

2020 Goal accomplished

100%

#### Management Approach of Material Topic

## Significant subject: Employee's behavior and ethical regulation

#### Main target we concern about

The customer, suppliers, the community, the employee

#### Responsibility

HR department

#### 2020 Management goal

The all the employees were trained and educated and tested, and investigated

#### Resource

The project execution of department-crossing

#### Action

- 1.The execution of behavior regulation online training exercise annually
- 2.To make the behavior regulation and announce in internal webpage

#### 2020 Management goal

#### **Evaluation**

The result will be reported in the management review meeting

Product Value chain

## 2.5 Information security

To ensure the information property's (the hardware, the software, the information, the documentation, the people and information processing elated) classification, completion, usable and the legality, to be away from the internal and external threat on purpose or incidentally, and also evaluate the requirement for the business to make related information. security management.

to properly protect the activity of Topview's information security management system, and to precise carry out related regulation and the execution of the risk evaluation process through action to take for risk-related items decided by the risk evaluation results and internal meeting, to effectively reduce, transfer, eliminate the risk.regularly inspect one of each regulation, then to evaluate and make the amendment the internal information security regulation in the company annually to ensure to be consistent and effective to the law and to proceed the propaganda to the employee for the related alternation. For the part of the supply chain, to request the contract signing with a third-party service provider and also request them to obey the classification and network safety regulation

We not only provide the newly recruited people to proceed with fundamental information securityrelated training but also regularly take place the email socialize engineering exercise, and the training exercise of emails sending and receiving related information security knowledge to the risk for the employee incidentally clicked the malicious email also proceed the information security online training exercise for all the employee to improve the consciousness to the security information and to ensure that information security concept can be immersed into daily operation



According to the future development goals of Topview, our IT department besidesthe development of Information System Architecture, Software Audit and otherdevelopment directions, also regularly reviews the contents of our networkinfrastructure to ensure that information safety and operation are in accordance withthe relevant management regulations. At the same time, we internally implement the following management tasks:

## Information Security

- Advocate the concept of Information Security when personnel are reporting for duty as well as every 6 months via e-mail from IT department.
  - 2. Via a system equipped with access control, strictly control relevant documents and data reading.
  - 3. Relevant system data (data of OS) and file access control.
  - 4. Improve the quality of video conferencing and manage office hardware

## 2.6 Risk management

#### ■ Operation of Risk Management

Topvieew regularly holds a risk management meeting to review and execute the condition for the improvement plan based on significant subjects, domestic and international, regulation change, or some other abnormal affair. Topview continues to execute the action based on various risk management to avoid the potential danger of jeopardizing direct property loss and deprive the loss as a result of operation interruption. • Each department of Topview jointly engages in the risk management mechanism for the aspects including environmental safety and health harm, water resources, governmental policies, climate change, etc. to cutback the estimated damages or influences derived from risk impacts.

#### ■ Joint Defense Mechanism In a Group

Due to the epidemic of COVID-19 in early 2020, the group initiated the contingency plan before the Chinese New Year; the corresponding strategy is decided based on the development of the epidemic, the joint defense mechanism is decided through the group, to take place a regular meeting, to construct the notification channel, to integrate all the resources from the group: to purchase the material required for epidemic altogether, keep the numbers of people in the factory, to collect the material as much as we can, etc.

#### ■ Emergency Corresponding Exercise

Topview forms an emergency corresponding team and makes an emergency corresponding plan when facing the situation of on fire...etc. And through the practice to ensure the effect in reducing the risk of damage when the urgent situation happens.

#### **■** Emergency Corresponding Training

For the enhancement of the employees' emergency corresponding ability, the emergency corresponding and the fire training exercise will be executed for the newly recruited employee. To ensure people's safety and reduce the damage coming from the accident, and amend the emergency corresponding plan, the following is the Topview's risk management flow chart.

Corresponding unit in the area can accurately command corresponding procedures in an emergent situation; the company set up a self-defense team and a in a factory and when the abnormal situation happened, effectively provide accident assessment, identification for the danger and corresponding information for properly controlled the accident in eliminating the damage as the purpose.

According to the responsibility for one of each unit jointly participate related risk management control mechanism, to make the contingency notification criteria for the whole group and to clearly define the level and the process as the correspondence to reduce the loss of influence to the corporate based on the shock.



#### ■ Propaganda for epidemic prevention

Topview forms an epidemic prevention corresponding team for the resistance the enlargement of epidemic and "The COVID-19 corresponding plan." and standing at caring about the employees, in the meantime for corresponding the upgrade of epidemic prevention, besides the launch of an investigation of epidemic prevention at the first place, the highest-ranked supervisor irregularly hosts a meeting and make the corresponding plan to protect themselves and other people too. The epidemic prevention-related operation is shown as follows:

## Restriction when taking the elevator



## ■ Employee restaurant







## Body temperature measuring when in-out the factory area



#### Exit and entrance of each floor







- 3.1 Green Products
- 3.2 Quality Performance
- 3.3 Customer Service
- 3.4 Supply Chain Management

## 3 Quality of Product and Service

## 3.1 Green Product

Our business model is B to B (Business to Business) yet we advocate green products. Therefore, even after our products leave the factory we still concern about their impact on the environment. Our green product design (direction) is focused on energy saving.

#### ■ Hazardous Substances Management

Topview has actively engaged in hazardous substances management since the EU RoHS and REACH Directive was declared, and mapped out the "Management Norm of Environmental Substances within Parts and Raw Materials", which is in light of RoHS, REACH by European Union, international laws as well as specific demands from clients, to request vendors strictly comply with. In addition, Topview, based on the management for parts and materials approval, the verification of finished products as well as the management procedure for green products and environmental quality, executes the regular internal GP inspection to ensure implementation of each process and will keep enforcing with the highest criteria.

Topview publishes and manages the latest status of regulations, via the explicit system, on the GPSCM (Green Products Supply Chain Management) to have information updated immediately. By the systematic management that meets the international regulations and requests from clients, Topview has the full confidences that the utilization of hazardous chemical substances will reduce every year gradually, and the harms over human and environment when using and discarding products can be efficiently avoided.

The entire products of Topview conform to the regulations of EU RoHS Directive (2011/65/EU) and so far we have not been subject to any return of goods resulting from violation against RoHS.

Topview has a good command of the situation of all the products that come along with SVHCs (Substances of Very High Concern), given the EU REACH (Registration, Evaluation, Authorization, and Restriction of Chemicals) taken effect on June 1st, 2007, to fully comply with the regulations of REACH, and well grasp,

by gathering major international environmental regulations periodically, the latest trend of international environment protection.





## Management Approach of Material Topic

## Significant Subject: Green Design

#### Main target we concern about

Customer, Supplier and the Employees

#### Responsibility

Research and Develop the Quality System

#### 2020 Management goal

customer complaint-The number of monthly HSF case 0

#### Resource

- 1. Department crossing cooperation to execute the green design project
- 2. The external auditing unit to execute the verification

## 2020 Goal accomplished

up to standard

#### Action

- 1. The product development and research process adopt the way of green design
- 2. The connection to the system platform internal the company to improve the efficiency of information flow.

#### 2020 Management goal

customer complaint-The number of monthly HSF case 0

#### **Evaluation**

evaluation: quarterly management review meeting regularly reports the condition of execution

### ■ Energy Conservation

Topview has positively developed the ideal products with energy-saving technology, amid the trend of eco-friendly, to lower unnecessary energy dissipation and further reduce carbon emission

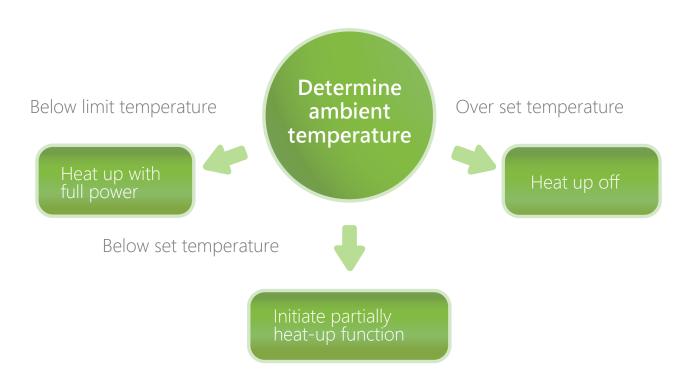
For the Analog cameras, we adopted the parts with low power consumption and improved the circuit construction, both of which not only upgrade the efficiency of power conversion, but decrease the power consumption by a large

margin. The power consumption of previous bullet camera 530R, for instance, is 6W, while it is largely reduced to 4W in terms of the power consumption of the latest 550R, which turns out the astonishing decrease in power consumption by around 33%.

For IR models, we replaced DIP LED with SMD LED, which reduces usage amount of material by 1:2 ratio, consequently reducing the number of waste. In addition, to reduce the overall power consumption of the IR LED board, the overall energy consumption was reduced by about 10%, resulting in reduced energy waste.

The IP cameras presented by Topview are equipped with the intelligent control and able to initiate heat-up process with flexibility based on ambient environment, which prevents the cameras from heating up in full power constantly and therefore wisely lowers power consumption to fulfil the ultimate object, the perfect leverage for power allocation.

## Flow chart of intelligent heat-up function



### Recyclables

From the beginning of the packaging our company's products are considered easy to dismantle, recycle, and is in accordance with the WEEE (Waste Electrical and Electronic Equipment) design requirements. On our product manuals we also remind consumers to not arbitrarily discard the recyclable products and to recycle electronic products in accordance with local recycling system to reduce the harm to the environment.

According to the product life cycle assessment, we ensure that the product is safe at each stage; including manufacturing, transportation, use, installation, after-sales service, and recycling.

In terms of product labeling, Topview products are in accordance with the relevant regulations of product, therefore our products are labeled on the body or on the packaging exterior/interior, or even marked the regulation messages on QIG (Quick Installation Guide). In addition, the product manual explains the safe use of the product, maintenance methods and precautions and other relevant information, so that users can safely and correctly use Topview products. In 2019, there was no violation of regulations related to product safety.





### **Management Approach of Material Topic**

Significant Subject: Product Health and Safety

#### Main target we concern about

Customer

### 2020 Management goal

Number of the case is inconsistent with regulation 0

#### 2020 Goal accomplished

up to standard

### 2020 Management goal

number of the case is inconsistent with regulation 0

### Responsibility

Production Compliance Unit

#### Resource

Assigned Person Inspect and Review theRegulation.

#### Action

Product can be populated in the market when the product is approved by safety certification based on the requirements in the nation or the area where the product needs to be sold.

#### **Evaluation**

- 1. Product can be sold in the market where the product is notarized by the third party and certified the product to be consistent with the regulation.
- 2. Design review is done in the stage of product developina
- 3. Review and discuss the product safety regulation related to international regulation in the management review meeting.

### ■ Product Safety Label

In terms of product labeling, Topview products are in accordance with the relevant regulations of product, therefore our products are labeled on the body or on the packaging exterior/interior, or even marked the regulation messages on OIG (Quick Installation Guide). In addition, the product manual explains the safe use of the product, maintenance methods and precautions and other relevant information, so that users can safely and correctly use Topview products. In 2020 there was no violation of regulations related to product safety.

#### Product liability and safe to use

All the product made by Topview consists of international regulation and the customer's purchasing requirement. And the designed product is consistent with safety regulation; the details will be stated in the product manual



and installation. It allowed the user to buy the safe product and correctly use it, in the meantime secure the final user

## 3.2 Quality Performance

Since the acquisition of ISO 9001 Quality Management System Certificate in 1996, Topview has been focusing on both the stability and brilliant quality to fulfil the demands from clients for managing quality of products. Moreover, in addition to putting the "Overall Quality Management" into practice within each phase of procedure, we will keep seeking the ways to improvement, via carrying out the policy of Topview, "Quality First, Delivery On Time, Perfect Service", and earning the total satisfactions along with cognitions from every client.

## **Quality Policy**

## **Quality Management System**

## 3.3 Customer Service

Topview puts customer satisfaction for service at the first priority all along to keep improving our service quality for clients, with the very quality policy "Quality First, Delivery On Time, Perfect Service", further ensuring every need from clients are well addressed and met. In order to promote competitiveness of customer's product, Topview implements customer satisfaction survey, regular meetings, technical supports and after-sales service.

#### Customer Satisfaction Investigation

#### 1.Questionnaire structure

Topview develops the specific " Customer Satisfaction", integrating the core values and the competitive advantages with the customer behaviors, by standing on the customers' viewpoints. The customer satisfaction structure diagram below is composed of the inner axis, the core values of Topview, and the outer circle, the competitive advantages encircling the core values

\* Core Values: R&D, Quality, Sales

\* Competitive Advantages:

R&D Field: R&D Capabilities, Technical Service

Quality Field: Product Quality, Maintenance Service,

**Manufacturing Production** 

Sales Field: Website Content, Price, Delivery Time,

After-sales Service, Series Products



The design of the customer satisfaction survey, integrated with the core values and the competitive advantages, can be divided into 5 major aspects, "R&D Engineering", "Quality Management", "Sales Business", "Delivery Status", and "Total Satisfaction Degree". We spare no efforts to make every necessity from clients are well addressed by encouraging clients to feedback and provide recommendation actively.



## Management Approach of Material Topic

## Significant Subject: Customer Satisfaction

#### Main target we concern about

Customer, Supplier, and Community

#### 2020 Management goal

Customer Satisfaction

**85** points

#### 2020 Goal accomplished

**Customer Satisfaction** Reaching

#### 2020 Management goal

Customer Satisfaction

**85** points

#### Responsibility

Sales/Quality assurance Customer service

#### Resource

Department-crossing cooperation resolves customers question and the doubt.

#### Action

- 1.To proceed with the customer satisfaction investigation.
- 2. The feedback provided by the customer will be given to the related department, to submit the improvement.

#### **Evaluation**

To precede the performance index report and review in a management review meeting

### 2.Survey Process

Topview annual customer satisfaction survey compiles and analyzes each index, and is reviewed thoroughly in annual management review. Each of the responsible departments thus executes the improvement strategy to raise customer satisfaction continuously.

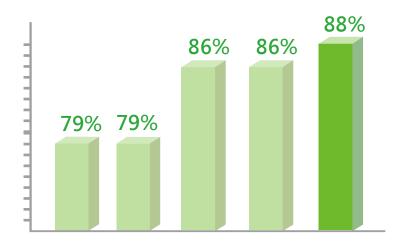
The result of customer satisfaction survey will be conveyed to related departments after well compiling. The correlated departments or supervisors are able to review the feedback from clients before mapping out better countermeasures, further elevating quality of products and services efficiently.

Topview is committed to quality and best customer service. In order to implement customer-oriented management objectives, we hold monthly and quarterly meetings according to different customer needs; reviewing product quality, service, technology and other evaluations with our customers. Relevant departments analyze the causes, improve countermeasures and keep track of them. Moreover, Topview attaches great importance to our customer's feedback. We conduct regular quality-control meetings to strictly implement internal audit control; gathering cross-departmental executives to

strengthen horizontal linkages, and aiming to let the executives understand customer feedback and concern; then taking immediate actions. In this way, Topview continues to improve service quality and competitiveness to reach the ultimate goal of customer satisfaction.

> The following table elaborates on the results of customer satisfaction survey in 2016 to 2020 individually.

Year	2016	2017	2018	2019	2020
Annual Satisfaction Degree	79%	79%	86%	86%	88%



The results of the annual satisfaction survey have been rising year by year for three consecutive years, and it proves that Topview is recognized by customers in customer service and satisfaction performance.

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### Each department takes its own responsibility and spares no effort in customer

In order to maintain the products credibility and company image, Topview, by discussing quality improvement with clients from the 2 aspects, design and flow of production, via FA(Failure Analysis), executes internal review regularly for the quality issues fed back from clients and adopts the necessary improvements immediately to avert the similar failure conditions from occurring again.

## Business Development:

## Design Quality **Assurance Department:**

Through the statistics of quality-related indicators, we understand the quality of the product and in regular internal meeting, we make corrective preventions to improve performance and track

## ■ Product Liability Insurance and **Operation Safety**

and customer procurement policy. Therefore, our products products and on the product installation manual there a detailed description to help the user to buy safe products with the product liability insurance to let every end user be

## ■ Manufacturing Department:

Significant Subject: protection to customers privacy

## Protection to customers privacy

By the time the business behavior is ongoing, Topview will sign up the NDA with the customer for the protection of classified information and respect and protect the customer privacy and intellectual property, and make sure the related sales person will properly proceed with



the classified information protection when practicing the sales operation.

In order to allow employees to understand the importance of information safety, Topview proceeds the Internal propaganda. Also, the authority is required to apply to classified documentation. In addition to the related worker, the employee is not closely related, requiring approval from a director, then has limited access, which aggressively eliminates improper copy and disclosure. In 2020 there were no customer claims about the loss of information, information disclosed and threat suffered, and the claim from the monitoring agency.



## Management Approach of Material Topic

#### Main target we concern about

Customer, Suppliers, Community, Employee

Customer service/Information

Responsibility

## 2020 Management goal



Data loss complaints

#### Resource

to combine the information management system, limited system, to enter the documentation and acquired the authorization

## 2020 Goal accomplished



Data loss complaints

#### Action

1. propaganda and training 2. to set up the authorization from the origin of information system

#### 2020 Management goal



Data loss complaints

#### **Evaluation**

To precede the performance index report and review in a management review meeting

Product Value chain

## 3.4 Supply Chain Management

For reaching the goal of the sustainable development, Topview engages in routine inspection and management on suppliers to promote products sales and further win the crucial advantages of competitiveness. Our company requests our supplier to sign Supplier Integrity Commitment Letter and Declaration of Environmental Policy.

#### ■ Supplying Chain risk Management

For all the current qualified suppliers, Topview Is even more cautious about proceeding with the supplier risk evaluation through the regular and irregular investigation to suppliers' operation and the financial status and also keep the eyes on the high-risk group try to

#### ■ Environmental safety and health management questionnaire investigation

avoid bankruptcy without precaution, which may have influence to the shipment or causes the argument and related.

In addition, according to the risk management procedure in the group, once there is a major event occurs, The significant risk investigation will be proceeded to the suppliers, for instance, the outbreak of COVID 19, seal the town due to epidemic, the shortage of container bearing price increasing for the shipment, the severe shortage in the market for semiconductor and some other materials, exchange loss...etc. We will always proceed with the related investigation to the supplier in a related area, or we will have the communication with the supplier to work out an appropriate way to react as an alternative; it allowed the company Topview can take the optimal prevention to the management of supplying chain, try to be away from jeopardizing the operation and therefore influence the stakeholder's privilege and benefit.

#### ■ Integrity Commitment Letter

#### Conflict Minerals

free minerals for production purposes. We insist sign "conflict-free mineral declaration", and we use this our suppliers. In addition, we are also asking suppliers to assist in trace back of metal materials contained in the



## **Declaration of Environmental Policy**

In order to promote environmental protection, our company has implemented ISO 14001 standard and thus, instructs our suppliers via adequate measures so that suppliers can understand and follow our environmental policy. The below are our environmental policies.

## "Energy Conservation, Green Product, and Environmental Regulation Compliance" 」

In order to meet the requirement of our environmental policy, the below is our commitment:

- 1. Meet the requirement of government environmental regulation.
- 2. Advocate waste reduction and implement waste recycling continually.
- 3. Advocate environmental consciousness and strengthen environmental consciousness of our subcontractor.
- 4. Raise the usage efficiency of energy and resource.
- 5. Advocate Green Product Design and manufacture Green Product.
- 6. Prevent the potential impact of accident event to the environment.

## WE CAN CONTRIBUTE FOR EARTH





**Environment Protection** 

## The major obligation for procurement is to ensure if the cost answers to the company' s objective.

We are commissioned to execute different methods like long-term procurement, periodical procurement and sporadically long-term procurement, apart from inquiry, comparison and bargain for price, to cut down cost and enhance efficiency. For those suppliers that are certified with excellent credibility and history, Topview contracts with them based on the manner of long-term cooperation. Instead, we cancel the cooperation with the suppliers, which are uncoordinated with inferior records, and turn to other substitute.

#### Supplier Selection

Supplier selection is one of the most significant missions for procurement in order to ensure quality, delivery time, cost and service of all products. Consequently, Topview establishes a censoring committee for suppliers, which is composed of specialists from R&D, QA, and Procurement, to launch into a series of flow of supplier management and review mechanism. New supplier is obliged to pass the evaluation procedure defined by Topview, when having the first time transaction, to be the qualified supplier for Topview. The evaluating standards of suppliers should include the aspects of operation status, internal management, facilities, technology, manufacturing ability, quality control, environmental and wastes management, outsourcing management, etc., and be strictly implemented with grading mechanism to build up a well completed roster of qualified suppliers.

#### Supplier Examination

Topview executes the stricter quality examination review once again for the unqualified suppliers annually to ensure better improvements in the near future. Those suppliers who score below 70 are identified as unqualified and forbad transaction with Topview.



We are also realizing that, in addition to doing our own corporate responsibility, the concept of sustainable management needs to be extended to suppliers; therefore from 2015 on the new supplier audit we have added CSR-related issues. Currently, there is an increasing proportion of supplier's CSR performance assessment including: labor, health and safety, environment and so on.

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- 4.1 Human Rght and Anti-Discrimination
- 4.2 Employee Profile
- 4.3 Compensation Package
- 4.4 Career Training
- 4.5 Benefits
- 4.6 Occupational Safety and Health
- 4.7 Care for Employee Health

# 4. Employee Relationship

For maintaining an excellent employeeemployer relationship, a communication channel is well built in the company, which allows all employees with updated information about the company and encourages all employees to submit their suggestions for the overall operation and development. It will be the reference for the decision-making unit. The wellbuilt communication channel can promote the employee-employer relationship and give the company to fully understand the employees' demand end question. The company can reply and improve rapidly and efficiently and provide a well-constructed working environment. The representative of the employer and the employee representative would have the communication and reach an agreement on a subject related to the privilege and benefit of employees through. Topview is a modern enterprise emphasis on the balance between work and living, the corporate emphasis on caring about each other and growing altogether, and even expect to deliver the concept to all the workers in the company and society.





### Management Approach of Material Topic

### Main target we concern about 2020 Mana

Employee

#### Responsibility

Human resource / General affair of environment safety

#### 2020 Management goal

Meeting between the employeremployee will be taking place regularly and announce the related information

#### Resource

- 1. Welfare committee meeting
- 2. Employer-employee meeting

## Significant Subject : **Employee-employer relationship**

#### 2020 Goal accomplished

up to standard

100%

#### Action

provide the employee the multiple communication channels and to disclose the message from the company to the employee through the communication channel.

## 2020 Management goal

Meeting between the employeremployee will be taking place regularly and announce the related information

#### **Evaluation**

Evaluation: the quarterly management review meeting regularly report the condition of execution

## 4.1 Human Rights and **Anti-Discrimination**

Topview, by protecting the rights and interests of employees and conforming to the local regulations and the requirements of stakeholders, treats every employee fairly and never hires child laborer. We reject compulsory labor and especially prohibit slavery and human trafficking, and at the same time, we actively promote our internal advocacy related to this matter Relevant details are as follows:

#### Freedom of association

Topview understands that the employees have the right to freely organize clubs and labor union as long as it is in accordance with the law for employee to organize communication channels. The employee or the representative of the employee should be able to openly communicate, share ideas and concerns about the working conditions with the management personnel without worrying about discrimination, resentment/retaliation, threats, or harassment.

#### Fair Employment Principle

Topview, in accordance with the proper human resource plan, publicly selects, and recruits employees with both capability and orientation taken into account. The various human resource policies and procedures are explicitly based on working capability of every individual with fairness regardless of their race, religion, skin color, nationality, age, sexuality, orientations and disables.

### Freedom of **Employment**

Topview rigidly forbids forced and child labor and claims that every employee should work voluntarily; In addition we are committed to maintain and protect the gender equality at work as well as personal dignity. An employee has the right to leave freely, provided that he/she informs about the intention to leave within a reasonable time in advance.

## Channel for **Complaints**

External stakeholders can report the issues via company's spokesperson, when being concerned about labor rights and interests and human rights subjects, and each responsible department within Topview will respond to the feedbacks and further build a positive channel for communication with related stakeholders.

The company has emphasized the harmony on the employee and employer relationship ever since the company was found, and provided multiple communication channels for the people who work for the company can deliver their opinion through the direct supervisor or the human resource supervisor, the employee's opinion mailbox or the conference...etc. The company encourages the employees to express their opinion, but they have to tell people who they are and their status for the preceding communication and investigation. For the employee who expresses their opinions, proper and reasonable prevention and protection action are taken to ensure the quality of investigation and to prevent the person who expresses himself will suffering unfair treatment and revenge. Up to now, there has been no discrimination to the status of improper treatment and sexual harassment or any external complaint or claim.If any external stakeholder has any doubts about labor's privilege and the benefit, The inspection request can be submitted through the spoken man of the company. The human resource department of the company is closely concerned with the alternation and amendment to government regulation. Up to 2020, it has no significant fine happened. The supervisor of the human resource department is continuously concerned with the related law, alternation of policy, and ensuring that salary, day-off, working hours meet the requirement of government regulation.

\*Vital fine: more than \$100,000 included

## 4.2 Employee Profile

Topview always puts employees in our top priority and strongly believe that competent employee is the key to, on top of making contributions and enhancing performance, help company create more profits. In response to the business operation, the current manpower demand has stabilized, but based on the longterm development of our company, we still continue bringing external talents. Additionally, the company's internal employees have promotion and rotation opportunities. Topview largely improves retention rate and keeps attracting talented employees by offering many efficient manners such as all sorts of training courses, sturdy compensation and welfare package and superior working environment.

## Principle of recruitment

Topview recruits the employee to the general public based on the requirement of the business. The company also devote itself to developing multiple channels for the recruitment of direct persons with the principle of hiring talented people and fit the requirement, and to choose talented people internally as the priority than the external people regardless of the variety of the tribe,

religion, color of skin, nationality, gender as the discrimination, and not to hire any child labor.

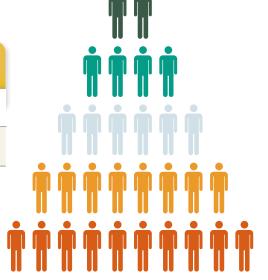
## Disabled Worker **Employment**

Topview provides those mentally and physically disabled with fair opportunities to work, in accordance with the Article 38 of Physically and Mentally Disabled Citizens Protection Act. By recruiting disabled yet qualified employees, Topview has cared for employment opportunities of the physically and mentally handicapped, and has created an appropriate working environment to fulfill corporate social responsibility.

## Solid Workforce Structure

organization's operation of Topview has stepped into the solid stage; starting 2019, the company starts hiring foreign labor due to the requirement of the workforce for the PO structure. In early 2020 the company business was influenced by the epidemic; the company still cares about roots deeply in Taiwan and the importance of hiring talented people, continuously increasing the working opportunity in Taiwan. The total number of employees approaching 400 people by the end of 2020.

Number of total employee	156	211	164	223
Number of disabled employee	3	2	3	3



## Human Resource Composition

As can be seen from the composition of the human resources structure in 2020; Topview female accounted for 58% of the total employees, while male accounted for 42% of the total employees, resulting in a balanced gender distribution. Direct labor and indirect labor accounted for 48% and 52% of the total number of employees, respectively. In recent years, in addition to strengthening R&D capabilities, Topview has also improved the overall quality of employees, with an even distribution of indirect and direct labors. In terms of management, the supervisor position accounted for 22% of the total number of employees, and the management scope is rationalized to achieve the best organizational management efficiency. Topview employees are mainly distributed in the range of 30 to 40 years old, which is the main force with the highest productivity and development potential. Indirect labor turnover is relatively low, and their seniority distribution are rather balanced, with most of the employees under one year adding new manpower for organizational growth. The quality of employees has also gradually improved. Currently, Bachelor's and Master's Degree account for about 46% of employees. In order to attract local talents, Topview strategically

established its headquarter in Taoyuan and branch office in Taichung. Human Resource Composition analysis is shown in the chart:

#### ■ 2020Human Resource Composition

Labo	or construction	People	Percentage
Gender	Female	223	58%
	Male	164	42%
Туре	DL	187	48%
	IDL	200	52%
Management	Manager	81	21%
Position	Professional	306	79%
Age	Under20	1	0%
	20-30	63	16%
	30-40	145	37%
	40-50	137	35%
	Over 50	41	11%
Seniority	Under1 year 1~3 years 3~5 years 5~10 years Over 10 years	54 104 43 92 94	14% 27% 11% 24% 24%
Education	Senior high school	167	43%
	College	43	11%
	University	117	30%
	Graduate school	60	16%

## Employee Turnover Status

The employee turnover status of Topview in 2019 and 2020 is explicitly stated within the table following table. New employee is recruited variously in accord with the demands by each division individually. Topview encourages, apart from regular employees hired for the cause of development of the required talent, re-employment females and social members to join us, hoping to increase youth employment opportunities.

Topview spares no effort to, while receiving resignation application from employee, realizes the reason and tries best to persuade employee into staying. From the table below, we can see the turnover rate of Topview employees in 2019 and 2020, where the majority of resigned employees were female (Direct Labor), and the reason for resignation was mainly family care.

People who quit the job primarily come from the front-line when the type of work for the direct worker is supposed to be low stability. Many incentives are provided in the Taoyuan area, where the concentration of manufacturing industry. On the other hand, the indirect people in 2020 are more stable than in 2019. Part of the reason is that the outbreak of COVID -19 at the end of 2019

lasted until now, and it had a tremendous influence on almost all the industries and economies in all areas globally. Most of the enterprises adopt more conservative recruitment strategies or freeze the workforce or lay off people.

Compared with the market, topview is very lucky. Although the epidemic has partially affected the company, the company still maintains various business projects and revenue related to the past under this situation, which makes colleagues more confident in the company. This is the main factor to stabilize manpower. However, there are still some colleagues who propose to resign due to family factors or career planning and other factors. The flow of human resources is analyzed as follows:

## Turnover rate by labor type and gender

			,	<i>J</i> I		<i></i>	
	Employee	DL	192	51%	Female	222	59%
		IDL	186	49%	Male	156	41%
		Total	378			378	
	Employee leaving	DL	74	65%	Female	65	57%
2019		IDL	40	35%	Male	49	43%
		Total	114			114	
	New employee	DL	90	69%	Female	80	61%
		IDL	41	31%	Male	51	39%
						131	
	Employee	DL	187	48%	Female	223	59%
2020		IDL	200	52%	Male	164	41%
		Total	387			387	
	Employee leaving	DL	51	66%	Female	47	61%
		IDL	26	34%	Male	30	39%

## 4.3 Compensation Package

Topview has the well and competitive compensation system, which is stipulated based on the operation performance, market order as well as the competitive index within the industry, to inspire our employees. We define the compensation package including basic salary, bonuses and dividends for each and every employee based on his/her position, average, education, experience, potential, specialty and performance regardless of gender, race, nationality, age or other subjective factors.

## **Employee Relationship**

For maintaining an excellent employee-employer relationship, a communication channel is well built in the company, which allows all employees with updated information about the company and encourages all employees to submit their suggestions for the overall operation and development. It will be the reference for the decision-making unit. The well-built communication channel can promote the employee-employer relationship and give the company to fully understand the employees' demand end question. The company can reply and improve rapidly and efficiently and provide a well-constructed working environment

The representative of the employer and the employee representative would have the communication and reach an agreement on a subject related to the privilege and benefit of employees through Topview is a modern enterprise emphasis on the balance between work and living, the corporate emphasis on caring about each other and growing altogether, and even expect to deliver the concept to all the workers in the company and society.

## Salary and Welfare

The salary and welfare system of Topview is strictly in accordance with the regulations by government, which includes the minimal wage, annual leave as well as the additional welfares, and reviewed periodically to keep and attract more talented people. With the idea of profits sharing to value every employee, Topview sticks with the operational policy, "Employees are Shareowners", to provide employees with the stock purchase and dividend distribution plans. The additional well bonus system, which fairly depends on both operational and personal performances, makes Topview one of the competitive corporates and demonstrates the determination to be a leading company of respecting and valuing each employee. For the aspect of welfare, specifically speaking, Topview offers group insurance and holds a great number of activities, with the assistance from welfare committee, including travel plans (domestic and international), birthday party, movie watching, dining gatherings, club events, etc., to enrich relationships and leisure time of every employee.

## **Performance Management**

The annual performance review method is held regularly and based on not only performance of job objective, capability of execution, manner of attitude, etc., but also the fair and reasonable standard from official appraisal form. All employees of Topview are required to follow this review method to have their performances linked with the appraisal form concretely for future promotion and salary raise.

#### **Parental Leave**

For the country's competitiveness in the future, Topview considers the childcare and breastfeeding issues of its employees as an unshrinkable social responsibility of the company. Therefore, Topview provides parental leave in accordance with Taiwan's laws and regulations, which follows the "Gender Work Equality Act" and "Baby Care Retention Act. And after the expiry of Unpaid Parental Leave, Topview does proper arrangements for returning employees. 29 employees have applied for the Unpaid Parental Leave during 2016 to 2020, and the reinstatement rate is up to 39.28%. Up to now, 2 employees are still on leave. As of 2020, the overall retaining rate after reinstalling is perfectly 881%.

### Retirement

Topview stipulates the retirement system, in light of the regulations, to ensure each employee is eligible to apply for the pension after retirement. Those who are qualified with the "Labor Standards Act" automatically deposit the certain amount of labors' retirement reserve funds, calculated after actuarial process, to the designated account of old system. On the other hand, those who are qualified with the "Labor Pensions Ac" deposit 6% of monthly income, in accordance with the labors' pension level of new system, to the private pension account.

## **Working conditions**

Topview believes that human resources are the company's assets. Only by attaching importance to the work-life balance of colleagues can we create maximum productivity for the company. Therefore, we are committed to providing a high-quality working environment. In addition to healthy and safe workplace facilities, we also regularly inspect the company's various labor conditions in accordance with laws and regulations to meet the requirements of laws and regulations, and make flexible adjustments in a timely manner based on human management.

## Overtime and working hour management

Topview believes the workforce is the company's asset and cares about the balance between work and a living; then, the employee is to create maximum productivity. Therefore, the company devoted itself to providing a good working environment and a healthy and safe working facility, periodically reviewed all the labor working conditions based on law, and also made timely flexible adjustments. Make sure everything is done based on that principle.



## 4.4 Career Training

Respecting cultivation and development for every employee, Topview is convinced that only by cultivating more talented people can we reinforce the foundation of competitiveness and bring about an excellent base of human resources. In order to earn the critically required human resources and the professional skills for each division, Topview has pumped abundant resources to provide employees with the well-knit training and cultivating courses that facilitate the quality of work and help reach the objectives of vision.and has been approved by the Ministry of Labor Talent Quality-management System (TTQS) of the Workforce Development Development Agency.

In 2020, a total of 78 in-service and newcomer training classes were held, with a total training hours of 1.191.96 hours and a total of 403 participants. The average training hours for each colleague in 2020 is 3.08 hours.

### 訓練內容

Through the courses based on the practical skills imparting, Topview assists every employee to learn the necessary knowledge and expertise, which are practical and can be applied to real working environments. In addition, we encourage each one to actively share own knowledge with each other. More than that, we especially focus on the orientation trainings, which are conducted by individual employer for the period around 3 months, for newcomers to rapidly merge with the organizations after on board officially, and further help them to adapt into our culture with ease. The detailed contents pertaining to all the training courses are described below:

- 1. Orientation Training: every newcomer will get through the orientation and introducing trainings with the assistances from tutors to quickly merge with the environments and cultures of Topview.
- 2. Professional / Practical Training: to lecture the essential expertise required by each division including Manufacture, Marketing, Sales, R&D, Financial, Management, Procurement, Information, etc.
- 3. General Education Training: to pass on the operational mission, corporate culture, core values, sense of quality, occupational safety and public hygiene of Topview.
- 4. DL (Direct Labor) Training: concerning all the critical knowledge, techniques and operational methods for DL in field operations.
- 5. Self-developing Training: regarding to language courses, e-leaning, etc

2020 Training Situation						
Number of in-house training classes  Number of classes for external training  Total number of shifts  Total number of participants	42 Shifts 36 Shifts 78 Shifts 403 Visits	Total training hours Total number of employees (end of the year) Average number of training hours for employees	1191.96 hr 387 People 3.08 hr			

## 4.5 Benefits

Topview adheres to the concept of creating a happy and healthy working environment. We offer diversified employee benefits to fulfill the goal of providing a quality working environment and creating a corporate culture that values health and happiness of our employees.

#### **Festival Bonus System**

Bonuses are issued for the Labor holiday, the Dragon festival, and Mid-Autumn festival.

### **Annual Employee Dinning Party**

At the beginning of 2020, due to the outbreak of the epidemic, various companies stopped organizing large-scale activities. In the early stage, the company canceled the annual employee travel activities in order to cooperate with the government's epidemic prevention measures. After the epidemic was effectively brought under control, the company still adhered to the concept of caring for employees, and changed to a department-based method to hold dinner parties to allow each department to promote emotional exchanges between colleagues.

### **▼** Employee Dinning Party





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## Annual Banquet

Each year Topiew Corp. holds a year-end party and prepares scores of prizes and gifts to thanks for our employees hard work in the last year.





#### Club Activities

Topview provides funds to encourage employees to create social activities clubs, in order to promote healthy lifestyle balancing work and leisure, create physically and mentally healthy environment at work, and also promote a sport atmosphere. As result of participating in club activities; employees can experience improvement of their work efficiency as their mental and physical strength increases, and also improvement of interpersonal relations as they have more chances to make friends with colleagues from other departments. Currently, Topview has several clubs including basketball, badminton, table tennis, jogging, softball, board games, cycling, etc.





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► Billiard club



▲ Softball club

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# 4.6 Occupational Safety and Health

"Providing a safe and healthy working environment for employees" is one of topview most basic obligations as a corporate citizen. A special department for industrial safety was established to be responsible for the planning, promotion and inspection of safety and health management in the factory area.



### Management Approach of Material Topic

#### Main target we concern about 2020 Manage

Employee

#### Responsibility

General affair of Environment safety

### 2020 Management goal

reduction of the 0 case of occupational accident monthly

#### Resource

- 1. Dept crossing cooperation, the execution of the project.
- 2. Approval execution by external auditing unit

## Significant Subject : Occupational safety

2020 Goal accomplished up to standard

100%

#### Action

- 1. To annually maintain the validity of the certificate of Occupational Safety and Health Management System ISO 45001:2018
- 2. To execute the training exercise

### 2020 Management goal

the reduction of the 0 case of occupational accident monthly

#### **Evaluation**

Evaluation: will be reported to the management review meeting

Topview adopted the Occupational Safety and Health Management System ISO 45001:2018. It made the Occupational Safety and Health policy to take "to eliminate jeopardized risk, to follow the Safety and Health regulation, to involve of the employee consulting, to devote ourselves for continuously improvement" as the crucial goal and spirit. The Environment and occupational safety and health promotion team and responsible person for each department to proceed with the promotion, ensure the system can be operated efficiently, regularly proceed with the auditing of trace and review annually, and acquire the approval of the system. The primary shock of occupational health and safety includes the prevention of event of work injury and occupational disease, will cause the people and property loss for the company, also cause the damage to the

> **Educational Training for** Safety and Health

In an attempt to improve the EHS knowledge of each employee, Topview has set up the EHS training courses. Each year, we especially provided both new employee and active employees with the EHS educational trainings, fire drills as well as professional training courses to ensure safety manner and further decrease losses from disaster

good image of companies enterprise social responsibility. Occupational health and safety management is related to the enterprise and employees' personal benefit, and it enables an enterprise to generate directly or indirectly economic benefit.

Occupational health and safety management systems constantly emphasize precisely

## **Emergent Medical Treatment**

Topview has assigned employees to participate in the first-aid training and get certificate of qualification. Meanwhile employees are encouraged to participate in routine retraining courses. Additionally, we also have prepared first-aid kit for the convenience of our employees when dealing with common diseases or injuries.

## **Occupational Safety and Health Management Performance**

Topview has implemented various occupational safety and health requirements. There hasn't happen any occupational disease occurred from duty so far and most of the accidents are incised injuries from improper hand tools manipulating, which are minor and have less impact on duties.

implement and risk management for the guideline of execution. To enhance employee training and instruction, all employees need to participate and obey labor safety regulations, maintain the employees' health, continuously improve occupational safety and health, and reduce the risk and dangers in the working environment





#### **Chemicals Management**

Our company does not use highly toxic chemicals and the manufacturing process only uses alcohol. Chemicals used in our factory are in accordance with the GHS (Globally Harmonized System of Classification and Labelling of Chemicals), a system that set the procedures for chemical product management, labeling, storage.

## 4.7 Care for Employee Health

Topview is aware that the employee is the company's greatest asset, so we are very concerned and we care for employee's health. In addition to holding regular health examination, we not only assign the employee to learn First-Aid course and to provide emergency medical support, but also open health courses throughout the year to educate our employees on proper health concepts. In order to provide employees with a better working environment and fulfill corporate social responsibility, Topview introduced ISO 45001 certification in 2019. In addition to straightening independent monitoring of work safety and regular work environment monitoring for better work exposure risks monitoring, Topview has also introduced full occupational safety and health inspection in its manufacturing plant. At the same time, in order to allow all employees to receive complete physical and psychological health care, the factory care plan introduced in 2020 has been implemented, especially focusing on major plans for occupational safety such as prevention of human hazards, maternity protection... etc. A complete assessment allows each employee's health to be better cared for, and also allows a balance between work and life can be achieved

### Regular Health Examination

Administrative department of Topview always holds biennially health examination, which provides a more intact examination procedure than the regular one stipulated by laws, and meantime we will designate a qualified medical institution to offer health examination service at office. Health examination comparisons are as the following table.

- Work experience, past medical history, living habits, and self-awareness symptoms.
- Height, weight, eyesight, color blindness, hearing, blood pressure and physical systems examination.
- Chest X ray examination.
- Urine Protein and Occult Blood examination.
- Hemachrome and number of white blood cells examination.
- Blood sugar, ALT or SGPT, creatinine, cholesterol, and triglyceride examinations.
- Other operations as designated by central government.

- General examination
- Eyesight examination.
- Urine examination-10 items.

**Environment Protection** 

- Blood examination-22 items.
- Liver examination-SGPT and SGOT.
- Gall examination-BILL
- Kidney examination-Creatinine.
- Gout examination-UA.
- Cholesterol examination-T-G and CHOL.
- Blood sugar examination-sugar AC.
- Cancer examination-A.F.P.
- Intraocular pressure-I.O.P
- Blood calcium, phosphorous-bones.
- Chest X ray examination.
- Belly ultrasonic examination.
- BMI examination-6 items
- · Doctor enquiry.

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## Regular physical examination

Topview regularly take the place of employees physical examination conductive by the section of environment safety the general affair, department of administration





5 Environmental Protection

- 5.1 Environmental Management
- 5.2 Energy Management
- 5.3 Greenhouse Gas (GHG) Management
- 5.4 Water Resources Management
- 5.5 Waste Management
- 5.6 Green Procurement

## 5. Environment **Protection**

Topview worked very hard on Environmental Protection activities from the detail of regular daily living. For instance, the adjustment of office air conditioning and illumination, not to provide dining ware, extended to the entire working environment, turned the factory production to smart planning. Paperless, to pay attention to energy saving, reduce carbon, green power, and Environmental Protection. Concerning the subject to promote the Environment Protection, carbon reduction. We need to be compliant with the national regulation and the law and have the connection to international tendency and aggressively promote energy saving and carbon reduction.

The permanent environment is a target we have been working on in the long run; in the aspect of product designing, we add in the green design concept; in the aspect of daily operation, we try our best to comply with the international and local environmental regulation and expect to reduce the shock to the environment in a very minimum.

The development and assembly monitoring facility is Topview's business activity. The primary energy consumption is electricity; The

water resource is mainly for the consumption of employee's daily living; the waste includes the general waste, resource waste, and industrial waste; no air pollution emission, so thTop e main axle is to build up environment management system, power management, water resource management, and the waste management

## 5.1 Environmental Management

To comply with the environmental policies, we are committed to the following promises:

- 1. Conform to the requirements of the regulations of environmental protection.
- 2. Keep on advocating the industrial wastes decrement and fulfilling the wastes recycle.
- 3. Advocate the concept of environmental protection, raising the recognition of

environmental protection for related vendors.

- 4. Raise efficiency of energy utilizing.
- 5. Develop design with green notion to produce more advanced green products.
- 6. Prevent accident from happening to lessen the possible impacts on environment.



Environmental surveillance Our company strictly controls its impact on surrounding environment, by monitoring noise and air pollution. Additionally we entrusted a third party testing unit for sampling/random test, and the test results are qualified.

### ■ Environmental surveillance

Our company strictly controls its impact on surrounding environment, by monitoring noise and air pollution. Additionally we entrusted a third party testing unit for sampling/random test, and the test results are qualified.

## Transportation

In order to reduce the energy consumption of traffic and transportation, Topview advocate government transportation policy for reduction of greenhouse gas emission.

- 1. Supervise cargo service provider, makes sure that the truck maintenance status is qualified. In the same time, Topview adopts package consolidation for reducing transport frequency and meeting environmental protection policy.
- 2. Adopt shipping services as much as possible for reducing carbon emission. If there is a needs to adopt airfreight, Topview arranges direct flight as a first option to reduce flight time and distance.

- 3. Introduce video conferencing software to replace face to face meetings, reducing the carbon emission generated by transport to the environment.
- 4. Develop lightweight design for product and package, cutting down the required fuel of transport. •

## Environmental Greening

Topview is located in the government planned industrial park. Basing on the results of the local environmental impact assessment and promises of corporate social responsibility that Topview plans its business, research and development office and manufacture plant. As result, the local ecological environment would not suffer significant impact, continues to maintain and strengthen the local natural characteristics. Our company also takes the initiative to recognize the street area flower garden, to create green landscaping environment, promote community green landscaping movement.



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**Environment Protection** 

## **5.2 Energy Management**

Our company's main source of electricity is Taiwan Electric Power Company. Taiwan Electric Power Company is actively developing green energy in Taiwan. According to the CSR report issued by Taiwan Electric Power Company in 2015, the use of renewable energy is 5% of the total power supply.

The energy resource utilized by Topview includes electricity used in manufacturing operations, consumable gasoline, and diesel. The energy usage from 2014 to 2019 is shown on the following table. Among them, the energy used in factory operations accounts for most of energy consumption.

## 2015~2020 Energy use report - Taoyuan headquarter

Item	Use scope	2015	2016	2017	2018	2019	2020
Purchased Electricity (KWH)	Office equipment \ machine device \ Air conditioning \ Lighting	1,682,293	1,450,500	1,486,000	1,885,600	2,123,200	2,422,000
Gasoline(L)		1,567	1,453	2,544	2,867	3,267	4,358
diesel(L)	Public car	48	60	46	52	50	50

Note:In the second half of 2020, the factory will be built, the 3rd SMT line will be built, and the electrical data will increase compared with previous years.



## 2015~2020 Energy use report - Taichung branch office

ltem	Use scope	2015	2016	2017	2018	2019	2020
Purchased Electricity (KWH)	Office equipment \ machine device \ Air	135,427	95,555	978,216	951,722	961,721	163,844

**Environment Protection** 

## 5.3 Greenhouse Gas (GHG) Management

Topview was aware of the fact that the global climate and environment are deteriorating because of greenhouse effect. Being a corporate citizen of planet Earth, Topview fulfills its corporate responsibility to fight global warming. Since 2014, we have performed Greenhouse gas survey and definitely controlled the status of GHG emission, and implemented feasible reduction plans to attain a lower GHG emissions intensity.

The total GHG emission is illustrated as left table; the direct emission (scope 1) and indirect emission (scope 2) are major survey targets and other sources of indirect emission (scope 3) is just regular investigation. In 2020, a total of GHG emission is among all, externally purchased electricity is the largest source of GHG emissions (above 98%).

Due to the business demand in 2020, the 3rd SMT line was added in Taoyuan factory, and the new equipment was added in Taichung, which led to the increasing amount of greenhouse gas emission. But the buildings in the factory are still ongoing in 2021, so the amendment for 2021 has been modified, which

is not to be excessive the expected emission amount as the goal, the company will continue monitoring the reasonableness of the target. And head to the goal of permanent development.

### 2019-2020 Greenhouse gas inventory

		Green	house gas emissior	n(unit: tons of (	CO2e)
Catagory	nission ——	2019		2020	
Category Er	111551011	Toayuan	Taichung	Toayuan	Taichung
Direct energy consumption (Scope 1)	Emergency generator Public car Car's air conditioning Chiller Refrigerator Drinking fountain Septic tank	7.52	N/A	9.99	N/A
Indirect energy consumption (Scope 2)	Purchased Electricity (KWH) Raw material	1108.310	103.259	1264.28	85.53
Other sources of indirect energy consumption (Scope 3)	manufacture/ transportation Waste management/ emission Employee business trip	N/A	N/A	N/A	N/A
Total		1115.83	103.259	1274.27	85.53

## ■ Environmental Health Day Promotion

We remind our employees to always pay attention to their own health, eat more fruits and vegetables, and develop good environmental protection and energy usage habits. In Topview advocate the monthly environmental health day activities, and took practical actions towards global warming issue.

## The Event of Day

- 1. Use posters to strengthen energy conservation advocacy, such as taking stairs instead of elevator, saving water and electricity and so forth.
- 2. Encourage employees to eat more fruits and vegetables, and as incentive Topview provides free vegetarian lunch to interested employees.
- 3. Encourage employees to use the most energy-efficient way to go to work, such as: riding a bicycle, taking the public transport and so on.

### ■ Carbon reduction performance

Due to the business demand in 2020, the 3rd SMT line was added in Taoyuan factory, and the new equipment was added in Taichung, which led to the increasing amount of greenhouse gas emission. But the buildings in the factory are still ongoing in 2021, so the

amendment for 2021 has been modified. which is not to be excessive the expected emission amount as the goal, the company will continue monitoring the reasonableness of the target. And head to the goal of permanent development.

Environmental Health Day: In addition to commuting and commuting in the most energy-efficient way to reduce carbon emissions to the environment, colleagues are encouraged to take public transportation, such as trains, buses, etc., which can reduce greenhouse gas emissions by 548.7 metric tons-CO2e /year.





**Environment Protection** 

## 5.4 Water Resources Management

Topview product manufacturing process does not consume water. Water usage is mainly from domestic water consumption and the water used is tap water, not groundwater. Although the acquisition and use of water resources is very convenient, the company keeps reminding employees the importance of the precious water resources In addition, the Environmental Health Day strengthens the propaganda to remind employees to actively develop a good habit of water saving, letting it become part of the living habits.

Due to the epidemic of COVID-19 in 2020, the government continuously propaganda the correct way to wash hands, which is the protection for everybody. Topview corresponds to the global "to wash your hands in soap" activity and had propaganda to the workers in the company "to correctly wash your head with the soup can effectively reduce the number of germs in your hand." And "keep the hygiene of your hands." It can be seen as the simplest and most effective method to take to prevent the contagious disease, it may reduce the invasion of the germ, and set up the first defense line starting the hands through the correctly wash the hands, but the water consumption increase significantly than the year before.

### wastewater management

There is no wastewater generated in the product manufacturing process, but the domestic sewage. The domestic sewage pipe into the wastewater processing center is based on the regulation of Guishan Industrial Park; therefore, it will not make the second time contamination to the water source – the river and the land. The wastewater processing center will irregularly come to take the sample of domestic.

2015~2020 Water consumption intensity - Taoyuan

Water resource item	Scope	2015	2016	2017	2018	2019	2020
Water supply system	Daily use	5793	5905	5830	7730	8068	141560
Underground water	Without use	Without use	Without use	Without use	Without use	Without use	Without use

Note: Taichung branch office is a general commercial business building. Water resources are used for domestic water usage. The water consumption statistics are managed by the building management office, so they are not included in the calculation.

### Water Conservation Measures

To conserve water, Topview made improvements to existing facilities of toilets and faucets, and further introduced new water-saving facilities of eco marked toilets and faucets to raise water efficiency.



Control valves at faucet



New water-free urinals at men's toilets

## 5.5 Waste Management

Waste generated by Topview can be classified into 3 categories: general waste, industrial waste and recyclable waste. A total amount of different waste types from 2015 to 2020 are shown in the following table.

In recent years, the company has continued to promote "reduce the amount at the source, recycle the resource." as the primary heading, accompanying the perspective of permanent resource, plus to continue the propaganda to workers correctly categorize the trash, the occupied ratio of waste to resource recycle has been reduced gradually one year after the other. The concept of environmental protection has gradually merged into the worker's daily habits. Therefore the management review meeting in 2020 has decided to reduce 3% of the target starting 2021.

## 2015~2020 total amount of waste - Taoyuan

Types of waste	Consist of waste	2015	2016	2017	2018	2019	2020
General wastes	Domestic wastes	23930	50823	51064	48564	47580	42918
Industrial wastes	Including cartons, IC trays, plastics waste, papers, mixed metals	505	646	5133	6304	3834.5	4350
Recyclable wastes	Recyclable waste including PET bottles, cans, aluminum cans	7587	9515	無	無	無	無

Note: The industrial wastes produced by the production are classified and recycled according to the regulations.







**Environment Protection** 

## ■ Waste removal management

All types of waste generated by Topview are entrusted to professionally qualified manufacturers for recycling or processing, and the validity of their waste disposal permit is confirmed every year when signing a contract. Topview also inspects its factories from time to time to ensure that waste is properly disposed of. General waste: cleaned and transported by a professional and qualified disposal company. Taoyuan headquarter: transported to Chiayi Lucao Chemical Plant for incineration. Business waste: unified recovery and reuse by professional and qualified treatment companies.

Resource waste: the private resource recycling industry will clear and transport it.

### ■ Waste reduction

Topview continues to promote waste reduction activities and implement resource recycling and classification from the source, such as training correct resource classification methods for cleaners, and advocating employees to classify waste.



## 5.6 Green Procurement

Topview only uses raw materials that are in accordance with the EU regulations such as: RoHS, REACH and so forth, we are more active complying with government policies to make business goods meet the environmental protection and energy conservation (standard) as a priority. For instance, we use water-saving toilet and faucet effectively reduce the use of water resources, and other life consumables such as toilet paper and photocopying paper that are green certified. Also we use the computers that are "Energy Star" certified. Apart from this, Toview plans to increase the proportion of environmental protected labeled products in the future, for the contribution of a sustainable development of the environment.



6 Social Care and Participation

6.1 Charity Activities

6.2 Cultural Activities

## 6. Social Care and Participation

## **6.1 Culture Activities**

## ■ Concern for Disadvantaged

Topview believes that there is more blessing in giving than in receiving; therefore we cherish the happiness of the big family composed by all employees, and we always care for the vulnerable, while fulfilling corporate social responsibility. Topview hopes through transmission of positive energy, all employees are called on to be involved in promoting public welfare activities with the purpose of giving back to the society. Since 2016, Topview has regularly donated to sponsor the Garden of Hope Foundation; while at the same time, employees continue donating invoices and pocket money to the same foundation. Donation activities will turn the love of all

Due to the shock of the epidemic in 2020, it jeopardized human beings' lives, and the donation from social welfare groups has been tremendously reduced. The Topview has thought such a wave of epidemic must result in a huge shock to those underprivileged families. Therefore, starting in 2020, the company began its participation in "The plan

employees into our contribution to society.

of emergency aid to the family." Initiated by Chinese Christian Relief Association. The company regularly donates a fixed amount every month. Hopefully, the Underprivileged family would feel the warmth from the general public in the society under the huge shock of the epidemic.

## ■ Implementation result of Charitable and public welfare activities

To evaluate the non-finance feedback and reward through the involvement and the donation to charitable and public welfare activities, Topview the positive energy they gained through the support to charitable and the public welfare will deliver to one of each corner in the society. Besides the donation coming from the worker who voluntarily corresponds to the fundraising activity hosted by The Garden of Hope Foundation with the annual amount of \$34,411, the company of Topview additionally participates in "The plan of emergency aid to the family." Initiated by the Chinese Christian Relief Association with the donation of a fixed amount of \$66,000 monthly.

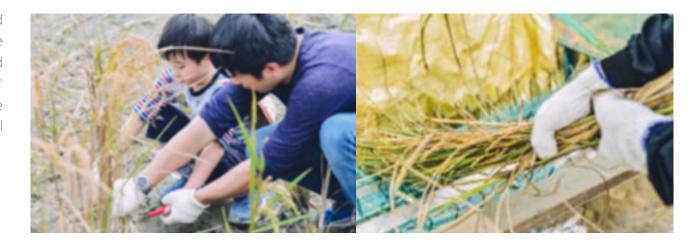
### ■ Blood Donation Event

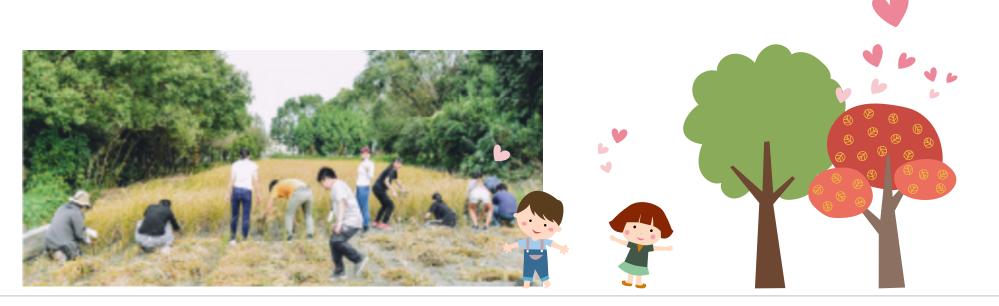
Topview actively encourages employees to respond to blood donation activities. Many passionate employees have developed the habit of donating blood on a regular basis, supporting and giving back to the society with



## **6.2 Culture activities**

To correspond to the group activity and encourage the workers to participate in "the friendly farming" - the personal adoption and "A little trip of DOC the volunteer's workers" to experience agriculture society through the sweltering hard work to carry out the goodwill of the ground.







Annex 1: GRI Guidelines Reference List

Annex 2 : ISO 26000 Guidelines Reference List

## Apppendix 1, the index of GRI conversion table

## ■ Geneeral standard disclosure

Topic	GRI Disclos	sure Description	Report Section	Page	Note
	102-1	Name of the organization	1.1 Company profile	15	
	102-2	Activities, primary brands, products, and/or services.	2.1 Business coverage and the line of the product	30	
	102-3	Corporate headquarter location	1.1 Company profile	15	
	102-4	Nationality and amount relating to business activities	1.1 Company profile	15	
	102-5	Characteristics and legal format of ownership	1.1 Company profile	15	
	102-6	Market and market characteristics of services	2.1 Business coverage and the line of the product	30	
	102-7	Organizational scale	1.1 Company profile	15	
Organization Profile 2016	102-8	Employee sum by hiring type and hiring agreement while further classified by gender and area	4.2 Employee Relationship	55	
2010	102-9	Describe the supply chain of the organization	3.4 Supply Chain Management	49	
	102-10	Any major changes of organizational scale, structure, ownership or supply chain during the report.	1.1 Company profile	15	
	102-11	Whether or how the organization oers preventive measures	2.6 Risk Management	38	
	102-12	Organization signs the economic, environmental and social articles, principles or other propsals (external CSR principles) of external developments	N/A	N/A	Has not signed up any external advocate
	102-13	Join domestic and overseas associations	1.1 Company profile	15	
			Message from the Chairman topview sustainable operation	4	
Strategy	102-14	CSD vision and strategy disclaimer	Message from the Chairman	6	
2016			Analysis and management of the risk and opportunities	4	
	102-15	Description of major impacts, risks and opportunities	1.3 Stakeholder discussion and analysis of major themes	12 27	
			2.6 Risk Management	38	

## ■ General Standard Disclosures

主題	GRI 準則	叙述	對應報告書章節	真碼	備註
Ethic and	102-16	說明組織的行為與道德守則的價值觀、原則、標準與行為規範	1.2 公司治理	18	
Integrity 2016	102-17	報告內外部尋求道德及合法行為之建議以及與組織 誠信相關事宜或舉報相關疑慮之機制	1.2 公司治理	18	
	102-18	組織的治理架構,包括最高治理單位的委員會。說 明負責經濟、環境與社會主題的委員會	勝品電通永續經營 1.2 公司治理	6 18	
	102-19	說明最高治理機構針對經濟、環境及社會議題,授 權委任給高階管理階層與其他員工的流程	1.2 公司治理	18~19	
	102-20	說明組織是否任命經營管理階層負責經濟、環境和 社會議題,並是否直接向最高治理機構報告	1.2 公司治理	18~19	
	102-21	利害相關者與最高治理單位針對經濟、環境與社會 議題相互諮詢的過程。如果諮詢委辦,說明承辦的 單位以及向最高治理單位回饋的程序	1.2 公司治理 4. 員工關係	18~19 53	
	102-22	最高治理單位的組成與其委員會	1.2 公司治理 (組織架構)	18	
company	102-23	最高治理單位主席是否兼任行政職	1.2 公司治理	18~19	
governance 2016	102-24	最高治理機構及其委員會之提名與遴選流程	1.2 公司治理	18~19	
	102-26	最高治理單位與高階管理人員在發展、同意與更新 組織與經濟、環境與社會主題相關之目的、價值或 使命聲明、策略、政策與目標的角色	N/A	N/A	
	102-27	報告發展與增進最高治理單位對於經濟、環境與社 會議題的知識	1.2 公司治理	18	
	102-28	最高治理機構在經濟、環境和社會議題表現的評 量流程、頻率·及組織針對此評量採取的措施	1.2 公司治理	18	
	102-29	最高治理單位在鑑別與管理經濟、環境與社會主題之衝擊、風險與機會的角色;利害關係人之諮詢是否用於支持最高治理機構對經濟、環境和社會的主題、風險和機會之辨識與管理	風險與機會分析及管理 1.2 公司治理	12 18	
	102-30	最高治理單位審查風險管理的有效性	風險與機會分析及管理 1.2 公司治理	12 18	

### General Disclosures

Topic	GRI Disclosure	Description	Report Section	Page	Note
	102-31	The frequency of the highest governing unit in auditing the impacts, risks and opportunities of economic, environmental and social topics	1.2 Corporate Governance	18	
	102-32	Describe the highest-level committee or posts that their duties are to ocially inspect and approve organizational sustainable report	Topview Corporate Sustainability	6	
	102-33	Describe the procedure of communicating with the highest governing unit in major key topics	1.2 Corporate Governance	18	
	102-34	Describe the nature and number of times of communicating with the highest governing unit in major key topics, as well as the following mechanism of treatment and of solving	1.2 Corporate Governance	18	
	102-35	The compensation policy for the highest governing	N/A	N/A	
Governance 2016	102-36	Describe the procedure of deciding on compensation, whether compensation consultants participate in the decision of compensation, whether this is an independent participation and other relationship of the consultants with the	N/A	N/A N/A	
		company	N/A		
	102-37	If applicable, describe how to seek for opinions of interest parties on compensation and include that into consideration such as compensation policy and the voting results for proposals	N/A	N/A	
	102-38	Obtain the median ratio of the total compensation of the highest compenstation to that of all employees		N/A	
	102-39	The median ratio of the percentage of raising the total compensation of the highest compenstation to that of all employees (excluding the person with the highest income) (by major operational sites)			
Interest Party	102-40	Interest party participant list	1.3 Stakeholders Engagement	20	
Negotiation 2016	102-41	Percentage of employees reaching consensus of labor/management negotiations	N/A	N/A	The company has not signed collective bargaining agreements with employees

### General Disclosures

Topic	GRI Disclosure	Description	Report Section	Page	Remark
Interest Party Negotiation	102-42	Describe the reference for selecting interest parties	1.3 Interest Party Communications	20	
2016	102-43	Describe the participation methods of interest parties	1.3 Interest Party Communications	20	
	102-44	Report the topics of interest to interest parties and methods of response	1.3 Interest Party Communications	20-25	
	102-45	Report covered corporate entity	About the Report	3	
	102-46	Process of defining report content and topic boundaries	About the Report 1.3 Interest Party Communications	3 26~27	
	102-47	List all major topics	1.3 Interest Party Communications	22~25	
	102-48	Reasons and results of reorganizing existing reports	N/A	N/A	
Report Description	102-49	Dierences between major topics/ topic boundaries and existing reports	1.3 Interest Party Communications	22~25	
2016	102-50	Report the duration	About the Report	3	
	102-51	Report the date of the latest report	About the Report	3	
	102-52	Report the cycle of publication	About the Report	3	
	102-53	Report contact window for response	About the Report	3	
	102-54	Report the methods the organization chooses to follow	About the Report	3	
	102-55	GRI Comparison Table	GRI Standard Comparison Table	82~91	
	102-56	Report the policy and existing measures of the organization in seeking external verification of the report	About the Report	3	

## Economic theme

Topic	GRI Disclosure	Description	Report Section	Page	Note
	201-1	Economic value generation and distribution such as revenues, operational costs, employee compensation, donation and other community investments, retained earnings, payments by investors and government	1.2 Financial Performance	54 N/A	
Economic Benefits 2016	201-2	Financial influences caused by climate changes	N/A	61~64	it was no climate change to cause the significant financial influence in 2020
2010	201-3	Welfare and indemnity commited by the company	4.5 Employee Welfare	N/A	
	201-4	Economic subsidy/support provided by the government	N/A		
Market Position	202-1	Ratio of standard starting salary and local lowest salary by gender for new comers at each major operational site	N/A	N/A	
2016	202-2	Percentage of hiring local residents as high-level executives at major operational sistes	4.2 Employee Profile	55~56	
Indirect Economic	203-1	Development and impact of infrastructure investment and support services	6.2 Cultural Activities	80	
Impacts2016	203-2	Significant indirect economic shocks, including the	6.2 Cultural Activities	80	
Procurement Practices 2016	204-1	Proportion of local purchases from major operating locations	5.6 Green Procurement	77	
Anti-Corruption	205-1	Number and percentage of BUs launching bribery risk analysis as well as the major risks identified	1.2 Company Governance	18~19	
2016	205-2	Communication and training of anti-corruption policy and procedure	2.4 Code of Conduct and Ethics for Employees	36	
	205-3	Verify as corruption incidents and actions adopted	2.4 Code of Conduct and Ethics for Employees	36	
Anti- Competition Behaviors 2016	206-1	Number and results of anti-competition, antitrust, anti-monopoly behavior lawsuits	N/A	N/A	

## **Environmental Topics**

Topic	GRI Disclosure	Description	Report Section	Page	Note
	301-1	Total usage weight or volume of materials	N/A	N/A	
	301-2	Usage ratio of recycling materials	N/A	N/A	not applicable, the company does not use recycled material
Material 2016	301-3	Percentage of product sales and package material recycling	N/A	N/A	Not applicable, because Topview is a company primary does ODM, and also take B to B model when the product is finished, and together with packaging material as a shipment delivered to the customer side, the ownership becomes the customers, therefore, is no way to proceed to recycle
	302-1	Internal energy consumption	5.3 Greenhouse Gas (GHG) Management	73	
	302-2	External energy consumption	N/A	N/A	
Energy	302-3	Energy magnitude	N/A	N/A	
2016	302-4	Energy preservation	5.3 Greenhouse Gas (GHG) Management	73	
	302-5	Reduced energy demand of products and services	3.1 Green Products	41	
	302-1	Describe how the organization and water influence each other including how and where it obtains, consumes and drains water and how to deal with water impacts and set goal	5.4 Water Resources Management	75	
Water and	302-2	Management of water drainage-related impacts	N/A	N/A	
Euent	302-3	Water intake volume	N/A	N/A	
2018	302-4	Water drainage volume	N/A	N/A	
	302-5	Water consumption volume	5.4 Water Resources Management	75	
	304-1	Overview of the land situated or neighboring conservation areas	N/A	N/A	
	304-2	Major influences of the organization on biodiversity	N/A	N/A	
Biodiversity 2016	304-3	Habitat protection and restoration	N/A	N/A	
2010	304-4	Describe the total sum of species listed in the IUCN (International Union for Conservation of Nature and Natural Resources) red namelist and national protection list in the habitats influenced by organizational operations according to the degree of endangered risks	N/A	N/A	

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## ■ Environmental Topics

Topic	GRI Disclosure	Description	Report Section	Pag	e Note
	305-1	Emission volume of direct GHG (range 1)	5.3 Greenhouse Gas (GHG Management	73	
	305-2	Emission volume of indirect GHG (range 2)	5.3 Greenhouse Gas (GHG Management	73	
	305-3	Emission volume of other related indirect GHG (range 3)	5.3 Greenhouse Gas (GHG Management	73	
	305-4	Emission magnitude of GHG	N/A	N/A	
Emission	305-5	Plan and eect of reducing GHG emission volume	5.3 Greenhouse Gas (GHG Management	73	
2016	305-6	Emission volume of susbstance depleting the ozone	N/A	N/A	
	305-7	Emission volume of SOx, NOx and major gas	N/A	N/A	Topview does manufacturing work, but it's a simple assembly operation, the diesel and heavy oil are the fuel which is indirect material along with the manufacturing flow, they are used only in an occasion of emergency electricity generator as the public facility which is the minimum shock to the environment, so the measuring for SOx and Nox is not required and done
	306-1	Sewage volume by water quality and purpose	5.5 Waste Management	76	
Sewage	306-2	Waste weight by type and disposal method	5.5 Waste Management	76	
and Waste 2020	306-3	Generation of the waste	5.5 Waste Management	76	
2020	306-4	Dispose transfer of the waste	5.5 Waste Management	76	
	306-5	Direct disposal of the waste	5.5 Waste Management	76	
Environmental Regulation Compliance2016	307-1	ine and number of times of violating environmental-protection reglations	5.1 Environmental Management	71	In 2020 there was no violation of Environment Protection regulation, and also, there was no violation of any law and regulation or fine.
Supplier Environmental	308-1	Percentage of selecting new suppliers by environmental conditions	3.4 Supply Chain Management	49	
Assessment 2016	308-2	Potential environmental impacts of supply chain and actions adopted	N/A	N/A	

## Social Topics

Topic G	RI Disclosure	Description	Report Section	Page	Note
Employee Hire 2016	401-1	Calculate new-comer number, percentage and employee dimission number and rate by age, gender and area	4.2 Employee Profile	55	
	401-2	Oer welfare for full-time employees (excluding temporary or part-time employees) by operational sites	4.5 Benefits	61	
	401-3	Report reinstatement and retention	N/A	N/A	
Labor/Management Relationship 2016	402-1	Shortest notification period of major organizational changes	N/A	N/A	No , there is no related regulation
	403-1	Occupational safety hygiene management system	4.6 Occupational Safety and Health	65	
	403-2	Hazard identification, risk assessment and accident investigation	4.6 Occupational Safety and Health	65	
	403-3	Occupational health services	4.6 Occupational Safety and Health	65	
Ossusstiansl	403-4	Occupational safety hygiene worker participation, consultation and communication	N/A	N/A	
Occupational Safety Hygiene	403-5	Occupational safety hygiene worker trainings	4.6 Occupational Safety and Health	65	
2018	403-6	Worker health promotion	4.6 Occupational Safety and Health	65	
2010	403-7	Prevent and mitigate impacts of occupational safety hygiene relating directly to business relationship	4.6 Occupational Safety and Health	65	
	403-8	Works covered by occupational safety hygiene management system	4.6 Occupational Safety and Health	65	
	403-9	Occupational injury	N/A	N/A	
	403-10	Occupational disease	N/A	N/A	
	404-1	Calculate average annual employee training hours by employee job level and gender	4.4 Career Training	60	
Training and Education 2016	404-2	Oer employee competency and interim assistance solutions	4.4 Career Training	60 pay or b	official pension fund and severance will be provided when people retire eing terminated the employer- loyee relations
	404-3	Report the percentage of employees receiving regular performance and career development reviews by gender	N/A	N/A	
Diversifiactiin and Opportunity Equality 2016	405-1	Classify high-level executives with gender, age, ethinic minority and other diversified indicators while classifying employees with employee types	4.2 Employee Profile	55	

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## Social Topics

Topic G	iRI Disclosure	Description	Report Section	Page	Note
Diversifiactiin and Opportunity Equality 2016	405-2	Classify high-level executives with gender, age, ethinic minority and other diversified indicators while classifying employees with employee types	N/A	N/A	
No-Discrimination 2016	406-1	Sum or discriminatory incidents and correction actions adopted	4.1 Human Rights and Anti- Discrimination	54	
Freedom to Form Association and Group Negotiation 2016	407-1	Find out operational sites or suppliers that may have possible violation or seriously threaten freedom to form association and group negotiation	N/A	N/A	
Child Labor 2016	408-1	Identify possible dangers of operational model and major suppliers for child labor and consider eliminating child labor contribution	3.4 Supply Chain Management	49	
Forced Labor2016	409-1	Identify operational model and major suppliers with forced or compulsory labor risks while consider eliminating contribution of forced labor in all formats	4.1 Human Rights and Anti- Discrimination	54	
Human Right Assessment 2016	412-1	Sum and percentage of operational activities under human right audit and (or) influence assessment	N/A	N/A	
	412-2	Employees receiving human-right related training and percentage	N/A	N/A	
	412-3	Sum and percentage of major investment agreements or agreements containing human-right clauses or already launching human-right selection	N/A	N/A	
Local Community 2016	413-1	Percentage of operational acivities in realizing local community participation, influence assessment and development solutions	6.2 Charitable Activities	80	
	413-2	Operational activities having major potential or actual negative influences on local community	N/A	N/A	
Supplier Social Assessment 2016	414-1	Percentage of selecting new suppliers by social indiactors	N/A	N/A	
	414-2	Potential supply chain social impacts and actions adopted	N/A	N/A	N/A
Public Policy 2016	415-1	Total amount of political donation by nationality and beneficiary	N/A	N/A	
客戶健康與安全 2016	416-1	The percentage of major product type in the influence assessment for improving health and safety	3.1 Green Products	41~44	
	416-2	Total sum of incidents of violation of regulations or voluntary standards for product life cycle health and safety impacts	3.1 Green Products	41~44	N/A

## Social Topics

Topic	GRI Disclosure	Description	Report Section	Page	Note
Marketing and Label 2016 417-	417-1	Product types that the organizational procedure requires providing product information and label and the percentage of	3.1 Green Products	41~44	
		major products meeting this requirement		N/A	No
Human Right Assessmen 2016	417-2	Cases of violating related regulations of product and service message and label	N/A	N/A	Not applicable, Topview is a
	417-3	Number of cases of violation of marketing regulations	N/A	·	professional OEM company, and it makes electronics products for brand monitor customers.
Customer Privacy 2016	418-1	Number of appeals of customer privacy violation/data loss	3.3 Customer Service	48	
Compliance of Social Economic Regulations 2016	419-1	Significant fines and number of times of violation of social and economic regulations	N/A	N/A	

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Majo	or Issue	Report Section	Page	Note
Organizational Governance	System for Decision-Making and Realization when Executing Goals	Message from Chairman & President Topview CSD 1.2 Corporate Governance	4 6~13 18~19	
	Compliance checking	4.1 Human Rights and Anti-Discrimination	54	
	Human right risk	4.1 Human Rights and Anti-Discrimination	54	
	Resolution for complain	4 Employee Relationship	53	
D. J.	Discrimination and Underprivileged Group	4.1 Human Rights and Anti-Discrimination	54 55	
Human Right	Citizen and political right	4.2 Employee Profile  4.1 Human Rights and Anti-Discrimination	54	
	Cconomic society and culture right	Environmental Protection     Cultural Activities	70~77 80	
	Basic working right	4.1 Human Rights and Anti-Discrimination	54 55	
	Hiring Relationship	3.4 Supply Chain Management 4.1 Human Rights and Anti-Discrimination	49 54 55	
Labor Practice	Working Condition and Social Protection	<ul><li>4.2 Employee Profile</li><li>4.2 Employee Profile</li><li>4.3 Compensation Package</li><li>4.5 Benefits</li></ul>	55 58 61	
	Social Dialogue	About the Report GRI Standards Index	3 82~91	
	Work Health and Safety	4.6 Occupational Safety and Health	65	
	Human Resource Development and Training	4.4 Career Training	60	
Environment	Pollution Prevention	4.6 Occupational Safety and Health 5.4 Water Resources Management 5.5 Waste Management GRI Standard Index 305-6.305-7	65 75 76 88	

Maj	or Issue	Report Section	Page	Note
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	Climate Change Mitigation and Adjustment	5.3 Greenhouse Gas (GHG) Management	73	
	Natural Enviornment Protection and Recovery	5.4 Water Resources Management	75	
	Anti-Corruption	1.2 Company Governance	18~19	
Fair	Responsible Political Participation	N/A	N/A	Not involved in political activitie
Operational Practice	Fair Competition	N/A	N/A	
	Promote Value Chain Social Responsibility	6.2 Cultural Activities	80	
	Respect IP Right	3.3 Customer Service	48	
	Fair Marketing, Information and Agreement	3.1 Green Products	41~44	
	Practices Protect Consumer Health and Safety	3.1 Green Products	41~44	
Consumer	Sustainable Consumption	3.1 Green Products	41~44	
Issue	Solutions for Consumer Service, Support,	3.3 Customer Service	45~48	
	Complaint or Dispute	3.3 Customer Service	48	
	Consumer Data Protection and Privacy	6.2 Cultural Activities	80	
	Oer Necessary Service	3.1 Green Products	41~44	
	Community Participation	N/A	N/A	
	Education and Culture	6.2 Cultural Activities	80	
Social Participation and Development	Create Employment and Technology Development	<ul><li>3.4 Supply Chain Management</li><li>4.4 Career Training</li><li>6.2 Cultural Activities</li></ul>	49 60 80	
	Technology Development	6.2 Cultural Activities	80	
	Create Wealth and Income	<ul><li>2.2 Financial Performance</li><li>3.4 Supply Chain Management</li><li>6.2 Cultural Activities</li></ul>	34 49 80	
	Health	4.6 Occupational Safety and Health	65	
	Social Investment	6.2 Cultural Activities	80	

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