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Senao International Co., Ltd.

2024 Annual Report

This annual report is also available at: <https://mops.twse.com.tw>
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Prepared by Senao International Co., Ltd.
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Chapter 1. Message to Shareholders

Chapter 1 Message to Shareholders

Dear Shareholders:

In 2024, Senao International Co., Ltd. reported consolidated operating revenue of NT\$32.307 billion, net income of NT\$477 million, net profit attributable to owners of the parent of NT\$478 million and earnings per share of NT\$1.85. In comparison to 2023, the operating revenue increased by 3.32% and the net income declined by 32.34%.

In 2024, the hottest global tech topic was undoubtedly AI, whose rapid development is reshaping the landscape of the global technology industry at an astonishing pace—Taiwan is naturally part of this wave. AI is not only a technological revolution but also influences the direction of Taiwan's tech sector and smartphone industry, as well as people's lifestyles. At COMPUTEX Taipei, held in June, the theme "Connecting AI, Co-creating the Future" brought AI to the forefront. Tech giants and startups alike showcased the latest AI applications and development trends across various fields, officially marking the beginning of the "AI Era." For the smartphone industry—most relevant to us—leading brands have launched smartphones equipped with AI features. The application of AI in photography, voice assistants, and personalized user experiences has brought about revolutionary changes. Moving forward, AI is expected to become even more widespread and deeply integrated into the development of smartphones.

Senao International, in collaboration with its parent company Chunghwa Telecom, continues to operate a wide-reaching network of 240 physical retail stores across 17 counties and offshore islands in Taiwan. These stores provide Chunghwa Telecom users with a diverse range of options in mobile numbers, fixed-line broadband services, and a more comprehensive product selection. In terms of network infrastructure, Senao International also partners with its affiliate company, Senao Networks Inc., through its network equipment brand "EnGenius." This collaboration aims to deliver a complete network architecture for individual, household, and enterprise users, laying a solid and stable foundation for future AI applications.

Giving back to society has always been a core commitment of Senao International and the Senao Technical and Cultural Foundation. Over the past two years, more than 500 "Love Learning" sessions have been held in collaboration with physical retail stores, offering free educational lectures for people of all ages. These sessions not only provide professional

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knowledge about the latest in technology and its applications but also promote important concepts related to health and wellness in everyday life. The annual “Indigenous Community Exploration Documentary Film Contest,” now in its 16th year, invites participants to explore and document the beauty of Taiwan’s land and the emotional bonds between people through the lens of a camera. In response to the growing popularity of short-form videos, the “Senao Mobile Vertical Short Film Competition” has been held annually since 2020. Through 90-second video entries, the competition encourages participants of all ages to unleash their creativity and showcase outstanding work.

Looking ahead to 2025, Senao International will continue to strengthen its core business operations, deepen its presence in local communities, engage more closely with Senao members, and expand cross-industry partnerships. In line with the ongoing wave of AI development, the Company aims to further integrate AI applications into everyday life. The management team remains committed to operating with integrity and upholding corporate social responsibility, while striving to maximize shareholder value.

We would like to express our deep gratitude for all shareholders’ continuous support.

Finally, we wish all shareholders
good health and success

President: Pao-Yung Lin

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I 2024 Operating Result

(I) Operating result and financial expenditure:

Annual consolidated operating income reached NT\$32.307 billion; profit before tax was NT\$576 million; net income was NT\$477 million; net income attributable to owners of parent was NT\$478 million; earnings per share was NT\$1.85.

(II) Budget execution: The financial forecast for 2024 was not disclosed, hence it is unknown that whether or not the budget has been achieved.

(III) Profitability analysis:

Profitability Analysis

Item \ Year	2024	2023
Return on Assets (%)	4.81	7.03
Return on Equity (%)	7.41	11.05
Net Profit Margin (%)	1.47	2.25
Earnings per share (NT\$)	1.85	2.73

Note: Amounts in the table are data from the consolidated financial statements of the Company and its subsidiaries.

(IV) Research and development:

The year 2024 has been dubbed the “First Year of AI Smartphones,” as major brands launched smartphones equipped with AI features. AI technology has brought increasingly diverse applications in areas such as photography, voice assistants, and personalized experiences. Fueled by the surge in AI-related discussions, alongside a rise in high-end smartphone sales, global economic recovery, and improved consumer confidence, global smartphone shipments grew by approximately 4% compared to 2023, marking an end to two consecutive years of decline.

The ranking of the top five global sales brands is as follows: Samsung (19%), Apple (18%), Xiaomi (14%), Oppo (8%), and Vivo (8%). The market has not changed significantly, although Xiaomi has experienced the most growth. The future application and support of AI in high-end smartphones across various brands will be a key battleground influencing market competition.

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➤ Development trends in smartphones:

In terms of hardware specification, there are several main items described below:

1. **Processor:** In retrospect, 2024 saw 5G technology gradually extend from high-end smartphones to mid- and entry-level segments, becoming a mainstream market choice. According to the latest report from market research firm Counterpoint Research, two out of every three smartphones sold in the first half of 2024 supported 5G, resulting in a penetration rate of 66.7%. Among flagship models in 2024, Qualcomm's Snapdragon 8 Gen 3 and MediaTek's Dimensity 9300 were the dominant processors. Looking ahead, the growth of the smartphone market will be driven by AI-powered devices. With Qualcomm and MediaTek respectively launching the Snapdragon 8 Elite and Dimensity 9400—both manufactured using TSMC's advanced 3nm process—by the end of 2024, these high-performance CPUs are expected to further enable generative AI capabilities in next-generation AI smartphones.
2. **Screen:** In 2024, the smartphone market exhibited several clear trends in screen design. First, full-screen displays became mainstream, with increasingly higher screen-to-body ratios and narrower bezels, offering an enhanced visual experience. Second, large screens remained popular, with screens over 6.5 inches becoming the standard, catering to consumer demand for larger and more immersive viewing experiences. As a result, major Android brands such as Samsung, Oppo, Google, and Xiaomi launched foldable smartphones. A key factor in expanding the foldable phone market lies in pricing—brands are striving to improve display performance, reduce visible creases, and lower overall production costs to make foldables more accessible and tap into a new blue ocean market. Meanwhile, curved displays are gradually declining in popularity due to high repair costs and the difficulty of applying screen protectors. These trends reflect growing consumer expectations for high-quality visual experiences and highlight continuous innovation in display technology by major smartphone brands.
3. **Display:** In recent years, high refresh rate displays have become standard features, with many flagship smartphones equipped with 120Hz or even higher refresh rates, delivering smoother performance in gaming and video playback. In 2024, the adoption of OLED technology became even more prominent. Compared to LCDs, OLED displays offer superior color accuracy and contrast, significantly enhancing the overall visual experience. This has led to the rapid proliferation of OLED screens in both high-end and mid-range smartphones, gradually making them the

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mainstream choice. Additionally, peak brightness and contrast have become focal points of competition among Android brands. For instance, the Samsung Galaxy S24 Ultra features a peak brightness of 2,600 nits, while the Xiaomi 14 pushes it even further to 3,000 nits—greatly improving visibility under bright lighting conditions. Overall, smartphone display design in 2024 emphasized both practicality and visual performance, delivering a better user experience across the board.

4. **Battery:** With the rapid development of AI technology and the growing adoption of 5G, battery life has become one of the primary considerations for consumers when choosing a smartphone. In 2024, mainstream flagship models generally feature battery capacities of 5500mAh. To meet the demand for exceptional battery life, ASUS launched the ROG Phone 9 Pro at the end of 2024, equipped with a 5800mAh battery and a high-performance CPU built on TSMC's advanced 3nm process. This significantly improved battery efficiency, enabling a battery life of over 20 hours, making it the longest-lasting smartphone on the market. Additionally, as the number of wearable electronic devices continues to rise, the issue of diverse charging cables has emerged. According to research by Counterpoint Research, the demand for smartphones supporting wireless charging has continued to grow, with a 14.2% increase in shipments in 2024, surpassing a 31% market share. It is projected that by 2029, the market share of smartphones with wireless charging will approach 50%. In conclusion, large-capacity batteries and wireless charging have become mainstream trends in modern smartphones, as consumers not only seek extended battery life but also desire the convenience offered by wireless charging.
5. **Cameras:** With the continuous innovation of smartphone camera technology, upgrades to camera specifications remain a major incentive for consumers to switch devices. Currently, major smartphone brands not only enhance the pixel count of their flagship models but also collaborate with renowned camera brands such as Leica, Zeiss, and Hasselblad to create more powerful camera performance. As AI technology continues to evolve, the integration of AI with camera technology has emerged as a significant development trend. In 2024, Samsung launched its first AI-powered camera with the S24 series, featuring the new ProVisual Engine algorithm that optimizes objects in the image during zooming, further enhancing photo clarity. It also uses generative photo editing to make photo retouching more convenient. Google also introduced its first AI-powered phone, the Pixel 9 Pro series, featuring Gemini and the "Together Shoot" AI

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function, which has sparked heated discussions in the market. While periscope telephoto lenses have been used for several years in telephoto applications, the end of 2024 saw the launch of AI-powered Vivo X200 and Oppo Find X8 series, both featuring powerful telephoto lenses with AI technology. These models became the flagship "must-have concert photography" smartphones of 2024. In addition, in terms of design, this year's iPhone 16 series and Oppo Find X8 Pro both feature a new flash capture button, a significant departure from the past, allowing for quicker capture of momentary images. Looking ahead, the development of smartphone cameras will no longer focus solely on megapixel increases. Image quality will become the new key focus, including more realistic color reproduction, enhanced optical zoom capabilities, better light intake, and the integration of generative AI, creating smarter photography experiences.

6. **Memory and Capacity:** Today, consumer demand for multitasking, high-quality images, and large applications is increasing, which in turn drives the demand for more storage and memory in smartphones. A storage capacity of 512GB has become standard for mid-to-high-end smartphones, and some flagship models even offer 1TB of storage to better meet consumers' needs for storing large amounts of photos, videos, and applications. With the widespread adoption of end-user AI, Apple's iPhone 16 and iPhone 16 Plus launched this year have seen an increase in RAM compared to previous generations. This change not only supports new AI functionalities but also reflects the overall rising trend in memory demand. According to the latest statement from Google's Vice President of Product and Service Software, 8GB RAM may soon be the minimum standard, and smartphones will require larger memory to run AI algorithms. As a result, 16GB RAM has become the standard for high-end smartphones. In other words, larger memory and storage to handle more complex usage demands have become a future trend in smartphones.
7. **AI Applications:** According to the MIC (Market Intelligence & Consulting Institute) 2025 forecast for the information and communication technology industry, the penetration rate of AI smartphones is expected to rise from 18% in 2024 to 31% in 2025. Currently, AI smartphones launched by major brands are primarily found in high-end models, utilizing generative AI to assist with tasks such as daily translations, writing, summarizing, and photo editing. More features will be introduced this year. The first end-user AI smartphone launched in 2024 was Samsung's Galaxy S24 series, which promoted real-time voice translation, smart summarization, and reply functions, and also supports third-party software,

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with search circles becoming a useful tool for finding images. The latest Pixel 9 series launched by Google features its proprietary Gemini AI, which facilitates integration with the Google operating system, and offers enhanced convenience through automatic photo editing and the "Add Me" function. Meanwhile, the new Apple iPhone 16 series is equipped with Apple Intelligence, which processes commands using the device and private servers to meet security and privacy requirements. Additionally, it integrates ChatGPT, with Chinese language support expected to launch in the spring of 2025. Apple also plans to introduce AI features into its mid-range iPhone SE4 (or iPhone 16E) in 2025, which may drive other brands to follow suit, accelerating the inclusion of AI in mid-range smartphones and boosting the penetration rate of terminal AI smartphones.

➤ Wearables Development Trend:

In 2024, the integration of AI technology with smart and wearable accessories led to the emergence of many technologically innovative products in the market, offering consumers more diverse choices. The variety of accessory products met the needs of various consumers. Below is an explanation based on product categories:

1. True Wireless Bluetooth Earbuds: The true wireless Bluetooth earbuds market continues to thrive, with technological upgrades and product innovations driving consumer demand. Apple and Samsung still maintain high market shares. Apple's AirPods 4 and AirPods 4 with active noise cancellation (ANC) were officially launched at the end of 2024, attracting significant attention in the market. The new generation of AirPods features active noise cancellation and ambient sound sensing functions, while also supporting personalized audio adjustments and a more efficient battery management system. Innovative development allows semi-open earphones to also experience the sound quality benefits brought by ANC. On the other hand, open-ear earphones have gradually emerged as a new trend in the market. These earphones, with their unique design that doesn't fully seal the ear canal, offer a more natural sound experience, are suitable for long periods of wear, and allow the user to hear ambient sounds. They are favored by sports enthusiasts and users who prioritize comfort. Major brands such as Sony have introduced open-ear earphones like the LinkBuds Open, further advancing market growth.
2. Smartwatches and Wristbands: In 2024, the wearable smartwatch and wristband market continued to innovate, with new products from the two tech giants

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becoming the focus. Samsung's Galaxy Watch Ultra, built for durability, was specifically designed for extreme sports and outdoor adventures. It features precise dual-band GPS, multi-day battery life, and water depth sensors, attracting the attention of adventurers and professional athletes. The Apple Watch S10 introduces a new micro-LED display for the first time, providing enhanced brightness and energy efficiency. Additionally, it features health monitoring capabilities, thereby reinforcing its leadership in the health management market. On the other hand, the application of AI technology has enhanced the intelligence of smart wearable devices. Utilizing machine learning and biometric data analysis, various brands have progressively introduced personalized recommendations for exercise programs, suggestions for improving sleep, and even early warnings regarding health risks. Furthermore, fall detection and emergency call functions are increasingly becoming prevalent for the elderly. For children, there is an enhancement in location tracking and parental control features, along with the inclusion of educational and entertainment applications, addressing parents' dual needs for safety and learning. Going forward, smartwatches and wristbands will increasingly address specific needs and leverage technological advancements.

3. AR, VR, and Smart Glasses Products: In 2024, AR/VR and smart glasses technologies continued to advance, with applications becoming increasingly diverse. The AR glasses emphasize a lightweight design and all-weather usability. They are equipped with high-efficiency chips and micro-display technology, which enable immersive navigation, real-time translation, and enhanced industrial applications. VR devices are focusing on higher resolution, lower latency, and wireless freedom, significantly enhancing experiences in gaming, education, and virtual meetings. In addition, AI-powered smart glasses have begun to emerge, offering personalized notifications and health data tracking, catering to both everyday and professional needs. At the same time, enterprise demand for AR/VR is increasing, leading to widespread adoption in corporate training, design, and remote collaboration. Looking ahead, as hardware performance improves and content ecosystems evolve, AR, VR, and smart glasses will be fully integrated into digital life.
4. Charging Products: With the rapid development of technology, charging products in 2024, including power banks, travel chargers, and transmission cables, are evolving towards high efficiency and multifunctionality. Fast charging technology, Type-C charging ports, and wireless charging have become mainstream. This year, multifunctional designs have become increasingly popular among consumers,

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resulting in a significant rise in demand for products that offer multiple output ports and compatibility with various protocols, such as power delivery (PD) and quick charge (QC). Additionally, power banks with built-in wireless charging and modular charging components are providing users with greater convenience. With the introduction of new devices such as the iPhone 16 and Samsung Galaxy S25, which feature the next-generation Qi2 wireless charging standard, the demand for power banks that support Qi2 is expected to continue rising. Moving forward, this technology will be integrated into a wider range of products, further driving market expansion.

➤ Information Appliance Development Trends:

The extensive integration of AI into end-user devices has positioned AI-powered home appliances as a focal point of 2025. Home appliance brands such as Samsung and LG have introduced a variety of new products, all emphasizing more practical AI solutions. At the 2025 CES, Samsung announced the launch of a new refrigerator that incorporates AI Hybrid Cooling technology. These refrigerators will be able to predict temperature changes based on usage patterns and automatically adjust their cooling effects. Additionally, AI will improve the audio quality of LG's televisions by transforming the two-channel sound into a virtual 9.1.2 channel. At CES, LG also revealed a new AI Magic Remote, featuring an AI button that provides content recommendations and viewing options. Voice-driven AI search, TV image and audio customization, and even generative AI galleries will be accessible through the AI remote.

The Industrial Technology Research Institute (ITRI) has indicated that the extensive integration of AI into end-user devices has made display screens the most intuitive interface for human communication, conveying text, images, and videos. Whether it's refrigerators, robotic vacuums, or washing machines, these devices will feature larger and higher-spec displays compared to previous models. For example, the Bespoke AI™ Smart Washing Machine launched by Samsung is equipped with a 7-inch LCD screen and an intuitive graphical user interface, allowing for easy operation of various washing functions. It utilizes AI to learn the user's washing habits, providing customized programs or washing suggestions. Additionally, it can display the washing progress in real-time and will provide a washing analysis report upon completion of the cycle.

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Furthermore, with the support of AI, consumers' immersive display experiences will be further enhanced, especially in televisions, where the effect is more noticeable. For instance, LG's AI-powered televisions come with high-performance processors that offer various AI functions, including content recommendations, AI image processing, and AI sound enhancement. It utilizes AI to detect the layout and environment of the space to provide optimal brightness and sound quality. It also processes the content in real-time to present the best effects, aiming to stay true to the creator's original intent.

ITRI has observed that the era of "super integration" has officially arrived, characterized by the collaboration between established enterprises and startups. For example, wireless charging technology has expanded from the consumer electronics sector to various fields and home appliances, such as coffee machines and toasters. Similarly, a television, when paired with a mobile phone and software downloaded, can be transformed into a home karaoke system. In 2025, AI's integration into home appliances will become deeper and more practical, continuing to create a healthier and better quality of life.

➤ Health supplement development trends:

With the post-pandemic era and an aging population, the public's awareness of maintaining good health has increasingly gained importance, leading to a rise in the purchase of nutritional supplements to protect the health of families. Since 2019, Senao International has served as the agent for the Japanese health brand "Sakuyo," and has developed three types of probiotics targeting different groups: Bifidobacterium + Lactulose probiotics for adult health, Slim B3 probiotics for women's body slimming, and immune-supporting probiotics for children. By utilizing different strains of functional bacteria, these products provide consumers with diverse options. Additionally, in response to the post-pandemic and information age, several major market trends are emerging:

- (1) Eye Care Health: In the digital age, consumer electronics products have become an indispensable part of many people's lives. However, prolonged use increases the risk of eye damage. Individuals of all ages, including children, students, office workers, and the elderly, may experience issues

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such as myopia, eye fatigue, macular degeneration, and dry eye syndrome. Consequently, vision deterioration has emerged as one of the ailments of modern civilization. It is essential to protect our eyes and replenish vital nutrients, including vitamins A, C, E, and lutein, making this a significant and pressing issue for the entire population.

- (2) **Sleep Health:** Good sleep quality has a profound impact on overall health and daily life. On average, a person spends approximately one-third of their day sleeping. According to a survey conducted by the Taiwan Society of Sleep Medicine, one in five individuals in Taiwan experiences sleep disorders, with the issue becoming more prevalent among younger individuals. Insomnia can negatively affect memory, concentration, obesity, and chronic conditions. As a result, sleep aid devices and sleep-related health supplements have been introduced to address these issues.
- (3) **Women's Health:** In recent years, there has been a growing awareness of health and fitness among the public, with women placing greater emphasis on their own health. This has prompted women to actively seek suitable health supplements to maintain both physical and mental well-being. According to statistics, women dominate 70% of the market, possessing purchasing power that is approximately twice that of men. Consequently, it is expected that sales in this sector will continue to rise, with a steady stream of oral beauty, skincare, and weight management products being introduced to the market.
- (4) **Elderly Healthcare:** Aging is one of the most significant challenges confronting Taiwanese society. In 2020, Taiwan's population first exhibited a phenomenon known as an "aging population." According to estimates from the National Development Council, by 2025, Taiwan will enter the ranks of super-aged societies, with one in every five individuals being 65 years or older. A decade from now, there will be one elderly person to support for every 2.7 young and middle-aged individuals, significantly increasing the burden on this demographic. Due to this, areas such as bone health, cardiovascular health, and cognitive function are receiving significant attention in the health supplement sector.

At the same time, we will continue to introduce high-quality health and wellness products from various manufacturers, promoting them to the public through online, offline, and O2O (Online to Offline) business models. This aims to change consumers' existing perception that Senao International only sells consumer

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electronics. Ultimately, we hope to focus on preventive health care and connect the flow of information, utilizing big data analysis to provide services that promote health and enable precise preventive health care.

II 2025 Business Plan

(I) Business strategy:

1. Enhance analysis and effectively utilize the member database to deliver tailored promotional messages based on members' purchasing history, aligning with their consumption preferences. This approach aims to increase engagement frequency and strengthen customer relations, thereby enhancing member repurchase and retention, ultimately improving member satisfaction.
2. Optimize the services of physical retail stores and diversify the range of products offered. Sales personnel will provide more professional product knowledge and application operations. Additionally, localized packaging bundles will be offered for seasonal and timely products. Beyond this, we will utilize a community-based communication model to strengthen connections with local residents, ensuring that services are less affected by location.
3. Establish a dedicated digital platform for distributors to enhance services for a broader client base, offering a wider array of convenient purchasing options and exclusive promotional content.
4. To become the preferred choice for buying and selling second-hand mobile phones, we offer customers a transparent process for selling their devices and a secure service for purchasing devices, thereby fostering customer confidence.

(II) Business objectives:

1. Strengthen customer retention for the parent company, Chunghwa Telecom, by optimizing service offerings and expanding sales content. Additionally, strengthen the connection between the community and retail stores through the power of social media marketing. By leveraging the rapid dissemination nature of social media marketing, further engage with more non-Chunghwa customers, thereby increasing the customer base.
2. By integrating the Senaonline platform, we effectively leverage the comprehensive O2O (Online to Offline) shopping guidance process and the operation of social media, enabling consumers to enjoy a fast and convenient purchasing experience anytime and anywhere.

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3. Strengthen relationships with distributors and enhance cooperation by leveraging a broader range of items, product categories, and digital marketing strategies to expand distribution capabilities.
4. Optimize and improve the internal processes and management systems of the Company to avoid unnecessary waste and to maintain environmental resources, in order to achieve compliance with ESG standards.
5. Expand the second-hand mobile phone service by improving trade-in efficiency and increasing sales channels, positioning the company as the top choice in the second-hand device market.

(III) Production and sales policy:

1. Communication Products: We strive to secure competitive first-tier brand products in the distribution market while continuously seeking high-potential, cost-effective, and buzzworthy second-tier or emerging brands. The primary policy objective is to bundle these distributed products with Chunghwa Telecom's tariff plans, ensuring availability across all Chunghwa-affiliated stores for unified sales.
2. Home Appliances and IT Products: We aim to introduce seasonal and best-selling products from leading brands in the market, with customer demand serving guiding our main policy. Additionally, the product lineup will be expanded to include a diverse range of AIoT and smart health-connected appliances.
3. Peripheral Accessories: Our focus is on developing and managing Senao International's own brand, "Mega King," through collaborative research and development to create trendy yet practical accessory products that align with market demands. In addition, efforts will be made to secure distribution rights for competitive products from leading brands and introduce smart wearable devices across various specialized fields to expand the customer base.
4. Health Supplement Products: We focus on managing the Japanese imported health brand "Sakuyo," represented by Senao International, developing health products that better cater to the needs of the whole family. As a plus, efforts will be made to expand sales and partnerships across both traditional distribution channels and major online platforms.
5. Starting from a consumer-centric approach and focusing on the needs of the entire family, we have not only expanded our existing core brand offerings in telecommunications, information technology, home appliances, accessories, and health products, but also introduced a diverse range of additional categories,

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including household goods and beauty products. Through the Senaonline platform, we provide consumers with greater variety and convenience in their shopping experience.

III The Company's Future Development Strategy

In response to the rapid development of AI, products incorporating AI technology are expected to dominate market trends. Senao International will leverage its product selection and agency services to showcase real-world AI applications in physical retail stores through product displays and sales. Furthermore, by integrating the agency and sales of networking equipment, the Company aims to establish foundational networking infrastructure services for both households and enterprises.

Senao International will continue to deepen its localized retail operations, leveraging the power of social media and collaborating with the Senao Technology & Culture Foundation on various charitable activities and the "Love for Learning" lecture series. The Company will actively engage with the public, interact with people, share product application scenarios, and provide education on new technologies and health knowledge, strengthening the connection between people. Additionally, it will expand the Senaonline platform, offering a quick, diverse range of products for customers to purchase. By enhancing its membership management and care services, the company aims to provide customers with more reliable and trusted services. Senao International aspires to be the first brand that consumers turn to whenever they need solutions or products, establishing itself as a trusted and indispensable brand in their lives.

IV Effect of External Competition, the Legal Environment, and the Overall Business Environment

In 2024, Taiwan's economy maintained its expansion, supported by stable domestic demand and the driving force of information and communications technology products, with an estimated growth rate exceeding 4% for the year. Looking ahead to 2025, while the global economy demonstrates resilience, the United States and Europe are expected to enter a cycle of interest rate reductions that will stimulate consumption and investment. Furthermore, the ongoing expansion of global trade is anticipated to positively impact Taiwan's export performance and private sector investments. However, due to the influence of a higher base period, the economic growth rate for the year 2025 is expected to be lower than that of 2024. The Taiwan Institute of Economic Research forecasts a GDP growth rate of 3.15% for the year 2025.

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In 2025, the global economy continues to face multiple challenges, including the policies of the President of the United States, the monetary policies of various countries, the outlook of the real estate market in China, and geopolitical conflicts. These factors may all impact Taiwan's economic performance and warrant attention.

Chapter 2 Corporate Governance Report

I Background information of Directors, President, Vice-Presidents, Assistant Vice-Presidents and heads of departments and branch offices

(I) Background of Directors (As of February 28, 2025)

Title	Nationality or place of registration	Name	Gender Age	On-board date	Term of office	Date first elected	Shareholdings when elected		Current shareholdings		Spouse's and minor's shareholdings		Shareholdings through nominees		Major education and experience	Concurrent position held at the Company and other companies	Other officer(s) or director(s) with which the person has a relationship of spouse or relative within the second degree			Remarks (Note 3)
							Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings			Title	Name	Relationship	
Director	R.O.C.	Chunghwa Telecom Co., Ltd.		2022.06.15	2025.06.14	2007.01.15	71,773,155	27.79%	71,773,155	27.79%	0	0	0	0	—	—	—	—	—	—
Director (Note 1)	R.O.C.	Wen-Chih Lin	Male 50-60 years old	2023.07.19	2025.06.14	2016.10.24~2018.03.26	0	0	0	0	0	0	0	0	Chunghwa Telecom Co., Ltd. Vice President, Business Management Division Master's in Automatic Control Engineering, Feng Chia University	Executive Vice President (Business Affairs), Chunghwa Telecom Co., Ltd. Chairman, SmartFun Digital Co., Ltd. Director, Chung Hwa Telecom Foundation Director, Chung Hwa Digital Cultural and Creative Management Consulting Co., Ltd. Director, Spring House Entertainment Technology Inc. Director, KKBOX Taiwan Co., Ltd.	None	None	None	
Director (Note 1)	R.O.C.	Hsueh-Hai Hu	Male 60-70 years old	2023.07.19	2025.06.14	2023.07.19	0	0	0	0	0	0	0	0	President, Chunghwa Telecom Co., Ltd., Consumer	President, Chunghwa Telecom Co., Ltd., Consumer	None	None	None	

Title	Nationality or place of registration	Name	Gender Age	On-board date	Term of office	Date first elected	Shareholdings when elected		Current shareholdings		Spouse's and minor's shareholdings		Shareholdings through nominees		Major education and experience	Concurrent position held at the Company and other companies	Other officer(s) or director(s) with which the person has a relationship of spouse or relative within the second degree			Remarks (Note 3)
							Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings			Title	Name	Relationship	
															Business Group Master's in Transportation Management, National Cheng Kung University	Business Group Director, So-net Entertainment Taiwan Limited Director, Taipei Financial Center Corporation Director, Honghua International Co., Ltd. Director, China Investment Co., Ltd. Director, Chung Hwa Digital Cultural and Creative Management Consulting Co., Ltd.				
Director (Note 1)	R.O.C.	Su-Chiu Ke	Female 60-70 years old	2024.01.01	2025.06.14	2024.01.01	0	0	0	0	0	0	0	0	Vice President, Chunghwa Telecom Co., Ltd., Consumer Business Group Department of Land Administration, National Chengchi University	Vice President, Chunghwa Telecom Co., Ltd., Consumer Business Group Director, SmartFun Digital Co., Ltd.	None	None	None	None
Director (Note 1)	R.O.C.	Min-Hung Tsai	Male 50-60 years old	2023.09.11	2025.06.14	2023.09.11	0	0	0	0	0	0	0	0	Vice President, Chunghwa Telecom Co., Ltd., Consumer Business Group Graduate Institute of Electrical Engineering, National Taiwan University Graduate	President, Tainan Operations Division, Chunghwa Telecom Co., Ltd. President, Spring House Entertainment Technology Inc. Director,	None	None	None	None

Title	Nationality or place of registration	Name	Gender Age	On-board date	Term of office	Date first elected	Shareholdings when elected		Current shareholdings		Spouse's and minor's shareholdings		Shareholdings through nominees		Major education and experience	Concurrent position held at the Company and other companies	Other officer(s) or director(s) with which the person has a relationship of spouse or relative within the second degree			Remarks (Note 3)
							Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings			Title	Name	Relationship	
															Institute of Management, National Chiao Tung University	KKBOX Taiwan Co., Ltd.				
Director	R.O.C.	Cheng Kang Investment Co., Ltd.		2019.06.14	2022.06.13	2007.04.12	14,820,975	5.74%	14,820,975	5.74%	0	0	0	0	—	—	—	—	—	—
Vice Chairman (Note 2)	R.O.C.	Pao-Yung Lin	Male 70-80 years old	2022.06.15	2025.06.14	1994.06.20	6,532,345	2.53%	8,343,345	3.23%	5,549,777	2.15%	0	0	Senao International Co., Ltd. Vice Chairman and President Taichung Municipal Tung Shih Junior High School	Vice Chairman and President, Senao International Co., Ltd. Director, EnGenius Technologies Co., Ltd., Chairman, Cheng Feng Investment Company	Director/Special Assistant	Cheng-Feng Lin	Father and son	None
																	Director	Cheng-Kang Lin	Father and son	
Director (Note 2)	R.O.C.	Cheng-Feng Lin	Male 40-50 years old	2022.06.15	2025.06.14	2013.05.22	153,420	0.06%	743,420	0.29%	0	0	0	0	Senao International Co., Ltd. Special Assistant Master's in International Business Management (English Program), National Chengchi University	Director, Senao International Co., Ltd. Special Assistant, Senao International Co., Ltd. Director, E-life Corporation, Director, Tsann Kuen Enterprise Co., Ltd. Director, National Taiwan University Innovation Incubation Co., Ltd. Director, Universal Global Scientific Industrial Co.,	Vice Chairman/President	Pao-Yung Lin	Father and son	None
																	Director	Cheng-Kang Lin	Brothers	

Title	Nationality or place of registration	Name	Gender Age	On-board date	Term of office	Date first elected	Shareholdings when elected		Current shareholdings		Spouse's and minor's shareholdings		Shareholdings through nominees		Major education and experience	Concurrent position held at the Company and other companies	Other officer(s) or director(s) with which the person has a relationship of spouse or relative within the second degree			Remarks (Note 3)
							Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings			Title	Name	Relationship	
Director (Note 2)	R.O.C.	Cheng-Kang Lin	Male 40-50 years old	2022.06.15	2025.06.14	2013.12.16	98,091	0.04%	238,091	0.09%	0	0	0	0	Director of Business Planning Department, Senao International Co., Ltd. Master's in International Business Management (English Program), National Chengchi University, Department of Japanese, University of British Columbia, Canada	Director, Senao International Co., Ltd. Director of Business Planning Department, Senao International Co., Ltd. Director, E-Life Corporation	Vice Chairman/President	Pao-Yung Lin	Father and son	None
																	Director/Special Assistant	Cheng-Feng Lin	Brothers	
Independent Director	R.O.C.	Kung-Liang Yeh	Male 70-80 years old	2022.06.15	2025.06.14	2016.06.27	0	0	0	0	162	0	0	0	Chairman, Fubon Securities Co., Ltd. EMBA, Graduate Institute of Finance, National Taiwan University	Director, Fubon Securities Co., Ltd. Director, Senao International Co., Ltd.	None	None	None	None
Independent Director	R.O.C.	Wen-Tsan Wu	Male 60-70 years old	2022.06.15	2025.06.14	2019.06.14	0	0	0	0	0	0	0	0	Chairman, Metanoia Communications Inc. Ph.D. in Electrical Engineering, University of	Chairman, Metanoia Communications Inc. Independent Director, Senao International Co., Ltd.	None	None	None	None

Title	Nationality or place of registration	Name	Gender Age	On-board date	Term of office	Date first elected	Shareholdings when elected		Current shareholdings		Spouse's and minor's shareholdings		Shareholdings through nominees		Major education and experience	Concurrent position held at the Company and other companies	Other officer(s) or director(s) with which the person has a relationship of spouse or relative within the second degree			Remarks (Note 3)
							Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings			Title	Name	Relationship	
															Washington, USA					
Independent Director	R.O.C.	Fu-Hai Yeh	Male 60-70 years old	2022.06.15	2025.06.14	2022.06.15	0	0	0	0	0	0	0	0	Director and Chief Executive Officer, WPG Holdings, President, Arrow Electronics, Inc. Vice President, Acer Incorporated Department of Electronic Engineering, Feng Chia University	Vice Chairman, WPG Holdings, Director, LaaS Limited, Independent Director, Senao International Co., Ltd., Member, Remuneration Committee of Senao International Co., Ltd., Member, Audit Committee of Senao International Co., Ltd., Independent Director, BenQ Materials Corp.	None	None	None	None
Independent Director	R.O.C.	Min-Ching Cheng	Male 70-80 years old	2022.06.15	2025.06.14	Served as Director from October 20, 2011, to October 24, 2016	0	0	0	0	0	0	0	0	Chairman, Honghwa International Co., Ltd. Department of Electrical Engineering, National Kaohsiung University of Science and Technology	Independent Director, Senao International Co., Ltd. Independent Director, NEXT BANK	None	None	None	None

Note 1: Representative of Chunghwa Telecom Co., Ltd.

Note 2: Representative of Cheng Kang Investment Co., Ltd.

Note 3: If the president or person of an equivalent post (the highest level manager) and the chairperson of the Board of Directors of a company are the same person, spouses, or relatives within the first degree of kinship, an explanation shall be given of the reason for, reasonableness, necessity thereof, and the measures adopted in response thereto (e.g. increasing the number of independent directors and ensuring that a majority of directors do not concurrently serve as an employee or managerial officer).

(II) Major shareholders of the corporate shareholder

Name of corporate shareholder	Major shareholders of the corporate shareholder	Shareholding ratio
Chunghwa Telecom Co., Ltd.	Ministry of Transportation and Communications	35.29%
	Shin Kong Life Insurance Co., Ltd.	4.62%
	CTBC Bank Trust Account - CHT Employee Stock Ownership Trust Plan	3.91%
	Cathay Life Insurance Company, Ltd.	3.04%
	JP Morgan Chase Bank, N.A., acting as depositary and representative of CHT ADRS	2.35%
	Chunghwa Post Co., Ltd.	2.06%
	Labor Pension Fund of the New Labor Pension System, R.O.C.	1.87%
	Labor Insurance Fund, R.O.C.	1.19% ⁰
	Taiwan Life Insurance Co., Ltd.	1.03%
	Labor Pension Fund of the Old Labor Pension System, R.O.C.	1.03%
Cheng Kang Investment Co., Ltd.	Global Solution Malaysia Co., Ltd.	83.92%
	Cheng Feng Investment Company	13.99%
Cheng Feng Investment Company	Pao-Yung Lin	57.66%
	Yung-Ming Liu	33.46%
	Cheng-Feng Lin	0.03%
	Cheng-Kang Lin	0.03%

Note: The information is sourced from the official Chunghwa Telecom corporate governance disclosures or company registration data from the Department of Commerce, Ministry of Economic Affairs.

(III) Major shareholders of an entity whose major shareholders are corporates/juristic persons

Name of corporate/juristic person	Major shareholders of the corporate/juristic person	Shareholding ratio
Shin Kong Life Insurance Co., Ltd.	Shin Kong Financial Holding Co., Ltd.	100.00%
Cathay Life Insurance Company, Ltd.	Cathay Financial Holdings Co., Ltd.	100.00%
Chunghwa Post Co., Ltd.	Ministry of Transportation and Communications	100.00%
Taiwan Life Insurance Co., Ltd.	CTBC Financial Holding Co., Ltd.	100.00%
Fubon Life Insurance Co., Ltd.	Fubon Financial Holding Co., Ltd.	100.00%
Cheng Feng Investment Company	Pao-Yung Lin	57.66%
	Yung-Ming Liu	33.46%
	Cheng-Feng Lin	0.03%
	Cheng-Kang Lin	0.03%
Global Solution Malaysia Co., Ltd.	Global Solution Investment Co., Ltd.	100.00%

Note: The information is sourced from the 2023 annual reports of listed companies, the Insurance Industry MOPS, or company registration data from the Department of Commerce, Ministry of Economic Affairs.

Chapter 2. Corporate Governance Report

(IV) Director information

Qualifications Name	Professional qualifications and experience (Note 1)	Independence analysis (Note 2.3)	No. of other public companies at which the person concurrently serves as an independent director
Pao-Yung Lin	Professional qualifications and experience of over five years required for the Company's operations	(1) Existence of situations as stipulated in Paragraph 3 and Paragraph 4 of Article 26-3 of the Securities Exchange Act: None (2) Existence of spousal relationships or kinship within second-degree relatives between directors, supervisors, or between directors and supervisors: Yes	0
Wen-Chih Lin	Professional qualifications and experience of over five years required for the Company's operations	(1) Existence of situations as stipulated in Paragraph 3 and Paragraph 4 of Article 26-3 of the Securities Exchange Act: None (2) Existence of spousal relationships or kinship within second-degree relatives between directors, supervisors, or between directors and supervisors: None	0
Hsueh-Hai Hu	Professional qualifications and experience of over five years required for the Company's operations	(1) Existence of situations as stipulated in Paragraph 3 and Paragraph 4 of Article 26-3 of the Securities Exchange Act: None (2) Existence of spousal relationships or kinship within second-degree relatives between directors, supervisors, or between directors and supervisors: None	0
Su-Chiu Ke	Professional qualifications and experience of over five years required for the Company's operations	(1) Existence of situations as stipulated in Paragraph 3 and Paragraph 4 of Article 26-3 of the Securities Exchange Act: None (2) Existence of spousal relationships or kinship within second-degree relatives between directors, supervisors, or between directors and supervisors: None	0
Min-Hung Tsai	Professional qualifications and experience of over five years required for the Company's operations	(1) Existence of situations as stipulated in Paragraph 3 and Paragraph 4 of Article 26-3 of the Securities Exchange Act: None (2) Existence of spousal relationships or kinship within second-degree relatives between directors, supervisors, or between	0

Chapter 2. Corporate Governance Report

Qualifications Name	Professional qualifications and experience (Note 1)	Independence analysis (Note 2.3)	No. of other public companies at which the person concurrently serves as an independent director
		directors and supervisors: None	
Cheng-Feng Lin	Professional qualifications and experience of over five years required for the Company's operations	(1) Existence of situations as stipulated in Paragraph 3 and Paragraph 4 of Article 26-3 of the Securities Exchange Act: None (2) Existence of spousal relationships or kinship within second-degree relatives between directors, supervisors, or between directors and supervisors: Yes	0
Cheng-Kang Lin	Professional qualifications and experience of over five years required for the Company's operations	(1) Existence of situations as stipulated in Paragraph 3 and Paragraph 4 of Article 26-3 of the Securities Exchange Act: None (2) Existence of spousal relationships or kinship within second-degree relatives between directors, supervisors, or between directors and supervisors: Yes	0
Kung-Liang Yeh	Possess professional qualifications and experience exceeding five years in business, finance, accounting, or other company-related fields, with no violations under Article 30 of the Company Act	(1) Whether the individual, their spouse, or second-degree relatives hold positions as directors, supervisors, or employees in the Company or affiliated enterprises: None (2) Whether the individual, their spouse, or second-degree relatives (or acting through others) own Company shares or their percentage of holdings: None (3) Whether the individual holds positions as directors, supervisors, or employees in companies with specific relations to the Company: None (4) Remuneration obtained in the past two years for providing business, legal, financial, or accounting services to the Company or affiliated enterprises: None	0
Wen-Tsan Wu	Possess professional qualifications and experience exceeding five years in business or other company-	(1) Whether the individual, their spouse, or second-degree relatives hold positions as directors, supervisors, or employees in the Company or affiliated enterprises: None (2) Whether the individual, their spouse, or	0

Chapter 2. Corporate Governance Report

Qualifications Name	Professional qualifications and experience (Note 1)	Independence analysis (Note 2.3)	No. of other public companies at which the person concurrently serves as an independent director
	related fields, with no violations under Article 30 of the Company Act	second-degree relatives (or acting through others) own Company shares or their percentage of holdings: None (3) Whether the individual holds positions as directors, supervisors, or employees in companies with specific relations to the Company: None (4) Remuneration obtained in the past two years for providing business, legal, financial, or accounting services to the Company or affiliated enterprises: None	
Fu-Hai Yeh	Possess professional qualifications and experience exceeding five years in business or other company-related fields, with no violations under Article 30 of the Company Act	(1) Whether the individual, their spouse, or second-degree relatives hold positions as directors, supervisors, or employees in the Company or affiliated enterprises: None (2) Whether the individual, their spouse, or second-degree relatives (or acting through others) own Company shares or their percentage of holdings: None (3) Whether the individual holds positions as directors, supervisors, or employees in companies with specific relations to the Company: None (4) Remuneration obtained in the past two years for providing business, legal, financial, or accounting services to the Company or affiliated enterprises: None	1
Min-Ching Cheng	Possess professional qualifications and experience exceeding five years in business or other company-related fields, with no violations under Article 30 of the Company Act	(1) Whether the individual, their spouse, or second-degree relatives hold positions as directors, supervisors, or employees in the Company or affiliated enterprises: None (2) Whether the individual, their spouse, or second-degree relatives (or acting through others) own Company shares or their percentage of holdings: None (3) Whether the individual holds positions as directors, supervisors, or employees in	1

Chapter 2. Corporate Governance Report

Name	Qualifications	Professional qualifications and experience (Note 1)	Independence analysis (Note 2.3)	No. of other public companies at which the person concurrently serves as an independent director
			companies with specific relations to the Company: None (4) Remuneration obtained in the past two years for providing business, legal, financial, or accounting services to the Company or affiliated enterprises: None	

- Note 1: Professional qualifications and experience: Specify the professional qualifications and experience of each director and supervisor. If a member of the Audit Committee, specify their accounting or finance background and work experience. Additionally, specify whether any circumstance under any subparagraph of Article 30 of the Company Act exists with respect to a director or supervisor. Professional qualifications and experience can be found on page 23 under Director Information.
- Note 2: Describe the status of independence of each independent director, including but not limited to the following: did they or their spouse or any relative within the second degree serve as a director, supervisor, or employee of the Company or any of its affiliates?; specify the number and ratio of shares of the Company held by the independent director and their spouse and relatives within the second degree (or through nominees); do they serve as a director, supervisor, or employee of any company having a specified relationship with the Company (see Article 3, paragraph 1, subparagraphs 5 to 8 of the Regulations Governing Appointment of Independent Directors and Compliance Matters for Public Companies)?; specify the amount(s) of any pay received by the independent director for any services such as business, legal, financial, or accounting services provided to the Company or any affiliate thereof within the past 2 years.
- Note 3: For information on spousal or second-degree kinship relationships among directors, among supervisors, or between directors and supervisors, please refer to page 131. This page also provides details on whether the top ten shareholders by shareholding are related parties or have spousal or second-degree kinship relationships.
- Note 4: For information on diversity and independence, please refer to page 49, Section 3(1): Whether the Board of Directors has established a diversity policy, specific management objectives, and implementation status.

(V) Key managerial personnel information (as of February 28, 2025)

Title	Nationality	Name	Gender	On-board date	Shares held		Shares held by spouse and minor children		Shareholdings through nominees		Major education and experience	Positions concurrently held in other companies at present	Other managerial officer(s) with which the person has a relationship of spouse or relative within the second degree			Remarks
					Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings			Title	Name	Relationship	
President	R.O.C.	Pao-Yung Lin	Male	2007.04.12	8,343,345	3.23%	5,549,777	2.15%	0	0	Senao International Co., Ltd. Vice Chairman and President Taichung Municipal Tung Shih Junior High School	Director, Senao Networks Inc., Chairman, EnGenius Technologies Co., Ltd., Chairman, Cheng Feng Investment Company	Special Assistant	Cheng-Feng Lin	Father and son	None
Chief Financial Officer	R.O.C.	Pei-Yu Chiang	Female	2024.12.31	0	0	0	0	0	0	Director of Accounting Division, Chunghwa Telecom Laboratories Graduate of the Department of Accounting, Soochow University	—	None	None	None	None
Executive Vice President	R.O.C.	Chi-Hung Liao	Male	2014.01.01	162	0.00%	0	0	0	0	Business Manager, Samsung Electronics Co., Ltd. Graduate of the Executive MBA Program, National Cheng Kung University	Director, Youth Co., Ltd.	None	None	None	None
Executive Vice President	R.O.C.	Yen-Yen Cheng	Female	2024.08.02	0	0	0	0	0	0	Special Assistant of Business Planning Department, Senao International Co., Ltd. Master's Degree, Graduate Institute of Management, National Taiwan University of Science and Technology	Chairman, Shenyang Insurance Agency Co., Ltd.				
Vice President	R.O.C.	Ching-Lang Chang	Male	1985.03.16	104,591	0.04%	0	0	0	0	Central Region Department Head, Senao International Co., Ltd. Graduate of the Graduate Institute of Business Administration, National Taipei University	—	None	None	None	None
Vice President	R.O.C.	Tsai-Hung Yu	Female	2014.08.05	77,546	0.03%	0	0	0	0	Accounting Manager, Senao International Co., Ltd. Graduate of the Graduate Institute of Accounting, Soochow University	Supervisor, Youth Co., Ltd.	None	None	None	None
Vice President	R.O.C.	Chen-San Chou	Male	2017.10.01	0	0	0	0	0	0	Associate Manager of the Southern Region Department, Senao International Co., Ltd. Graduate of the Graduate Institute of Shipping and Transportation Management, National Taiwan Ocean University	—	None	None	None	None
Vice President	R.O.C.	Chuan-Cheng Lin	Male	2019.11.04	0	0	0	0	0	0	Special Assistant to the President, momo.com Inc. Graduate of the Graduate Institute of Business Administration,	—	None	None	None	None

Title	Nationality	Name	Gender	On-board date	Shares held		Shares held by spouse and minor children		Shareholdings through nominees		Major education and experience	Positions concurrently held in other companies at present	Other managerial officer(s) with which the person has a relationship of spouse or relative within the second degree			Remarks
					Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings			Title	Name	Relationship	
											Anglia Ruskin University, United Kingdom					
Senior Assistant Vice President (Chief Financial Officer and concurrently serves as the Corporate Governance Officer)	R.O.C.	Chia-Chi Chen	Male	2023.05.02	0	0	0	0	0	0	Senior Associate Manager of Business Management Department, Asia Pacific Telecom Graduate of the Institute of Management Science, National Chiao Tung University	—	None	None	None	None
Associate Manager	R.O.C.	Sheng-Kai Chen	Male	2008.01.01	12,000	0	0	0	0	0	Product and Service Manager, Siemens Telecommunication Systems Ltd. Graduate of the Department of Electronic Engineering, National Taiwan University of Science and Technology	—	None	None	None	None
Associate Manager	R.O.C.	Chih-Hsiang Kuo	Male	2014.01.01	0	0	0	0	0	0	Manager, Tait Marketing & Distribution Co., Ltd. Graduate of the Department of Fishing and Navigation Management, National Keelung Maritime Vocational High School	—	None	None	None	None
Associate Manager	R.O.C.	An-Ting Tsao	Male	2021.06.21	0	0	0	0	0	0	Associate Manager, Digital Service Operations Center, InQuartik Corporation Master's Degree in Computer Science and Information Engineering, National Taiwan University	—	None	None	None	None
Associate Manager	R.O.C.	Chun-Chieh Chiu	Male	2022.11.02	104,746	0.04%	12,000	0%	0	0	Associate Manager, Senao International Co., Ltd. Master's Degree from the Graduate Institute of Food Economics and Marketing, University of Reading	—	None	None	None	None
Associate Manager	R.O.C.	Chen-Chun Chen	Female	2022.09.19	0	0	0	0	0	0	Manager, Far EasTone Telecommunications Co., Ltd. Master's Degree in Business Administration, Baruch College, City University of New York	—	None	None	None	None
Associate Manager (Accounting Supervisor)	R.O.C.	Jin-Ding Liu	Female	2021.08.16	0	0	0	0	0	0	Senior Accounting Manager, Taihan Precision Technology Co., Ltd. Graduate of the Department of	—	None	None	None	None

Title	Nationality	Name	Gender	On-board date	Shares held		Shares held by spouse and minor children		Shareholdings through nominees		Major education and experience	Positions concurrently held in other companies at present	Other managerial officer(s) with which the person has a relationship of spouse or relative within the second degree			Remarks
					Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings			Title	Name	Relationship	
											Economics, Fu Jen Catholic University					
Special Assistant	R.O.C.	Cheng-Feng Lin	Male	2013.06.01	743,420	0.29%	0	0	0	0	Special Assistant, Senao International Co., Ltd. Master's in International Business Management (English Program), National Chengchi University	Director, E-Life Corporation, Director, Tsann Kuen Enterprise Co., Ltd., Director, Senyoung Insurance Agent Co., Ltd., Director, Youth Co., Ltd. Director, National Taiwan University Innovation Incubation Co., Ltd.	President	Pao-Yung Lin	Father and son	None
Special Assistant	R.O.C.	Chia-Ling Yang	Female	2024.12.02	0	0	0	0	0	0	Marketing Manager, Taiwan Mobile Co., Ltd. Master's Degree in Public Relations and Advertising, Shih Hsin University	—				
Special Assistant	R.O.C.	Kai-Jen Wang	Male	2025.01.06	0	0	0	0	0	0	Associate Manager of Digital Products Division, E-Life Corporation Master's Degree in E-Commerce, University of Westminster	—				
Special Assistant	R.O.C.	Pi-Tzu Chen	Female	2025.02.07	0	0	0	0	0	0	Chief Financial Officer, E-Life Corporation Master's Degree in Accounting, National Taiwan University	—				

II Remuneration paid to Directors (including Independent Directors), President, and Vice Presidents in the most recent year:

(I) Remuneration to directors

2024 Unit: thousand shares/NT\$ thousand/%

Title	Name	Remuneration to directors								Sum of A+B+C+D and ratio to net income (%)		Remuneration received by directors for concurrent service as an employee								Sum of A+B+C+D+E+F+G and ratio to net income (%)		Remuneration received from investee enterprises other than subsidiaries or from the parent company
		Base compensation (A)		Retirement pay and pension (B)		Director profit-sharing compensation (C)		Expenses and perquisites (D)(Note 5)				Salary, rewards, and special disbursements (E) (Note 6)		Retirement pay and pension (F)		Employee profit-sharing compensation (G)						
		The Company	All consolidated entities	The Company	All consolidated entities	The Company	All consolidated entities	The Company	All consolidated entities	The Company	All consolidated entities	The Company	All consolidated entities	The Company	All consolidated entities	The Company		All consolidated entities		The Company	All consolidated entities	
																Amount in cash	Amount in stock	Amount in cash	Amount in stock			
Chairman	Rong-Shy Lin (Note 1)(Note 3)	0	0	0	0	9,030	9,030	550	550	9,580 (2%)	9,580 (2%)	14,716	14,716	0	0	2,200	0	2,200	0	26,496 (5.54%)	26,496 (5.54%)	26,791
Director	Hsueh-Hai Hu (Note 1)																					
Director	Wen-Chih Lin (Note 1)																					
Director	Min-Hung Tsai (Note 1)																					
Director	Su-Chiu Ke (Note 1)																					
Vice Chairman	Pao-Yung Lin (Note 2)																					
Director	Cheng-Feng Lin (Note 2)																					
Director	Cheng-Kang Lin (Note 2)																					
Independent Director	Kung-Liang Yeh	4,120	4,120	0	0	0	0	360	360	4,480 (0.94%)	4,480 (0.94%)	0	0	0	0	0	0	0	4,480 (0.94%)	4,480 (0.94%)	None	
Independent Director	Wen-Tsan Wu																					
Independent Director	Fu-Hai Yeh																					
Independent Director	Min-Ching Cheng																					
Independent Director	Ai-Chun Pang (Note 4)																					

Note 1: Representative of Chunghwa Telecom Co., Ltd.

Note 2: Representative of Cheng Kang Investment Co., Ltd.

Note 3: Chairman Rong-Shy Lin resigned on September 30, 2024.

Note 4: Independent Director Ai-Chun Pang resigned on February 28, 2024.

Note 5: Refers to travel allowances for directors for business execution during 2024.

Note 6: Refers to remuneration provided to directors concurrently serving as employees during 2024, including salaries, job allowances, various bonuses, and other subsidies.

Note 7: Independent directors' remuneration is determined by board resolution, including fixed monthly salaries and travel allowances for attending board meetings. Independent directors do not participate in profit distribution. They perform their duties by attending board meetings, executing their responsibilities as independent directors, and evaluating and reviewing major corporate governance decisions.

Remuneration Range Table

Ranges of remuneration paid to each of the Company's directors	Names of directors			
	Sum of A+B+C+D		Sum of A+B+C+D+E+F+G	
	The Company	All consolidated entities	The Company	All consolidated entities
Less than NT\$1,000,000	Rong-Shy Lin, Hsueh-Hai Hu, Wen-Chih Lin, Min-Hung Tsai, Su-Chiu Ke, Ai-Chun Pang, Pao-Yung Lin, Cheng-Feng Lin, Cheng-Kang Lin	Rong-Shy Lin, Hsueh-Hai Hu, Wen-Chih Lin, Min-Hung Tsai, Su-Chiu Ke, Ai-Chun Pang, Pao-Yung Lin, Cheng-Feng Lin, Cheng-Kang Lin	Rong-Shy Lin, Hsueh-Hai Hu, Wen-Chih Lin, Min-Hung Tsai, Su-Chiu Ke, Ai-Chun Pang	Rong-Shy Lin, Hsueh-Hai Hu, Wen-Chih Lin, Min-Hung Tsai, Su-Chiu Ke, Ai-Chun Pang
NT\$1,000,000 (incl.)~NT\$2,000,000 (excl.)	Kung-Liang Yeh, Wen-Tsan Wu, Fu-Hai Yeh, Min-Ching Cheng	Kung-Liang Yeh, Wen-Tsan Wu, Fu-Hai Yeh, Min-Ching Cheng, Ai-Chun Pang	Kung-Liang Yeh, Wen-Tsan Wu, Fu-Hai Yeh, Min-Ching Cheng, Ai-Chun Pang, Cheng-Kang Lin	Kung-Liang Yeh, Wen-Tsan Wu, Fu-Hai Yeh, Min-Ching Cheng, Ai-Chun Pang, Cheng-Kang Lin
NT\$2,000,000 (incl.)~NT\$3,500,000 (excl.)	0	0	Cheng-Feng Lin	Cheng-Feng Lin
NT\$3,500,000 (incl.)~NT\$5,000,000 (excl.)	Chunghwa Telecom Co., Ltd. Cheng Kang Investment Co., Ltd.	Chunghwa Telecom Co., Ltd. Cheng Kang Investment Co., Ltd.	Chunghwa Telecom Co., Ltd. Cheng Kang Investment Co., Ltd.	Chunghwa Telecom Co., Ltd. Cheng Kang Investment Co., Ltd.
NT\$5,000,000 (incl.)~NT\$10,000,000 (excl.)	0	0	0	0
NT\$10,000,000 (incl.)~NT\$15,000,000 (excl.)	0	0	Pao-Yung Lin	Pao-Yung Lin
NT\$15,000,000 (incl.)~NT\$30,000,000 (excl.)	0	0	0	0
NT\$30,000,000 (incl.)~NT\$50,000,000 (excl.)	0	0	0	0
NT\$50,000,000 (incl.)~NT\$100,000,000 (excl.)	0	0	0	0
NT\$100,000,000 or above	0	0	0	0
Total	15	15	15	15

(II) Remuneration to President and Vice Presidents

2024 Unit: NTS thousand/thousand shares/%

Title	Name	Salary (A) (Note 3)		Retirement pay and pension (B)		Rewards and special disbursements (C) (Note 4)		Employee profit-sharing compensation (D)				Sum of A+B+C+D and ratio to net income (%)		Remuneration received from investee enterprises other than subsidiaries or from the parent company
		The Company	All consolidated entities	The Company	All consolidated entities	The Company	All consolidated entities	The Company		All consolidated entities		The Company	All consolidated entities	
								Amount in cash	Amount in stock	Amount in cash	Amount in stock			
President	Pao-Yung Lin	23,755	25,350	0	0	6,631	7,471	3,590	0	4,090	0	33,976 (7.10%)	36,911 (7.72%)	3,166
Chief Financial Officer	Miao-Ling Chen (Note 1)													
Chief Financial Officer	Pei-Yu Chiang (Note 1)													
Executive Vice President	Chi-Hung Liao (Note 2)													
Executive Vice President	Yen-Yen Cheng (Note 2)													
Vice President	Ching-Lang Chang													
Vice President	Tsai-Hung Yu													
Vice President	Chen-San Chou													
Vice President	Chuan-Cheng Lin													

Note 1: Chief Financial Officer Miao-Ling Chen retired on December 30, 2024, succeeded by Chief Financial Officer Pei-Yu Chiang.

Note 2: Executive Vice President Yen-Yen Cheng was appointed on August 2, 2024.

Note 3: Refers to the salaries and position allowances for the President and Vice President for 2024.

Note 4: Refers to various bonuses, allowances, and other remuneration amounts for the President and Vice President during 2024.

Remuneration Range Table

Ranges of remuneration paid to each of the Company's president(s) and vice president(s)	Names of president(s) and vice president(s)	
	The Company	All consolidated entities
Less than NT\$1,000,000	Pei-Yu Chiang	Pei-Yu Chiang
NT\$1,000,000 (incl.)~NT\$2,000,000 (excl.)	0	0
NT\$2,000,000 (incl.)~NT\$3,500,000 (excl.)	Yen-Yen Cheng, Miao-Ling Chen, Tsai-Hung Yu, Chen-San Chou, Chuan-Cheng Lin	Miao-Ling Chen, Tsai-Hung Yu, Chen-San Chou, Chuan-Cheng Lin
NT\$3,500,000 (incl.)~NT\$5,000,000 (excl.)	Chi-Hung Liao, Ching-Lang Chang	Chi-Hung Liao, Ching-Lang Chang
NT\$5,000,000 (incl.)~NT\$10,000,000 (excl.)	0	Yen-Yen Cheng
NT\$10,000,000 (incl.)~NT\$15,000,000 (excl.)	Pao-Yung Lin	Pao-Yung Lin
NT\$15,000,000 (incl.)~NT\$30,000,000 (excl.)	0	0
NT\$30,000,000 (incl.)~NT\$50,000,000 (excl.)	0	0
NT\$50,000,000 (incl.)~NT\$100,000,000 (excl.)	0	0
NT\$100,000,000 or above	0	0
Total	9	9

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(III) Names and Distributions of Employee Profit-Sharing Compensation to Managerial Officers:

December 31, 2024 Unit: NT\$ thousand/%

	Title	Name	Amount in stock	Amount in cash	Total	As a % of net profit
Managers	President	Pao-Yung Lin	0	5,240	5,240	1.10
	Chief Financial Officer	Pei-Yu Chiang				
	Executive Vice President	Chi-Hung Liao				
	Executive Vice President	Yen-Yen Cheng				
	Vice President	Ching-Lang Chang				
	Vice President	Tsai-Hung Yu				
	Vice President	Chen-San Chou				
	Vice President	Chuan-Cheng Lin				
	Associate Manager	Chun-Chieh Chiu				
	Associate Manager	Chih-Hsiang Kuo				
	Associate Manager	Sheng-Kai Chen				
	Associate Manager	An-Ting Tsao				
	Associate Manager	Chen-Chun Chen				
	Associate Manager (Accounting Supervisor)	Jin-Ding Liu				
	Senior Assistant Vice President (Chief Financial Officer)	Chia-Chi Chen				
	Special Assistant	Cheng-Feng Lin				
	Special Assistant	Chia-Ling Yang				

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- (IV) An analysis of the total remuneration paid by the Company and all consolidated report companies to the Company's directors, president, and vice presidents in the past two years as a percentage of net profit after tax in individual or separate financial statements. Additionally, an explanation of the remuneration policies, standards, and structure; the procedures for determining remuneration; and the relationship of remuneration to operational performance and future risks.

	Proportion of Total Remuneration to Net Profit After Tax in 2024	Proportion of Total Remuneration to Net Profit After Tax in 2023
The Company	10.99%	11.11%
All consolidated entities	11.60%	11.11%

1. Remuneration to directors

Independent directors receive fixed monthly compensation and do not participate in the allocation of director remuneration. In addition, they receive travel allowances for attending board meetings, as decided by the Board of Directors. No other variable remuneration is provided.

Other directors' remuneration includes travel allowances for attending board meetings and, in accordance with Article 27 of the Company's Articles of Incorporation, annual profit-based director remuneration, capped at 3%. The remuneration is determined after considering the Company's operational performance, financial status, and directors' responsibilities. It is linked to business performance and profitability, reviewed by the Remuneration Committee, and submitted to the Board of Directors for resolution.

2. Remuneration to President and Vice Presidents

The remuneration for the President and Vice President consists of fixed and variable salaries. Fixed salaries are administered according to the Company's "Rules for Remuneration and Benefits" and are determined based on the responsibilities and professional expertise associated with their positions. Variable salaries include year-end bonuses and employee compensation.

Year-end bonuses are determined by considering the Company's profitability and the achievement of managers' KPI indicators, such as revenue achievement rate, profit achievement rate, budget control, leadership abilities, and employee development. Bonuses are calculated based on performance evaluation results. According to Article 27 of the Company's Articles of Incorporation, a minimum of 3% of the Company's annual profit is allocated to employee compensation. The total amount of employee compensation is determined by the Board of

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Directors' resolution, distributed based on performance evaluation results, and is linked to the Company's operational performance and profitability. This process is reviewed by the Remuneration Committee before being submitted to the Board of Directors for resolution.

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III Corporate Governance Operations

(I) Operation of the Board of Directors

In 2024, the Board of Directors convened eight meetings, with the following attendance and participation details for directors:

Title	Name (Note 1)	No. of meetings attended in person	No. of meetings attended by proxy	In-person attendance rate (%) (Note 2)	Remarks
Chairman	Rong-Shy Lin (Note 3)	5	—	100%	Dismissed on October 1, 2024
Vice Chairman	Pao-Yung Lin (Note 4)	8	—	100%	—
Director	Wen-Chih Lin (Note 3)	8	—	100%	—
Director	Hsueh-Hai Hu (Note 3)	7	1	87.5%	—
Director	Min-Hung Tsai (Note 3)	8	—	100%	—
Director	Su-Chiu Ke (Note 3)	8	—	100%	Assumed office on January 1, 2024
Director	Cheng-Feng Lin (Note 4)	8	—	100%	—
Director	Cheng-Kang Lin (Note 4)	8	—	100%	—
Independent Director	Kung-Liang Yeh	8	—	100%	—
Independent Director	Wen-Tsan Wu	7	1	87.5%	—
Independent Director	Fu-Hai Yeh	6	2	86%	—
Independent Director	Min-Ching Cheng	8	—	100%	—
Independent Director	Ai-Chun Pang	2	—	100%	Dismissed on February 28, 2024

Other information required to be disclosed:

- Matters listed under Article 14-3 of the Securities and Exchange Act, as well as resolutions of the Board of Directors that were opposed or reserved by independent directors with recorded or written statements, should include the board meeting date, session, proposal details, all independent directors' opinions, and the Company's responses to those opinions: For details, refer to page 199.
- The status of implementation of recusals of directors with respect to any motions with which they may have a conflict of interest: specify the director's name, the content of the motion, the cause for recusal, and whether and how the director voted:
 - February 16, 2024 13th Meeting of the 11th Board of Directors Agenda Item 4: Proposal to lift the non-compete restrictions for newly appointed directors and their representatives.

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Conflict of Interest Recusals: Chairman Rong-Shy Lin, Directors Hsueh-Hai Hu, Wen-Chih Lin, Min-Hung Tsai, and Su-Chiu Ke recused themselves due to conflicts of interest.

Resolution: With the aforementioned people having recused themselves, the remaining attending directors unanimously approved the proposal without objection.

- (2) August 2, 2024 16th Meeting of the 11th Board of Directors Agenda Item 2: Review and discussion of the 2023 distribution of employee remuneration to managerial personnel.

Conflict of Interest Recusals: Vice Chairman Pao-Yung Lin, Directors Cheng-Feng Lin and Cheng-Kang Lin recused themselves due to conflicts of interest. Resolution: With the aforementioned people having recused themselves, the remaining attending directors unanimously approved the proposal without objection.

- (3) December 13, 2024 19th Meeting of the 11th Board of Directors Agenda Item 3: Proposal for the 2024 performance evaluation and year-end bonus distribution for managerial personnel. Conflict of Interest Recusals: Vice Chairman Pao-Yung Lin, Directors Cheng-Feng Lin and Cheng-Kang Lin recused themselves due to conflicts of interest. Resolution: With the aforementioned people having recused themselves, the remaining attending directors unanimously approved the proposal without objection.

3. TWSE or TPEx listed companies are required to disclose the following information regarding the Board of Directors' self-evaluation (or peer evaluation): the evaluation cycle and period, scope of evaluation, evaluation methods, and evaluation criteria, as detailed below:

On December 27, 2019, the Board of Directors established and approved the "Regulations Governing the Board Performance Evaluation," which require the Board to conduct annual performance evaluations for the Board itself, individual Board members, the Audit Committee, and the Remuneration Committee. Additionally, evaluations must be conducted by external professional independent organizations or external expert teams at least once every three years. Internal performance evaluations for the Board shall be conducted at the end of each year in accordance with these regulations, while external performance evaluations for the Board must be completed by the end of the first quarter of the following year.

Explanation of internal Board performance evaluations:

The performance evaluation of the Board of Directors covers the following five dimensions:

- (1) Participation in the Company's operations.
- (2) Enhancement of the decision-making quality of the Board of Directors.
- (3) Composition and structure of the Board of Directors.
- (4) Selection and continuing education of directors.
- (5) Internal control.

Self-assessment by individual directors shall cover the following six dimensions:

- (1) Mastery of the Company's goals and missions.
- (2) Awareness of director responsibilities.
- (3) Participation in the Company's operations.
- (4) Management and communication of internal relationships.
- (5) Professional expertise and continuing education of directors.

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- (6) Internal control.

Performance evaluation of functional committees shall cover the following five dimensions:

- (1) Participation in the Company's operations.
- (2) Awareness of functional committee responsibilities.
- (3) Enhancement of decision-making quality within the functional committee.
- (4) Composition and selection of committee members.
- (5) Internal control.

The internal Board performance evaluation should be conducted by the administrative unit by December 31 each year. The unit collects relevant information about activities of the Board, individual directors, and functional committees, and distributes the following questionnaires:

- (1) "Board (including functional committee) Performance Self-Evaluation Questionnaire": Each director evaluates the overall performance of the Board (including the functional committees).
- (2) "Director Performance Self-Evaluation Questionnaire": Each director evaluates their own performance.

When the administrative unit compiles the self-evaluation results, it should separately calculate the performance evaluation scores for the Board (including functional committees) and individual directors. The scores are the overall average of all items and correspond to the following self-evaluation results:

- (1) Average score of 4 or above: "Excellent".
- (2) Average score of 3 to less than 4: "Good".
- (3) Average score of less than 3: "Needs Improvement".

Description of external Board performance evaluation:

The arrangement for external institutions or teams of external experts and scholars to conduct the Board performance evaluation must adhere to the following requirements:

- (1) The external institutions or teams of external experts and scholars must possess professionalism and independence.
- (2) The external institutions primarily consist of organizations or management consulting firms that provide services related to Board training courses and the enhancement of corporate governance.
- (3) The team of external experts and scholars must include at least three experts or scholars specializing in board or corporate governance. They are responsible for evaluating the implementation of the Board's performance evaluation and preparing an external evaluation analysis report.

4. The objectives and implementation status for strengthening the functions of the Board of Directors for the current and most recent years (e.g., establishment of an Audit Committee, enhancement of information transparency) are as follows: The Company established an Audit Committee and appointed three Independent Directors on June 14, 2019. On June 15, 2022, the number of Independent Directors was increased to five. For the objectives and implementation status of the Board's functional enhancements in 2024, please refer to page 49, Chapter 2, Section

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III(III): 3. Composition and responsibilities of the Board of Directors.
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Note 1: For a director that is a juristic person (corporate entity), disclose the name of the corporate shareholder and the name of its representative.

Note 2:

- (1) If any director left office before the end of the fiscal year, specify the resignation date in the Remarks column. Their in-person attendance rate (%) should be calculated based on the number of board meetings held and the number they attended in person during the period they were in office.
- (2) Before the end of the fiscal year, if there is a re-election of directors, both the newly elected and outgoing directors should be listed. In the remarks column, it should be indicated whether the director is outgoing, newly appointed, or re-elected, along with the date of re-election. The actual attendance rate (%) should be calculated based on the number of board meetings held during their term of office and the number of meetings they actually attended.

Note 3: Representative of Chunghwa Telecom Co., Ltd.

Note 4: Representative of Cheng Kang Investment Co., Ltd.

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Implementation of Evaluations of the Board of Directors

Evaluation cycle	Evaluation period	Evaluation scope	Evaluation method	Evaluation content
Conducted once per year	Performance evaluation was conducted for the Board of Directors covering the period from January 1 to December 31, 2024	The evaluation encompassed the performance of the Board as a whole, individual board members, and functional committees	Performance assessments were carried out through internal self-evaluations of the Board, self-evaluations by individual directors, self-evaluations by functional committees, or other appropriate methods	1. Evaluation of the performance of the board should include the following: degree of the board's participation in the operation of the company; the quality of the board's decision making; composition and structure of the board; election and continuing education of the directors; internal control. 2. Evaluation of the performance of individual directors should include the following: familiarity with the goals and missions of the company; awareness of the duties of a director; participation in the operation of the company; management of internal relationships and communication; the director's professionalism and continuing education; internal control. 3. Evaluation of the performance of the functional committees: Including degree of participation in the operation of the company; awareness of the duties of the functional committee; quality of decisions made by the functional committee; makeup of the functional committee and election of its members; internal control.
Conducted once every three years	Performance evaluation was conducted for the Board of Directors covering the period from January 1, 2020 to November 28, 2022	Board performance evaluation	In October 2022, the Company commissioned an external organization, the "Taiwan Association of Board Governance," to conduct a performance evaluation. Three independent experts with no business relationship with the Company, each having signed a declaration of independence and	1. Through questionnaires and in-depth interviews with the Chairman, the President, and two Independent Directors (including one serving as a functional committee convener), evaluations were conducted across seven key dimensions: "Board Composition and Structure," "Selection and Continuous Education of Directors," "Level of Participation in Company Operations," "Improvement of Board Decision-Making Quality," "Internal Control," "Environmental, Social, and Corporate Governance," and "Value Creation," encompassing 70 specific indicators. 2. Recommendations and the Company's implementation of improvements: (1) Recommendation: Periodically report shareholder and stakeholder feedback to the Board of Directors and establish an email system on the

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			confidentiality agreement, were assigned by the Association to carry out the evaluation. The experts included: Chih-Pang Chou, Chairman of the Taiwan Association of Board Governance, Tai-Chang Wang, Director of the Independent Director Association Taiwan, and Chu-Hsuan Chang, Associate Professor, Department of Finance, National Taipei University of Business	Company's website that independent directors can access for receiving and responding to feedback to enhance whistleblowing functionality. Improvement plan: Irregularly report shareholder and stakeholder feedback to the Board of Directors. Additionally, the Company's stakeholder mailbox will be configured to forward emails simultaneously to the independent directors' email accounts, allowing shareholders and stakeholders to express concerns effectively. (2) Recommendation: As Chunghwa Telecom has secured the influence of more than half of the seats, it is recommended that the Board of Directors continue to pay attention to protecting the rights of the Company's shareholders and employees during future resolutions. (3) Recommendation: Consider establishing an information security management committee, disclose the committee's conveners, members, and operational procedures, and evaluate taking out information security insurance. Supplementary information: The Company regularly reports
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				information security status to the Audit Committee and the Board of Directors. The establishment of an information security committee and the consideration of information security insurance will be further evaluated for their benefits.
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Attendance records of Independent Directors at each Board meeting in 2024

◎In-person attendance ☆Proxy attendance –Not applicable

	2024.01.25	2024.02.16	2024.03.29	2024.04.26	2024.08.02	2024.10.04	2024.11.01	2024.12.13
	The 12th extraordinary meeting of the 11th Board of Directors	The 13th meeting of the 11th Board of Directors	The 14th meeting of the 11th Board of Directors	The 15th meeting of the 11th Board of Directors	The 16th meeting of the 11th Board of Directors	The 17th extraordinary meeting of the 11th Board of Directors	The 18th meeting of the 11th Board of Directors	The 19th meeting of the 11th Board of Directors
Kung-Liang Yeh	◎	◎	◎	◎	◎	◎	◎	◎
Wen-Tsan Wu	◎	☆	◎	◎	◎	◎	◎	◎
Fu-Hai Yeh	☆	◎	☆	◎	◎	◎	◎	◎
Min-Ching Cheng	◎	◎	◎	◎	◎	◎	◎	◎
Ai-Chun Pang	☆	☆	—	—	—	—	—	—

(II) Operation of the Audit Committee:

The Audit Committee of the Company is composed of five independent directors.

The primary purpose of the committee's operations is to oversee the following:

1. The fair presentation of the Company's financial statements.
2. The selection, dismissal, independence, and performance of the CPAs.
3. The effective implementation of the Company's internal controls.
4. The Company's compliance with relevant laws and regulations.
5. The management of existing or potential risks faced by the Company.

In 2024, the Audit Committee held eight meetings. The committee's duties are as follows:

1. Establish or amend the internal control system as stipulated by Article 14-1 of the Securities and Exchange Act.

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2. Evaluate the effectiveness of the internal control system.
3. Establish or amend procedures for major financial and business activities, such as the acquisition or disposal of assets, derivative transactions, lending funds to others, endorsing or providing guarantees, in accordance with Article 36-1 of the Securities and Exchange Act.
4. Address matters involving directors' personal interests.
5. Conduct major asset or derivative transactions.
6. Oversee major fund lending, endorsements, or guarantees.
7. Manage the issuance, offering, or private placement of equity-related securities.
8. Appoint, dismiss, or determine the remuneration of CPAs.
9. Appoint or dismiss senior executives in financial, accounting, or internal audit roles.
10. Review annual and semiannual financial reports.
11. Address other significant matters as required by the Company or relevant authorities.

In 2024, the Audit Committee convened eight times. The attendance of Independent Directors is as follows:

Title	Name	No. of meetings attended in person	No. of meetings attended by proxy	In-person attendance rate (%)	Remarks
Independent Director	Kung-Liang Yeh	8	—	100%	—
Independent Director	Wen-Tsan Wu	8	0	100%	—
Independent Director	Fu-Hai Yeh	7	1	87.5%	—
Independent Director	Min-Ching Cheng	7	1	87.5%	—
Independent Director	Ai-Chun Pang	2	—	25%	Dismissed on February 28, 2024
Other information required to be disclosed:					
1. Matters listed under Article 14-5 of the Securities and Exchange Act, as well as resolutions of the Board of Directors opposed or reserved by independent directors with recorded or written statements, should include the Audit Committee meeting date, session, proposal details, all independent directors' opinions, and the Company's responses to those opinions: For details, refer to page 207. 2. Execution status of recusals by independent directors in matters involving conflicts of interest, including the names of independent directors, agenda items, reasons for required recusal, and voting participation: No such circumstances occurred during the year. 3. Communication between independent directors and the head of internal audit: (This should include significant matters discussed regarding the company's financial and business status, the methods of communication, and the outcomes.)					
Communication date		Key points of communication			
2024/02/16		• From mid-November 2023 to mid-January 2024, the Head of Internal Audit provided independent directors with an update on the execution of internal audit			

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		activities. The audit scope included both current audit items and the follow-up status of improvements from the annual audit plan. The audited items were as follows: (1) Sales and collection cycle – across all distribution channels (2) Information security inspection and IT cycle (3) Management of Board meeting procedures and prevention of insider trading, including procedures for handling material internal information (4) Management of Audit Committee meeting procedures (5) Compliance with laws and regulations (6) Review of endorsements, guarantees, and loans to others for Q3 2023 (7) Audit of derivative financial instruments from November to December 2023 • The independent directors had no special comments during this meeting
	2024/03/29	• From February to March 2024, the Head of Internal Audit reported to the independent directors on the execution of internal audit activities. The report covered both current audit items and the follow-up status of improvement actions from the annual audit plan. The audit items included: (1) Management of the Remuneration Committee's operations and the payroll cycle (2) Supervision and management of subsidiaries, and management of short- and long-term investment operations (3) Audit of endorsements, guarantees, and loans to others for Q4 2023 (4) Audit of derivative financial instruments for January to February 2024 • The independent directors had no special comments during this meeting
	2024/04/26	• From March to April 2024, the Head of Internal Audit reported to the independent directors on the execution of internal audit activities. The report covered both current audit items and the follow-up status of improvement actions from the annual audit plan. The audit items included: (1) Audit of acquisition or disposal of assets (2) Financial reporting cycle, management under applicable International Financial Reporting Standards, procedures for professional accounting judgment, processes for changes in accounting policies and estimates, and management of related party transactions (3) Audit of derivative financial instruments for March 2024 • The independent directors had no special comments during this meeting
	2024/08/02	• From April to July 2024, the Head of Internal Audit reported to the independent directors on the execution of internal audit activities. The report covered both current audit items and the follow-up status of improvement actions from the annual audit plan. The audit items included: (1) Procurement and payment cycle - maintenance (2) Procurement and payment cycle - goods (3) Subsidiary audit (Youth and Aval) (4) Financing cycle and seal management audit (5) Audit of derivative financial instruments for April to June 2024 (6) Endorsements, guarantees, and loans to others for Q1 2024 • The independent directors had no comments during this meeting.
	2024/11/01	• From July to October 2024, the Head of Internal Audit reported to the independent directors on the execution of internal audit activities. The report covered both current audit items and the follow-up status of improvement actions from the annual audit plan. The audit items included: (1) Special audit on the sales management operations of second-hand/welfare machines (2) Special audit on operations related to original manufacturer reward activities and procurement discounts (3) Audit on compliance with the Personal Data Protection Act (4) Management of Audit Committee meeting procedures (5) Audit on the management of ESG sustainability information and regulatory compliance (6) Audit of derivative financial instruments for July to September 2024 (7) Endorsements, guarantees, and loans to others for Q2 2024 • The independent directors had no special comments during this meeting
	2024/12/13	• From October to November 2024, the Head of Internal Audit reported to the

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		independent directors on the execution of internal audit activities. The report covered both current audit items and the follow-up status of improvement actions from the annual audit plan. The audit items included: (1) Inventory cycle audit (2) Endorsements, guarantees, and loans to others for Q3 2024 (3) Audit of derivative financial instruments for October 2024 • The independent directors had no special comments during this meeting
	Monthly	Monthly internal audit reports are produced based on the audit items outlined in the annual audit plan. These reports are delivered to the Independent Directors for review as per regulations. If the Independent Directors have any questions or suggestions regarding the audit reports, the Chief Internal Auditor provides further explanation and communication to ensure the Directors clearly understand the key issues identified in the reports and the subsequent control measures. This enables the Independent Directors to fulfill their supervisory responsibilities.
4.	Communication between independent directors and accountants: (This should include significant matters, methods, and outcomes related to discussions on the company's financial and operational status).	
	Communication date	Key points of communication
	2024/04/26	1. The accountants provided a briefing to Independent Directors Kung-Liang Yeh, Wen-Tsan Wu, Fu-Hai Yeh, and Min-Ching Cheng on the Q1 2024 Governance Communication Report and the audit plan for the 2024 consolidated financial statements, as well as related communications with the governance unit. 2. The accountants also engaged in discussions and communication with the aforementioned independent directors regarding the questions they raised. The independent directors had no comments during this meeting.
	2024/08/02	1. The accountants provided a briefing to Independent Directors Kung-Liang Yeh, Wen-Tsan Wu, Fu-Hai Yeh, and Min-Ching Cheng on the Q2 2024 Governance Communication Report and the audit plan for the 2024 consolidated financial statements, as well as related communications with the governance unit. 2. The accountants also engaged in discussions and communication with the aforementioned independent directors regarding the questions they raised. The independent directors had no comments during this meeting.
	2024/11/01	1. The accountants provided a briefing to Independent Directors Kung-Liang Yeh, Wen-Tsan Wu, Fu-Hai Yeh, and Min-Ching Cheng on the Q3 2024 Governance Communication Report and the audit plan for the 2024 consolidated financial statements, as well as related communications with the governance unit. 2. The accountants also engaged in discussions and communication with the aforementioned independent directors regarding the questions they raised. 3. The independent directors had no comments during this meeting.

(III) Corporate Governance – Implementation Status and Deviations from the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies and the Reasons

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
1. Has the Company established and disclosed its Corporate Governance Best-Practice Principles based on the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies?	V		The Board of Directors of the Company has adopted the "Senao International Co., Ltd. Corporate Governance Best-Practice Principles" comprising 60 articles, formulated with reference to the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies established by the Taiwan Stock Exchange and the Taipei Exchange. These principles are set as guidelines for compliance and have been published on the Company's website under the "Investor Relations - Operating Procedures" section for shareholders' reference.	No significant differences
2. Shareholding structure and shareholders' rights				
(1) Has the Company established internal operating procedures to handle shareholder proposals, inquiries, disputes, and litigation matters, and implemented them according to the procedures?	V		(1) The Company has designated spokespersons, deputy spokespersons, and a dedicated shareholder services unit to handle shareholder-related matters. These tasks are carried out in accordance with the rules governing shareholder services operations.	No significant differences
(2) Does the Company have a	V		(2) The Company continuously monitors the shareholding status of directors,	The term "major

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
record of the major shareholders who have actual control of the Company, as well as the ultimate controllers of these major shareholders?			managers, and major shareholders holding more than 10% of the shares, and submits monthly reports to the Market Observation Post System, the designated website of the competent authority, in accordance with Article 25 of the Securities and Exchange Act.	shareholders" as defined in Article 19 of the Corporate Governance Best-Practice Principles for Securities Firms refers to shareholders holding 5% or more of the shares, or shareholders ranking among the top 10 in shareholding proportion. The Company is able to obtain the shareholder registry during the stock transfer suspension period, through which it can identify the list of major shareholders.

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
(3) Has the Company established and implemented risk control measures and firewall mechanisms between related enterprises?	V		(3) The Company has formulated the "Accounting Guidelines for Related Party Transactions" to set regulations. Proper risk control measures and firewall mechanisms between related enterprises have been established and are effectively implemented.	No significant differences
(4) Has the Company established internal regulations to prohibit insiders from trading securities using non-public market information?	V		(4) The Company has implemented the "Procedures for Preventing Insider Trading and Handling Material Inside Information," and conducts annual awareness programs to educate insiders on these measures. This includes notifying directors of closed trading periods—30 or 15 days prior to the announcement of financial reports—during which they are prohibited from trading Company stocks. These regulations strictly prohibit insiders from utilizing non-public market information for securities trading.	No significant differences
3. Composition and responsibilities of the Board of Directors				
(1) Has the Board of Directors formulated a diversity policy, specific management objectives, and implemented them effectively?	V		(1) Article 20 of the Company's "Corporate Governance Best-Practice Principles" (the abilities required for the Board of Directors as a whole) clearly states that the composition of Board members should take diversity into consideration. Directors who also serve as managers should not exceed one-third of the Board seats. Based on the Company's operations, business model, and development needs, an appropriate diversity policy and management objectives have been established.	No significant differences

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
			Currently, in the 11th term of the Board of Directors, there are 11 directors, of whom 3 (27.27%) are directors holding employee status, 4 (36.36%) are independent directors (none of whom have served more than three terms). The directors include 2 men aged 30-50, no women aged 30-50, 8 men aged over 51, and 1 woman aged over 51. Female directors account for 9.09% of the Board. The directors possess professional expertise in fields such as law, accounting, industry, finance, marketing, or technology, and provide opinions needed for Company operations based on their collective abilities, including business judgment, accounting and financial analysis, management, crisis handling, industry knowledge, international market perspective, leadership, and decision-making capabilities. Furthermore, the Company places emphasis on gender equality in the composition of the Board of Directors. The goal is for female directors to constitute at least one-third of the Board seats. However, this goal has not yet been achieved, primarily because most directors are appointed by corporate entities. However, we have actively communicated with corporate shareholders and continue to promote gender diversity policies, with the aim of gradually increasing the number of female Board members in the 12th term to achieve this goal.	

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			The evaluation of the overall abilities of the Board members is as follows: <table><tr><th>Title</th><th>Name</th><th>Gender</th><th>Major education and experience</th><th>Audit Committee</th><th>Remuneration Committee</th><th>Professional background</th><th>Business judgment</th><th>Accounting and finance</th><th>Operational management</th><th>Crisis management</th><th>Industry knowledge</th><th>International market perspective</th><th>Leadership skills</th><th>Decision-making ability</th></tr><tr><td>Vice Chairman</td><td>Pao-Yung Lin</td><td>Male</td><td>Vice Chairman and President, Senao International Co., Ltd. Graduate of Taichung Municipal Tung Shih Junior High School</td><td></td><td></td><td>√</td><td>√</td><td></td><td>√</td><td>√</td><td>√</td><td>√</td><td>√</td><td>√</td></tr><tr><td>Director</td><td>Hsueh-Hai Hu</td><td>Male</td><td>Vice President, Chunghwa Telecom Co., Ltd., Consumer Business Group Master's in Transportation Management, National Cheng Kung University</td><td></td><td></td><td>√</td><td>√</td><td></td><td>√</td><td>√</td><td>√</td><td>√</td><td>√</td><td>√</td></tr><tr><td>Director</td><td>Wen-Chih Lin</td><td>Male</td><td>Vice President of Business Management Division, Chunghwa Telecom Co., Ltd. Master's in Automatic Control Engineering, Feng Chia University</td><td></td><td></td><td>√</td><td>√</td><td></td><td>√</td><td>√</td><td>√</td><td>√</td><td>√</td><td>√</td></tr><tr><td>Director</td><td>Su-Chiu Ke</td><td>Female</td><td>Vice President, Chunghwa Telecom Co., Ltd., Consumer Business Group Department of Land Administration, National Chengchi University</td><td></td><td></td><td>√</td><td>√</td><td></td><td>√</td><td>√</td><td>√</td><td>√</td><td>√</td><td>√</td></tr><tr><td>Director</td><td>Min-Hung Tsai</td><td>Male</td><td>Vice President, Chunghwa Telecom Co., Ltd., Consumer Business Group Graduate Institute of Electrical Engineering, National Taiwan University Graduate Institute of Management, National Chiao Tung University</td><td></td><td></td><td>√</td><td>√</td><td></td><td>√</td><td>√</td><td>√</td><td>√</td><td>√</td><td>√</td></tr><tr><td>Director</td><td>Cheng-Feng Lin</td><td>Male</td><td>Special Assistant, Senao International Co., Ltd. Master's Degree in Business Administration, National Chengchi University</td><td></td><td></td><td>√</td><td>√</td><td></td><td>√</td><td>√</td><td>√</td><td>√</td><td>√</td><td>√</td></tr><tr><td>Director</td><td>Cheng-Kang Lin</td><td>Male</td><td>Project Manager, New Product Strategy Center, Senao International Co., Ltd. Master's in International Business</td><td></td><td></td><td>√</td><td>√</td><td></td><td>√</td><td>√</td><td>√</td><td>√</td><td>√</td><td>√</td></tr></table>	Title	Name	Gender	Major education and experience	Audit Committee	Remuneration Committee	Professional background	Business judgment	Accounting and finance	Operational management	Crisis management	Industry knowledge	International market perspective	Leadership skills	Decision-making ability	Vice Chairman	Pao-Yung Lin	Male	Vice Chairman and President, Senao International Co., Ltd. Graduate of Taichung Municipal Tung Shih Junior High School			√	√		√	√	√	√	√	√	Director	Hsueh-Hai Hu	Male	Vice President, Chunghwa Telecom Co., Ltd., Consumer Business Group Master's in Transportation Management, National Cheng Kung University			√	√		√	√	√	√	√	√	Director	Wen-Chih Lin	Male	Vice President of Business Management Division, Chunghwa Telecom Co., Ltd. Master's in Automatic Control Engineering, Feng Chia University			√	√		√	√	√	√	√	√	Director	Su-Chiu Ke	Female	Vice President, Chunghwa Telecom Co., Ltd., Consumer Business Group Department of Land Administration, National Chengchi University			√	√		√	√	√	√	√	√	Director	Min-Hung Tsai	Male	Vice President, Chunghwa Telecom Co., Ltd., Consumer Business Group Graduate Institute of Electrical Engineering, National Taiwan University Graduate Institute of Management, National Chiao Tung University			√	√		√	√	√	√	√	√	Director	Cheng-Feng Lin	Male	Special Assistant, Senao International Co., Ltd. Master's Degree in Business Administration, National Chengchi University			√	√		√	√	√	√	√	√	Director	Cheng-Kang Lin	Male	Project Manager, New Product Strategy Center, Senao International Co., Ltd. Master's in International Business			√	√		√	√	√	√	√	√	
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(2) Aside from the legally required establishment of the Remuneration Committee and Audit Committee, has the Company voluntarily set up other types of functional committees?		V	(2) In addition to the mandatory establishment of the Remuneration Committee and Audit Committee, the Audit Committee is composed of independent directors. In the event of a merger plan, meetings are convened to review the fairness and reasonableness of the merger proposal and transaction.											No significant differences																																																																						
(3) Has the Company established methods for evaluating the	V		(3) On December 27, 2019, the Board of Directors established and approved the "Regulations Governing the Board Performance Evaluation," which require the											No significant differences																																																																						

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
performance of the Board of Directors and its assessment procedures, conducted annual performance evaluations on a regular basis, reported the results of these evaluations to the Board of Directors, and utilized the results as a reference for individual directors' remuneration and reappointment nominations?			Board to conduct annual performance evaluations for the Board itself, individual Board members, the Audit Committee, and the Remuneration Committee. Additionally, evaluations must be conducted by external professional independent organizations or external expert teams at least once every three years. Internal performance evaluations for the Board shall be conducted at the end of each year in accordance with these regulations, while external performance evaluations for the Board must be completed by the end of the first quarter of the following year. Explanation of internal Board performance evaluations: The performance evaluation of the Board of Directors covers the following five dimensions: 1) Participation in the Company's operations. 2) Enhancement of the decision-making quality of the Board of Directors. 3) Composition and structure of the Board of Directors. 4) Selection and continuing education of directors. 5) Internal control. Self-assessment by individual directors shall cover the following six dimensions: 1) Mastery of the Company's goals and missions. 2) Awareness of director responsibilities.	

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
			3) Participation in the Company's operations. 4) Management and communication of internal relationships. 5) Professional expertise and continuing education of directors. 6) Internal control. Performance evaluation of functional committees shall cover the following five dimensions: 1) Participation in the Company's operations. 2) Awareness of functional committee responsibilities. 3) Enhancement of decision-making quality within the functional committee. 4) Composition and selection of committee members. 5) Internal control. The internal Board performance evaluation should be conducted by the administrative unit by December 31 each year. The unit collects relevant information about activities of the Board, individual directors, and functional committees, and distributes the following questionnaires: 1) "Board (including functional committee) Performance Self-Evaluation Questionnaire": Each director evaluates the overall performance of the Board (including the functional committees). 2) "Director Performance Self-Evaluation Questionnaire": Each director	

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
			evaluates their own performance. When the administrative unit compiles the self-evaluation results, it should separately calculate the performance evaluation scores for the Board (including functional committees) and individual directors. The scores are the overall average of all items and correspond to the following self-evaluation results: 1) Average score of 4 or above: "Excellent". 2) Average score of 3 to less than 4: "Good". 3) Average score of less than 3: "Needs Improvement". The Company completed performance evaluations for the Board of Directors, individual directors, the Audit Committee, and the Remuneration Committee on December 13, 2024. The average scores for 2024 were 4.75, 4.91, 4.81, and 4.77, respectively, all rated as excellent. The findings and improvement measures were reported during the Board of Directors' meeting on February 14, 2025: To align with the Corporate Governance 3.0, starting from 2023, it became mandatory for listed company directors to complete at least three hours of training in their first year of appointment. Every year, directors are provided with opportunities to attend training programs organized by the Company, regulatory authorities, and the parent company, Chunghwa Telecom, ensuring comprehensive and diverse professional development.	

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
			Description of external Board performance evaluation: The arrangement for external institutions or teams of external experts and scholars to conduct the Board performance evaluation must adhere to the following requirements: 1) The external institutions or teams of external experts and scholars must possess professionalism and independence. 2) The external institutions primarily consist of organizations or management consulting firms that provide services related to Board training courses and the enhancement of corporate governance. 3) The team of external experts and scholars must include at least three experts or scholars specializing in board or corporate governance. They are responsible for evaluating the implementation of the Board's performance evaluation and preparing an external evaluation analysis report. In October 2022, the Company commissioned an external organization, "Taiwan Association of Board Governance," to appoint three independent experts who have no business dealings with the Company, signed an independence declaration, and committed to data confidentiality. These experts include Chih-Pang Chou, Chairman of Taiwan Association of Board	

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
			Governance; Tai-Chang Wang, Director of the Independent Director Association Taiwan; and Associate Professor Chu-Hsuan Chang from the Department of Finance at National Taipei University of Business. These experts conducted an evaluation, which concluded in December 2022 with an assessment report. Recommendations and the Company's improvement actions are as follows: 1) Recommendation: Periodically report shareholder and stakeholder feedback to the Board of Directors and establish an email system on the Company's website that independent directors can access for receiving and responding to feedback to enhance whistleblowing functionality. Improvement plan: Irregularly report shareholder and stakeholder feedback to the Board of Directors. Additionally, the Company's stakeholder mailbox will be configured to forward emails simultaneously to the independent directors' email accounts, allowing shareholders and stakeholders to express concerns effectively. 2) Recommendation: As Chunghwa Telecom has secured the influence of more than half of the seats, it is recommended that the Board of Directors continue to pay attention to protecting the rights of the Company's shareholders and employees during future resolutions.	

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
			3) Recommendation: Consider establishing an information security management committee, disclose the committee's conveners, members, and operational procedures, and evaluate taking out information security insurance. Supplementary information: The Company regularly reports information security status to the Audit Committee and the Board of Directors. The establishment of an information security committee and the consideration of information security insurance will be further evaluated for their benefits.	
(4) Does the Company conduct regular evaluations of the independence of its certified public accountants?	V		(4) The Company's Audit Committee conducts annual evaluations on the independence and suitability of the certified public accountants. This includes requiring the accountants to provide a "Statement of Independence" and "Audit Quality Indicators (AQIs)." Additionally, evaluations are performed based on the standards in Note 1 and 13 AQI metrics. It has been confirmed that the accountants have no financial interests or business relationships with the Company beyond fees related to certification and tax-related cases. Furthermore, the family members of the accountants comply with independence requirements. Based on AQI information, it is confirmed that the accountants' audit experience and training hours exceed industry averages. Over the past three years, the Company has also continuously implemented digital audit tools to enhance audit quality. The latest evaluation results were discussed and	No significant differences

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			approved by the Audit Committee on February 16, 2024, and subsequently approved by the Board of Directors on the same day as part of the evaluation of the accountants' independence and suitability. Note 1: 神農集團企業股份有限公司 113年度會計師獨立性及適任性評估表 評審日期：112.12.30 一、基本資料： <table><tr><td>會計師姓名</td><td>林永聖</td><td>學歷所名稱</td><td>其說聯合會計師事務所</td></tr><tr><td colspan="4">學歷：輔仁大學會計系、英國貝爾法斯特女王大學(Queen's University, Belfast) 會計碩士</td></tr><tr><td colspan="4">主要學歷：中國國際會計師執照，代表性客戶包括聯華科技、南興化學工業、大豐泰漢子、鼎一實業及德記洋行等。</td></tr></table> 二、評估內容： 參酌會計師法第47條及會計師職業道德規範第10條公訂定下列標準，並依會計師專業(AQs)評估獨立性及適任性，該評估內容如下： <table><tr><th>編號</th><th>評估標準</th><th>評估結果</th></tr><tr><td>1</td><td>執業最近一次最近作業，未有七年内受處分之情形。</td><td>■是 □否</td></tr><tr><td>2</td><td>與委託人無重大財務利害關係。</td><td>■是 □否</td></tr><tr><td>3</td><td>避免與委託人有任何不適當關係。</td><td>■是 □否</td></tr><tr><td>4</td><td>會計師應從其助理人員遵守道德、公正及獨立性。</td><td>■是 □否</td></tr><tr><td>5</td><td>執業期間中內部關係之財務報表，不應受其影響。</td><td>■是 □否</td></tr><tr><td>6</td><td>會計師應遵守不為他人使用。</td><td>■是 □否</td></tr><tr><td>7</td><td>未持有本公司及關係企業之股份。</td><td>■是 □否</td></tr><tr><td>8</td><td>未與本公司及關係企業有金錢借貸之情形。</td><td>■是 □否</td></tr><tr><td>9</td><td>未與本公司及關係企業有共同投資或分享利益之情形。</td><td>■是 □否</td></tr><tr><td>10</td><td>未與本公司或關係企業之經營工作，受其固定薪水。</td><td>■是 □否</td></tr><tr><td>11</td><td>未與本公司或關係企業制定決定之管理職務。</td><td>■是 □否</td></tr><tr><td>12</td><td>未與本公司或關係企業之其他事務。</td><td>■是 □否</td></tr><tr><td>13</td><td>與本公司管理階層人員無配偶、直系血親、直系姻親或二親等內旁系血親之關係。</td><td>■是 □否</td></tr><tr><td>14</td><td>未與本公司管理階層人員有共同之利益。</td><td>■是 □否</td></tr><tr><td>15</td><td>執業期間內，未受有處分或受其獨立原則之影響。</td><td>■是 □否</td></tr></table> 三、工作範圍及計畫 主要服務範圍包括：電子業、食品業及農業生產等。並經公開發行公司申請股票上市、上櫃之各項相關法律及稅務、與會計師制定及內部控制制度之設計。 四、評估結果 經會計師與本公司共同獨立性，對於未來提供本公司各項財務、稅務諮詢及簽證、應徵即時、允當且適任。 神農集團企業股份有限公司 113年度會計師獨立性及適任性評估表 評審日期：112.12.30 一、基本資料： <table><tr><td>會計師姓名</td><td>蕭品玲</td><td>學歷所名稱</td><td>其說聯合會計師事務所</td></tr><tr><td colspan="4">學歷：東儀大學會計系、台灣大學EMBA會計組</td></tr><tr><td colspan="4">主要學歷：中國國際會計師執照，代表性客戶包括聯華科技、南興化學工業、大豐泰漢子、鼎一實業及德記洋行等。</td></tr></table> 二、評估內容： 參酌會計師法第47條及會計師職業道德規範第10條公訂定下列標準，並依會計師專業(AQs)評估獨立性及適任性，該評估內容如下： <table><tr><th>編號</th><th>評估標準</th><th>評估結果</th></tr><tr><td>1</td><td>執業最近一次最近作業，未有七年内受處分之情形。</td><td>■是 □否</td></tr><tr><td>2</td><td>與委託人無重大財務利害關係。</td><td>■是 □否</td></tr><tr><td>3</td><td>避免與委託人有任何不適當關係。</td><td>■是 □否</td></tr><tr><td>4</td><td>會計師應從其助理人員遵守道德、公正及獨立性。</td><td>■是 □否</td></tr><tr><td>5</td><td>執業期間中內部關係之財務報表，不應受其影響。</td><td>■是 □否</td></tr><tr><td>6</td><td>會計師應遵守不為他人使用。</td><td>■是 □否</td></tr><tr><td>7</td><td>未持有本公司及關係企業之股份。</td><td>■是 □否</td></tr><tr><td>8</td><td>未與本公司及關係企業有金錢借貸之情形。</td><td>■是 □否</td></tr><tr><td>9</td><td>未與本公司及關係企業有共同投資或分享利益之情形。</td><td>■是 □否</td></tr><tr><td>10</td><td>未與本公司或關係企業之經營工作，受其固定薪水。</td><td>■是 □否</td></tr><tr><td>11</td><td>未與本公司或關係企業制定決定之管理職務。</td><td>■是 □否</td></tr><tr><td>12</td><td>未與本公司或關係企業之其他事務。</td><td>■是 □否</td></tr><tr><td>13</td><td>與本公司管理階層人員無配偶、直系血親、直系姻親或二親等內旁系血親之關係。</td><td>■是 □否</td></tr><tr><td>14</td><td>未與本公司管理階層人員有共同之利益。</td><td>■是 □否</td></tr><tr><td>15</td><td>執業期間內，未受有處分或受其獨立原則之影響。</td><td>■是 □否</td></tr></table> 三、工作範圍及計畫 主要服務範圍包括：電子業、食品業及農業生產等。並經公開發行公司申請股票上市、上櫃之各項相關法律及稅務、與會計師制定及內部控制制度之設計。 四、評估結果 經會計師與本公司共同獨立性，對於未來提供本公司各項財務、稅務諮詢及簽證、應徵即時、允當且適任。	會計師姓名	林永聖	學歷所名稱	其說聯合會計師事務所	學歷：輔仁大學會計系、英國貝爾法斯特女王大學(Queen's University, Belfast) 會計碩士				主要學歷：中國國際會計師執照，代表性客戶包括聯華科技、南興化學工業、大豐泰漢子、鼎一實業及德記洋行等。				編號	評估標準	評估結果	1	執業最近一次最近作業，未有七年内受處分之情形。	■是 □否	2	與委託人無重大財務利害關係。	■是 □否	3	避免與委託人有任何不適當關係。	■是 □否	4	會計師應從其助理人員遵守道德、公正及獨立性。	■是 □否	5	執業期間中內部關係之財務報表，不應受其影響。	■是 □否	6	會計師應遵守不為他人使用。	■是 □否	7	未持有本公司及關係企業之股份。	■是 □否	8	未與本公司及關係企業有金錢借貸之情形。	■是 □否	9	未與本公司及關係企業有共同投資或分享利益之情形。	■是 □否	10	未與本公司或關係企業之經營工作，受其固定薪水。	■是 □否	11	未與本公司或關係企業制定決定之管理職務。	■是 □否	12	未與本公司或關係企業之其他事務。	■是 □否	13	與本公司管理階層人員無配偶、直系血親、直系姻親或二親等內旁系血親之關係。	■是 □否	14	未與本公司管理階層人員有共同之利益。	■是 □否	15	執業期間內，未受有處分或受其獨立原則之影響。	■是 □否	會計師姓名	蕭品玲	學歷所名稱	其說聯合會計師事務所	學歷：東儀大學會計系、台灣大學EMBA會計組				主要學歷：中國國際會計師執照，代表性客戶包括聯華科技、南興化學工業、大豐泰漢子、鼎一實業及德記洋行等。				編號	評估標準	評估結果	1	執業最近一次最近作業，未有七年内受處分之情形。	■是 □否	2	與委託人無重大財務利害關係。	■是 □否	3	避免與委託人有任何不適當關係。	■是 □否	4	會計師應從其助理人員遵守道德、公正及獨立性。	■是 □否	5	執業期間中內部關係之財務報表，不應受其影響。	■是 □否	6	會計師應遵守不為他人使用。	■是 □否	7	未持有本公司及關係企業之股份。	■是 □否	8	未與本公司及關係企業有金錢借貸之情形。	■是 □否	9	未與本公司及關係企業有共同投資或分享利益之情形。	■是 □否	10	未與本公司或關係企業之經營工作，受其固定薪水。	■是 □否	11	未與本公司或關係企業制定決定之管理職務。	■是 □否	12	未與本公司或關係企業之其他事務。	■是 □否	13	與本公司管理階層人員無配偶、直系血親、直系姻親或二親等內旁系血親之關係。	■是 □否	14	未與本公司管理階層人員有共同之利益。	■是 □否	15	執業期間內，未受有處分或受其獨立原則之影響。	■是 □否	
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succession plan for Board members and key management personnel?			1) The Company's "Articles of Incorporation" explicitly state that the election of directors shall fully adopt a nomination system. Furthermore, the "Corporate Governance Best-Practice Principles" and "Procedures for Election of Directors" stipulate that the composition of Board members must consider diversity. Based on the Company's operations, business model, and developmental needs, a diversification policy is formulated, covering two main criteria: fundamental qualifications and values, and professional knowledge and skills. 2) The Company continuously implements a succession plan for directors by establishing a database of potential candidates based on the following criteria: • Integrity, responsibility, innovation, and decisiveness, aligned with the Company's core values and equipped with professional knowledge and skills beneficial for business management. • Industry experience relevant to the Company's business operations. • The candidate's inclusion is expected to provide an effective, cohesive, and diverse Board of Directors that meets the Company's needs. The Company aims for at least one female director and evaluates overall Board member capabilities in crisis management, international market	

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			insight, leadership, and decision-making skills. The nomination and selection of director candidates are conducted following qualification reviews and related regulations to ensure effective identification and selection when Board vacancies arise or expansion is planned. 3) The Company also defines the "Regulations Governing the Board Performance Evaluation," which assess five major aspects: participation in Company operations, improvement of Board decision-making quality, Board composition and structure, selection and ongoing training of directors, and internal controls. These evaluations ensure the effective operation of the Board and serve as a reference for selecting directors in the future. Succession plan and operations for key management personnel: 1) Employees at the assistant manager level and above are classified as key management personnel responsible for organizational business management. Each management level has designated deputies. 2) The Company adopts a rigorous selection and evaluation mechanism for the succession of senior executive (including the president). Internal talents are evaluated fairly, impartially, and objectively to identify high-	

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			potential successors. These individuals undergo training programs that focus on leadership potential, personality traits, professional knowledge, and management competencies. 3) Key management personnel are required to possess essential professional skills and relevant experience. Through the execution of various project assignments, they develop three critical competencies: managerial knowledge, management skills, and leadership abilities. Their values and business philosophies must align with the Company's principles of "Ethical Company, Order Market, Responsible Work," as well as its corporate culture of "Integrity, Professionalism, Determination, Innovation." 4) The key focus of the internal training program for senior executive emphasizes providing resources and making adjustments to job designs to enhance the diversity and versatility of mid- to senior-level human resources. Senior managers participate in monthly management meetings and are assigned project tasks to facilitate practical exchanges on management-related issues. Additionally, an online learning platform is offered, covering topics such as leadership, management, technology, innovation, and industry trends, enabling managers to engage in self-	

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			directed learning. This approach aims to build their comprehensive operational capabilities. 5) Through quarterly reviews and the annual employee performance evaluation system, the Company conducts departmental rotations of key talent based on its developmental strategy. This approach fosters a diverse and versatile talent pool, ensuring smooth succession planning. By observing daily performance and conducting evaluations, the Company identifies areas for improvement, personal development needs, and Company expectations. These evaluation outcomes serve as a reference for future succession planning.	
4. Do publicly listed companies allocate an appropriate number of qualified corporate governance personnel and designate a corporate governance officer responsible for corporate governance-related matters (including but not limited to providing necessary	V		The Company has designated the Finance Department as the dedicated corporate governance unit. By resolution of the Board of Directors, the financial officer was appointed as the corporate governance officer. This officer is responsible for corporate governance-related matters, including but not limited to providing necessary information for directors to perform their duties, handling matters related to Board and shareholder meetings as required by law, managing Company registration and amendments, preparing minutes for Board and shareholder meetings, and regularly reporting to the Board of Directors. *The financial officer is a Company manager with over three years of experience in	No significant differences

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information for directors to execute their duties, assisting directors in complying with laws, handling matters related to board and shareholder meetings as required by law, preparing minutes for board and shareholder meetings, etc.)?			managing finance, shareholder affairs, and meeting-related operations within the Company. **In 2024, the Company completed 8 Board meetings and 1 annual shareholder meeting, among other related matters. ***The 2024 corporate governance officer's training activities are detailed as follows: <table border="1"> <thead> <tr> <th>Date of the course</th><th>Organizer</th><th>Course title</th><th>Hours of education</th><th>Total hours of education of the current year</th></tr> </thead> <tbody> <tr> <td>2024.07.03</td><td>Taiwan Stock Exchange Corporation</td><td>2024 Cathay Sustainable Finance and Climate Change Summit</td><td>6.0</td><td>6.0</td></tr> <tr> <td>2024.10.04</td><td>Securities and Futures Institute</td><td>2024 Insider Trading Prevention Advocacy Meeting</td><td>3.0</td><td>9.0</td></tr> <tr> <td>2024.10.08</td><td>Taiwan Stock Exchange Corporation</td><td>2024 WIW Forum - "Digital Finance and Sustainable Finance Symphony in the AI Boom"</td><td>3.0</td><td>12.0</td></tr> <tr> <td>2024.10.23</td><td>Taiwan Stock Exchange Corporation</td><td>GHG Protocol Corporate Standard and Scope 3 Standard Advocacy Course</td><td>7.0</td><td>19.0</td></tr> <tr> <td>2024.11.01</td><td>Taiwan Investor Relations Institute</td><td>Practical Group Governance and Performance Management - From a Financial Perspective</td><td>3.0</td><td>22.0</td></tr> </tbody> </table>	Date of the course	Organizer	Course title	Hours of education	Total hours of education of the current year	2024.07.03	Taiwan Stock Exchange Corporation	2024 Cathay Sustainable Finance and Climate Change Summit	6.0	6.0	2024.10.04	Securities and Futures Institute	2024 Insider Trading Prevention Advocacy Meeting	3.0	9.0	2024.10.08	Taiwan Stock Exchange Corporation	2024 WIW Forum - "Digital Finance and Sustainable Finance Symphony in the AI Boom"	3.0	12.0	2024.10.23	Taiwan Stock Exchange Corporation	GHG Protocol Corporate Standard and Scope 3 Standard Advocacy Course	7.0	19.0	2024.11.01	Taiwan Investor Relations Institute	Practical Group Governance and Performance Management - From a Financial Perspective	3.0	22.0	
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5. Has the Company established	V		To enhance the focus on stakeholder interests, the Company has established a	No significant																														

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
communication channels with stakeholders (including but not limited to shareholders, employees, customers, and suppliers), set up a stakeholder section on its website, and appropriately responded to important corporate social responsibility issues raised by stakeholders?			"Corporate Social Responsibility Section"(https://www.senao.com.tw/pages/esg_governance) and a "Stakeholder Section"(https://www.senao.com.tw/pages/esg_stakeholder) ° on its official website. The Company publishes a Sustainability Report annually, transparently and specifically disclosing its practices and achievements in these sections to address stakeholders' concerns. In addition, the Company provides diverse feedback channels tailored for different stakeholders, including customer service hotlines, service outlets, and email communication. These options enable stakeholders to conveniently provide feedback on relevant issues or share their thoughts with Senao International. To further emphasize stakeholder rights, the Company has established the following contact point: Contact person: Ta-Wei Chueh, Manager Phone:02-2218-3588 ext.1550 Email : legal@senao.com.tw	differences
6. Has the Company appointed a professional shareholder services agency to handle shareholder meeting affairs?	V		The Company has entered into a shareholder services agency agreement with the Stock Affairs Agency Department of Taishin Securities and has authorized them to manage affairs related to shareholder meetings.	No significant differences
7. Information disclosure				

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
(1) Has the Company established a corporate website to disclose information regarding its financials, business, and corporate governance status?	V		(1) Disclosure of financial information: The Company's website, under the Investor Relations section, provides revenue information and financial reports. These are updated regularly for investors' reference. 1) Disclosure of operational information: The Company's website includes product information on the homepage, offering details about various products. Additionally, the Repair Services section provides services such as warranty inquiries and repair status tracking. 2) Disclosure of corporate governance information: The Company has established a Corporate Governance section on its website under the governance category. This section discloses the corporate governance framework, the Board's diversity policy, and other governance details such as the operation of internal audits, procedures for endorsements and guarantees, and procedures for acquiring or disposing of assets. Furthermore, key resolutions from Board meetings are disclosed in the Company's annual report.	No significant differences
(2) Does the Company use other information disclosure channels (e.g., maintaining an English-language website,	V		(2) Assigning personnel for information collection and disclosure: The Company has designated specific personnel within relevant departments to handle the collection and disclosure of information, ensuring smooth operations. 1) Implementing a spokesperson system: In compliance with regulations, the	No significant differences

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
designating staff to handle information collection and disclosure, appointing spokespersons, webcasting investors conference etc.)?			Company has appointed a spokesperson and an alternate spokesperson to effectively implement the spokesperson system. 2) Posting institutional investor briefing processes on the Company website: Files related to the Company's institutional investor briefings are uploaded to the Activities section under the Investor Relations area on the Company website for public reference. Financial and operational information from these briefings is also published in the Investor Relations section and entered into the Market Observation Post System as required by the Taiwan Stock Exchange.	
(3) Does the Company publish and report its annual financial report within two months after the end of the fiscal year, and publish and report its financial reports for the first, second, and third quarters as well as its operating statements for each month before the specified	V		(3) The Company announces and files its annual financial report within two months after the end of the fiscal year. Additionally, the Company completes and files the first, second, and third quarter financial reports, as well as the monthly operational results, within the required deadlines.	No significant differences

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
deadlines?				
8. Has the Company disclosed other information to facilitate a better understanding of its corporate governance practices (including but not limited to employee rights, employee wellness, investor relations, supplier relations, rights of stakeholders, directors' continuing education, the implementation of risk management policies and risk evaluation standards, the implementation of customer relations policies, and purchasing liability insurance for directors)?	V		(1) Employee rights and care for employees: The Company has established work rules in compliance with relevant labor laws and publicly discloses them. Moreover, an internal website consultation platform and service hotline are available, providing employees with avenues for consultation and communication. Employee care-related information is disclosed in the Corporate Social Responsibility section under the Investor Relations area on the Company's website. Furthermore, the Company has set up a Welfare Committee to handle various employee welfare matters. For additional details, please refer to page 167 of this annual report. (2) Investor relations: The Company prioritizes protecting shareholders' rights and treats all shareholders fairly. Significant Company information, such as financial, operational updates, and changes in insider shareholding, is promptly announced on the Market Observation Post System as required by regulations. Minutes of the Company's annual general meetings are prepared in accordance with the Company Act and other relevant laws and are publicly available on the Company's website. (3) Supplier relations: The Company has maintained long-standing, positive interactions and cooperative relationships with suppliers. Suppliers undergo careful qualification, capability, and credit reviews, and obligations are fulfilled according to written contract terms. During and prior to contract execution, risk	No significant differences No significant differences No significant differences

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
			assessments for different operational activities are performed, and protective control measures are defined and verified. The Company regularly provides complete, real-time, and accurate financial information on its public website to ensure suppliers have a full understanding. (4) Stakeholder rights: The Company safeguards the rights of various stakeholders through detailed regulations and adjusts these regulations in line with the latest domestic laws. For key stakeholders, dedicated sections have been established to provide instant feedback on relevant rights and major updates. The Company also offers grievance channels, allowing stakeholders to report unfair treatment or potential violations of their rights. These concerns are promptly addressed with effective Company responses. (5) Director training: On November 1, 2024, the Company invited directors to attend the training course "Practical Corporate Governance and Performance Management – From a Financial Perspective." In addition, the Company provided directors with access to online courses from the Taiwan Corporate Governance Association. (6) Implementation of risk management policies and standards: On November 4, 2020, the Board of Directors approved the "Regulations Governing the Risk Control Procedures." The Company conducts annual risk assessments and formulates risk management policies for various risks. These policies cover management objectives, risk evaluation, contingency measures, and risk	No significant differences No significant differences No significant differences

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies								
	Yes	No	Summary description									
			monitoring mechanisms to effectively identify, measure, and control risks. This ensures that business-related risks are maintained within acceptable ranges. To ensure stable operations and sustainable development, the Company identifies different risk categories based on its operational strategies and goals, preventing potential losses within acceptable risk limits. A comprehensive risk management organizational structure and mechanism have been established. Management Responsibilities <table><tr><th>Organization Name</th><th>Scope of Authority and Responsibility</th></tr><tr><td>Board of Directors/Audit Committee</td><td>1. Approve risk management policies and framework 2. Ensure the effectiveness of the risk management mechanism and allocate necessary resources</td></tr><tr><td>Senior executive (president, executive vice president, vice president)</td><td>1. Execute risk management decisions 2. Coordinate cross-departmental risk management interaction and communication</td></tr><tr><td>Department heads</td><td>1. Consolidate the execution results of risk management activities 2. Assist with and supervise the implementation of risk management activities within their departments 3. Determine risk categories and recommend</td></tr></table>	Organization Name	Scope of Authority and Responsibility	Board of Directors/Audit Committee	1. Approve risk management policies and framework 2. Ensure the effectiveness of the risk management mechanism and allocate necessary resources	Senior executive (president, executive vice president, vice president)	1. Execute risk management decisions 2. Coordinate cross-departmental risk management interaction and communication	Department heads	1. Consolidate the execution results of risk management activities 2. Assist with and supervise the implementation of risk management activities within their departments 3. Determine risk categories and recommend	
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Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies						
	Yes	No	Summary description							
			<table><tr><td></td><td>appropriate risk responses based on changes in external environment and internal strategies</td></tr><tr><td>4.</td><td>Conduct risk-adjusted performance evaluation and coordination</td></tr></table> <table><tr><td>Supervisors of subordinate units within each department</td><td> 1. Carry out daily risk management activities 2. Conduct self-assessments of risk control activities </td></tr></table> Risk Management Framework Climate Change Risk Management		appropriate risk responses based on changes in external environment and internal strategies	4.	Conduct risk-adjusted performance evaluation and coordination	Supervisors of subordinate units within each department	1. Carry out daily risk management activities 2. Conduct self-assessments of risk control activities	
	appropriate risk responses based on changes in external environment and internal strategies									
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Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
			Structure	Disclosure items
			Governance	The Chairperson of the Senao International ESG Committee serves as the Committee's Chief Convener and is also a member of the Senao International Board of Directors. This ensures that climate change-related issues are discussed and reviewed during the annual ESG Committee meetings and reported to the Board of Directors.
				- The Senao International ESG Committee evaluates the risks and opportunities brought by climate-related issues based on the long-term strategies formulated by the Board of Directors and through the Company's risk management processes. - Each year, the ESG Committee reviews the Company's carbon management strategies, plans appropriate budgets for execution, and sets relevant performance targets to ensure that climate strategies are integrated into the annual operational activities of each department. The related management responsibilities include:
				(1) Establishing greenhouse gas management and carbon reduction targets. (2) Planning energy efficiency enhancement projects and formulating strategies and action plans to reduce the carbon intensity of operations and services.
			Strategy	The opportunities brought by climate change will be reflected in future sales and services. Therefore, Senao International will continue to focus on and seek suitable green business management technologies or initiatives for development. The Company aims to build momentum for more innovative services and businesses, contributing to the low-carbon and smart economy.
			Risk management	In response to potential risks that may arise during operations, the Company identifies underlying factors in advance to ensure comprehensive planning, eliminate possible risks, and enhance transparency in disclosures.
				A systematic assessment and analysis are conducted on the scope of climate change issues and their impact on business operations or daily activities. The ESG

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies	
	Yes	No	Summary description		
				Environmental Sustainability Team evaluates the outcomes of related energy-saving initiatives and enhances the adaptability of relevant facilities.	
			Indicators and objectives	1. The headquarters conducts an inventory of Scope 1 and Scope 2 emission data in accordance with ISO 14064-1 standards and undergoes external verification. 2. Senao International sets greenhouse gas management and carbon reduction targets. Internally, it establishes corporate environmental sustainability strategies and objectives to effectively enhance the management efficiency of carbon emissions and other environmental data. Externally, it evaluates opportunities for utilizing renewable energy. 3. The Company plans energy efficiency improvement initiatives and formulates strategies and action plans to reduce the carbon intensity of its operations and services. 4. The Company supervises and proposes appropriate measures to reduce CO2 emissions within its industry.	
			In the industry we operate, the following economic, environmental, and social risks are anticipated. To address these uncertainties, we actively implement control measures. Moving forward, we plan to establish corporate risk management systems and continuously enhance employees' awareness of risk management to effectively identify, manage, and mitigate risks and their uncertainties.		
			Material issues	Risk assessment items	

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
			Economy and corporate governance	
			A distributor's significant default has resulted in bad debt losses for the Company.	To address this, the Company plans to increase the credit guarantee ratio and reduce the unsecured credit limits for problematic clients.
			Major brands' market shares are becoming increasingly stable, and they are aiming to bypass agents by directly supplying products to system integrators or distributors to strengthen their control over distribution channels.	• Enhance the value of distribution channels • Negotiate to limit direct-supply product models • Leverage e-commerce channels effectively
			Post-pandemic recovery in physical retail has led to shifts in consumer structures and increased labor demand, prompting brick-and-mortar stores to adopt diversified business models to better connect with customers.	• Revenue enhancement plans involve leveraging human-machine sales, connections, and services, along with social media marketing projects to drive traffic. The Company will expand service offerings and product categories while showcasing innovative marketing models through new store openings and remodeling plans to boost store revenue and profitability. • Efforts are also focused on improving outbound execution efficiency and optimizing store personnel's sales

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
				capabilities to increase conversion rates, encourage additional purchases, and drive repeat purchases.
			Environment	Damage to data centers caused by human or non-human accidents and natural disasters. Implement a daily offsite data backup system to complete the BCP.
			Society	Inaccuracies in external reporting. Regular disclosure of operational information, alongside irregular announcements and explanations of significant matters, to enhance transparency.
				Leakage of members' personal data in the website database caused by hackers or viruses. Implement an application-layer firewall.

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies							
	Yes	No	Summary description								
			The Company reports the risk map and corresponding mitigation measures to the Board of Directors and the Audit Committee once a year following risk assessment and analysis (as outlined in the table below). High/Extreme Risk Types and Mitigation Measures: 風險分佈圖 風險事件 - 經銷商呆帳風險 - 投資風險(含子公司) - 外部報導不正確性、內外部關係人投訴、競爭對手攻擊等 - 會計人員對TIFRS無足夠了解，致財務報表未允當表達 - 轉投資股權異動，未及時收集相關資訊 - 未有適當職能分工致財務報表未允當表達 - 因人為或天災造成機房毀損、資料庫毀損、主機異常或故障、資訊系統斷線、安全性問題無法提供服務 - 競業整併行動及獨家代理家數影響競爭力 - 因產品品質重大瑕疵，造成消費者對公司販售之商品不滿或客訴，嚴重影響企業形象 - 疫後實體零售復甦，消費結構改變及人力需求擴大，使得零售實體門市需以多元商業模式，更貼近客戶 - 通訊商品市場競爭加劇且已成熟，經銷通路欲擴大營收仍有難度 <table><tr><th>Risk types</th><th>Risk event</th><th>Impact assessment</th><th>Response measures (contingency plans)</th></tr><tr><td>Technology and operations</td><td>7. Service disruptions caused by human error or natural disasters, such</td><td>1. Losses due to equipment damage. 2. Inability to provide timely service to customers,</td><td>Implementation of a daily offsite data backup system to complete the BCP.</td></tr></table>	Risk types	Risk event	Impact assessment	Response measures (contingency plans)	Technology and operations	7. Service disruptions caused by human error or natural disasters, such	1. Losses due to equipment damage. 2. Inability to provide timely service to customers,	Implementation of a daily offsite data backup system to complete the BCP.
Risk types	Risk event	Impact assessment	Response measures (contingency plans)								
Technology and operations	7. Service disruptions caused by human error or natural disasters, such	1. Losses due to equipment damage. 2. Inability to provide timely service to customers,	Implementation of a daily offsite data backup system to complete the BCP.								

Evaluation item	Implementation status					Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description			
				as data center damage, database corruption, server malfunctions or failures, system outages, or security issues.	leading to a decline in customer satisfaction.	
			Market and competition	8. Competitive mergers and acquisitions, along with the number of exclusive distributors, affect overall competitiveness.	1. Reduction in market influence and smartphone sales volume. 2. Negative impact on smartphone sales and accessory bundling opportunities.	1. Utilizing the Senao O2O mechanism to integrate physical and virtual channels, thereby creating more sales opportunities. 2. Securing agency rights for additional models to increase resource allocation and broaden sales channel coverage. 3. Aligning with ESG initiatives to expand the recycling and sales of used phones, fostering channel differentiation and enhancing brand image.
			Market and competition	10. Post-pandemic recovery in physical retail has led to shifts in consumer structures and increased labor demand, prompting brick-and-mortar stores to adopt diversified	1. Lack of improvement in single-store productivity is expected to impact revenue achievement. 2. Decrease in customer visits affecting revenue and sales closures.	1. Revenue enhancement plans involve leveraging human-machine sales, connections, and services, along with social media marketing projects to drive traffic. The Company will expand service offerings and product categories while

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
			business models to better connect with customers.	showcasing innovative marketing models through new store openings and remodeling plans to boost store revenue and profitability. 2. Efforts are also focused on improving outbound execution efficiency and optimizing store personnel's sales capabilities to increase conversion rates, encourage additional purchases, and drive repeat purchases.
			11. The telecommunication product market has matured, making it challenging for distribution channels to expand revenue.	1. Continued investment in building B2B distributor websites and enhancing system digitization. 2. Development of new products and channels, coupled with improving sales personnel's professional skills, complemented by extensive marketing activities to boost market share. 3. Planning distributor purchasing incentive programs, providing promotional materials,

Evaluation item	Implementation status				Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies					
	Yes	No	Summary description							
			<table><tr><td></td><td></td><td></td><td>and offering sales incentives for staff.</td></tr></table> (7) Implementation of customer policies: The Company has established storefronts and customer service units nationwide, along with dedicated customer service hotlines and representatives. These resources provide consumers with inquiry and complaint channels, as well as support for a variety of services and issue resolutions. Furthermore, in the investor relations section of the Company's official website, the Company fulfills its social responsibilities by disclosing customer service-related information. (8) Directors' liability insurance: The Company has purchased liability insurance for its directors with a coverage limit of US\$10 million. A report on this insurance is regularly presented at the Board meeting at the end of each fiscal year. (9) Financial transparency certifications: One staff member has acquired an accounting license to ensure financial transparency.						and offering sales incentives for staff.	No significant differences No significant differences No significant differences
			and offering sales incentives for staff.							
9. Please describe improvements that have already been made based on the Corporate Governance Evaluation results released for the most recent fiscal year by the Corporate Governance Center, Taiwan Stock Exchange, and specify the priority enhancement objectives and measures planned for any matters still awaiting improvement. (If the Company was not included among the companies evaluated for the given recent year, this item does not need to be completed.)										
Improvements based on the latest corporate governance evaluation results: Disclose at least two complete meeting video link information for the investor conference.										

Evaluation item	Implementation status			Differences and reasons for discrepancies with the Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies
	Yes	No	Summary description	
Priority enhancement actions: (1) Establish policies linking senior executives' remuneration to ESG-related performance evaluations. (2) Ensure independent directors complete the required training hours in accordance with the "Directions for the Implementation of Continuing Education for Directors and Supervisors of TWSE Listed and TPEX Listed Companies." (3) Upload Chinese and English versions of the shareholder meeting manual and supplemental meeting materials at least 30 days before the annual general meeting. (4) Require the convener of the Audit Committee to attend the annual general meeting in person. (5) Ensure independent directors occupy at least one-third of all Board seats.				

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- (IV) Disclosure of the composition, responsibilities, and operations of the Remuneration Committee: The Company's Board of Directors has approved the establishment of a Remuneration Committee. Its members are appointed by the Board of Directors. The primary responsibilities include regularly reviewing the performance evaluation and the policies, systems, standards, and structures related to the remuneration of directors and senior management. The committee submits its recommendations to the Board of Directors for discussion.

1. Information on Remuneration Committee Members

Identity type	Qualifications Name	Professional qualifications and experience	Independence analysis (Note 1)				Number of other public companies at which the person concurrently serves as remuneration committee member
			1	2	3	4	
Independent Director (Convener)	Kung-Liang Yeh	Possess professional qualifications and experience exceeding five years in business, finance, accounting, or other company-related fields	✓	✓	✓	✓	0
Independent Director	Fu-Hai Yeh	Possess professional qualifications and experience exceeding five years in business or other company-related fields	✓	✓	✓	✓	1
Independent Director	Wen-Tsan Wu	Possess professional qualifications and experience exceeding five years in business or other company-related fields	✓	✓	✓	✓	0
Independent Director	Min-Ching Cheng	Possess professional qualifications and experience exceeding five years in business or other company-related fields	✓	✓	✓	✓	1

Note 1: Members are required to meet the following conditions during the two years prior to their appointment and throughout their tenure. Please mark "✓" under each condition code if applicable:

- (1) Neither the member, their spouse, nor relatives within the second degree of kinship shall serve as directors, supervisors, or employees of the Company or its affiliated enterprises.
- (2) Neither the member, their spouse, nor relatives within the second degree of kinship (or any other individuals acting on their behalf) shall hold more than 1% of the

Chapter 2 Corporate Governance Report

total issued shares of the Company or rank among the top ten shareholders as natural persons.

- (3) The member shall not serve as a director, supervisor, or employee in companies that have specific relationships with the Company (refer to Articles 6.1.5–8 of the Regulations Governing the Appointment and Exercise of Powers by the Remuneration Committee of a Company Whose Stock is Listed on the Taiwan Stock Exchange or the Taipei Exchange).
- (4) The remuneration obtained for commercial, legal, financial, or accounting services provided by the Company or its affiliated enterprises in the past two years: Please refer to page 30 of the 2023 Annual Report and page 30 of this report for directors' remuneration.

2. Operation of the Remuneration Committee

- (1) The Company's Remuneration Committee has a total of four members.
- (2) Term of office for current members: June 15, 2022, to June 14, 2025. During 2024, the Remuneration Committee held three meetings (A). The qualifications of the members and their attendance records are as follows:

Title	Name	No. of meetings attended in person (B)	No. of meetings attended by proxy	In-person attendance rate (%) (B/A) (Notes)	Remarks
Convener	Kung-Liang Yeh	3	—	100%	
Member	Wen-Tsan Wu	3	—	100%	
Member	Fu-Hai Yeh	3	—	100%	
Member	Min-Ching Cheng	3	—	100%	
Member	Ai-Chun Pang	1	—	100%	Resigned on February 28, 2024
Other information required to be disclosed: 1. If the Board of Directors does not accept, or amends, any recommendation of the remuneration committee, specify the board meeting date, meeting session number, content of the recommendation(s), the outcome of the resolution(s) of the Board of Directors, and the measures taken by the Company with respect to the opinions given by of the remuneration committee (e.g., if the salary/compensation approved by the board is higher than the recommendation of the remuneration committee, specify the difference(s) and the reasons): None. 2. With respect to any matter for resolution by the remuneration committee, if there is any dissenting or qualified opinion of a committee member that is on record or stated in writing, specify the remuneration committee meeting date, meeting session number, content of the motion, the opinions of all members, and the measures taken by the Company with respect to the members' opinion: None.					

Notes:

- (1) If any remuneration committee member left the committee before the end of the fiscal year, specify the date that they left the committee in the Remarks column. Their in-person attendance rate (%) should be calculated based on the number of remuneration committee meetings held and the number they attended in person during the period they were on the committee.
- (2) If any by-election for remuneration committee members was held before the end of the fiscal year, the names of the new

and old committee members should be filled in the table, with a note stating whether the member left office, was newly serving, or was serving consecutive terms, and the date of the by-election. The in-person attendance rate (%) should be calculated based on the number of remuneration committee meetings held and the number attended in person during the period of each such person's actual time on the committee.

3. The topics discussed and resolutions made by the Remuneration Committee, as well as the handling of members' opinions

Date	Number of meetings	Discussion matters	Resolution	Company's response to the opinions of Remuneration Committee members
2024.02.16	The 11th Meeting of the 5th Remuneration Committee	Review of the proposal for the distribution of directors' and employees' remuneration for 2023	The motion was passed unanimously by all attending members	Approved by the Board of Directors
2024.08.02	The 12th Meeting of the 5th Remuneration Committee	Review of the distribution of managerial staff remuneration and the appointment proposal for the Company's executive vice president for 2023	The motion was passed unanimously by all attending members	Approved by the Board of Directors
2024.12.13	The 13th Meeting of the 5th Remuneration Committee	Review of the performance evaluation of managerial personnel, the distribution of year-end bonuses, and the appointment proposal for the Company's chief financial officer for 2024	The motion was passed unanimously by all attending members	Approved by the Board of Directors

(V) Promotion of Sustainable Development – Implementation Status and Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the Reasons:

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
1. Has the Company established a governance framework for promoting sustainable development, and established an exclusively (or concurrently) dedicated unit to be in charge of promoting sustainable development? Has the Board of Directors authorized senior executive to handle related matters under the supervision of the Board?	V		In 2018, the Board of Directors approved the establishment of the CSR Committee, which was renamed the ESG Committee in 2022. The Secretariat of the ESG Committee serves as the dedicated unit for promoting sustainable development. It is responsible for proposing and implementing policies, systems, or related management guidelines, as well as specific action plans for sustainability. Additionally, the Secretariat publishes an annual Sustainability Report to address issues of concern to stakeholders. Relevant matters are delegated by the Board of Directors to senior executive in accordance with various approval authorities within the Company. Senior executive handles these matters and reports annually (once per year) to the Board of Directors on the handling status. The Board uses these reports to supervise and review the progress of the ESG Committee, and it prompts the management team to make adjustments as needed.	No significant differences
2. Does the Company conduct risk assessments of environmental, social and corporate governance issues	V		(1) Although the Company operates in the retail industry, which has a relatively minor environmental impact, we are committed to environmental sustainability by actively promoting long-term energy-saving and carbon-reduction initiatives, enhancing employees' environmental awareness, and	No significant differences

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
related to the Company's operations in accordance with the materiality principle, and formulate relevant risk management policies or strategies?			improving resource utilization efficiency. (2) Since the products sold by the Company are from internationally renowned manufacturers and comply with relevant international standards, we have implemented battery recycling stations in our stores to minimize environmental impact and fulfill corporate social responsibility. (3) The Company strictly adheres to trade secrets and does not inquire about or collect non-job-related business secrets, trademarks, patents, copyrights, or other intellectual property from suppliers and customers. Moreover, we continuously strengthen information security measures (please refer to page 170 of this annual report). (4) On November 4, 2020, the Company's Board of Directors approved the "Regulations Governing the Risk Control Procedures," which require annual risk assessments (once per year). The risk assessment results are presented as risk distribution maps to the Board of Directors and the Audit Committee. (5) In the industry we operate, the following economic, environmental, and social risks are anticipated. To address these uncertainties, we actively implement control measures. Moving forward, we plan to establish corporate risk management systems and continuously enhance employees' awareness of risk management to effectively identify, manage, and mitigate risks and their uncertainties.	

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
			Material issues	
			Risk assessment items	
			Risk management policies or strategies	
			Economy and corporate governance	
			A distributor's significant default has resulted in bad debt losses for the Company. Major brands' market shares are becoming increasingly stable, and they are aiming to bypass agents by directly supplying products to system integrators or distributors to strengthen their control over distribution channels. Post-pandemic recovery in physical retail has led to shifts in consumer structures and increased labor demand, prompting brick-and-mortar stores to adopt diversified business models to better connect with customers.	To address this, the Company plans to increase the credit guarantee ratio and reduce the unsecured credit limits for problematic clients. - Enhance the value of distribution channels - Negotiate to limit direct-supply product models - Leverage e-commerce channels effectively - Revenue enhancement plans involve leveraging human-machine sales, connections, and services, along with social media marketing projects to drive traffic. The Company will expand service offerings and product categories while showcasing innovative marketing models through new store openings and remodeling plans to boost store revenue and profitability. - Efforts are also focused on improving outbound execution efficiency and optimizing store personnel's sales capabilities to increase conversion rates,

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons											
	Yes	No	Summary description												
			<table><tr><td></td><td></td><td>encourage additional purchases, and drive repeat purchases.</td></tr><tr><td>Environment</td><td>Damage to data centers caused by human or non-human accidents and natural disasters.</td><td>Implement a daily offsite data backup system to complete the BCP.</td></tr><tr><td rowspan="2">Society</td><td>Inaccuracies in external reporting.</td><td>Regular disclosure of operational information, alongside irregular announcements and explanations of significant matters, to enhance transparency.</td></tr><tr><td>Leakage of members' personal data in the website database caused by hackers or viruses.</td><td>Implement an application-layer firewall.</td></tr></table>			encourage additional purchases, and drive repeat purchases.	Environment	Damage to data centers caused by human or non-human accidents and natural disasters.	Implement a daily offsite data backup system to complete the BCP.	Society	Inaccuracies in external reporting.	Regular disclosure of operational information, alongside irregular announcements and explanations of significant matters, to enhance transparency.	Leakage of members' personal data in the website database caused by hackers or viruses.	Implement an application-layer firewall.	
		encourage additional purchases, and drive repeat purchases.													
Environment	Damage to data centers caused by human or non-human accidents and natural disasters.	Implement a daily offsite data backup system to complete the BCP.													
Society	Inaccuracies in external reporting.	Regular disclosure of operational information, alongside irregular announcements and explanations of significant matters, to enhance transparency.													
	Leakage of members' personal data in the website database caused by hackers or viruses.	Implement an application-layer firewall.													
3. Environmental issues															
(1) Has the Company set an environmental management system designed to industry characteristics?	V		(1) Although the Company operates in the retail industry, which has a relatively minor environmental impact, it proactively implemented the ISO 14064-1 Greenhouse Gas Management System in 2019 to thoroughly assess the headquarters' environmental data and monitor external effects resulting from its operations. Since then, the Company has conducted annual greenhouse gas inventories in accordance with ISO 14064-1 standards, tracked emission reduction results, and disclosed findings in the Sustainability Report and on the Company website as references for planning future sustainability actions. In addition, through the mobile phone recycling program, the Company reduces the pollution and harm caused by	No significant differences											

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
			waste to the environment. While pursuing economic profits, the Company takes concrete actions to fulfill the principles of environmental sustainability.	
(2) Is the Company committed to improving the efficiency of resource utilization and using recycled materials with low environmental impact?	V		(2) Every year, the Company conducts used phone buyback programs across its nationwide direct-operated stores, Chunghwa Telecom service counters, and its official website. 〈 https://helpcenter.senao.com.tw/SecondHand_Evaluate.php 〉 The collected devices are refurbished and reintroduced as renewed phones (with 79,153 refurbished units in 2024). Additionally, recycling bins are installed at direct-operated stores for the collection of discarded phones and batteries (13,587 discarded phones and 2,188 kilograms of waste batteries in 2024), aiming to reduce environmental impact. Furthermore, the Company actively implements the following measures to enhance resource efficiency and reduce environmental impact: • Gradual replacement of air-conditioning refrigerants with R410 environmentally friendly refrigerants to help mitigate global warming. • Installation of garbage sorting and food waste-specific trash bins in offices to reduce household waste and improve the separation and recycling of recyclable materials. • Encouragement of using stairs instead of elevators.	No significant differences

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
			- Reduction of packaging for online shopping to maintain the green packaging certification issued by the Environmental Protection Administration. - Gradual replacement of office lighting with more energy-efficient LED light tubes.	
(3) Has the Company assessed the potential risks and opportunities posed by climate change to its current and future operations, and adopted measures to address climate-related issues?	V		(3) To address climate change, the Company follows the framework recommended by the TCFD to assess climate-related risks and opportunities, develop strategies and goals for adapting to climate change, review implementation status, and discuss future plans. At present, the climate risk assessment identifies the following risks: environmental laws and regulations, rising average temperatures, threats to employee safety caused by extreme weather events, green supply chains for products, and changes in consumer awareness regarding product selection. To mitigate these risks, the Company explores feasible opportunities and develops response measures. In terms of reducing and adapting to climate change, actions include improving resource efficiency, reducing water usage and consumption, and adopting more efficient transportation methods. Regarding products, the Company will request suppliers to provide explanations and commitments on environmental carbon reduction and the use of green materials. This will also include supplier self-assessment forms as part of the contract signing process.	No significant differences

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons												
	Yes	No	Summary description													
(4) Has the Company tracked its greenhouse gas emissions, water usage, and total waste weight over the past two years, and established policies for energy conservation, carbon reduction, greenhouse gas reduction, water conservation, or other waste management initiatives?	V		(4) In 2024, the Company completed the 2023 greenhouse gas inventory for all locations, using 2023 as the base year for setting related targets. In 2023, electricity accounted for approximately 74.76% of the total greenhouse gas emissions. To address this, the Company has set a target of reducing annual electricity consumption by 1% (around 50.3095 kg-CO2e) and plans to strengthen efforts such as promoting habits like turning off lights when not in use and controlling air conditioning temperatures. For water usage, the Company aims to achieve a 1% annual reduction (around 0.3174 million liters) by gradually improving facilities, such as installing dual-flush systems in restrooms at branch offices and stores. These measures are intended to mitigate environmental impact systematically. Greenhouse gas emissions The total greenhouse gas emissions for Senao International in 2023 amounted to 5,581.1145 t-CO2e. According to the inventory, purchased electricity is identified as the primary source of greenhouse gas emissions. Consequently, the Company’s specific greenhouse gas reduction strategy is centered on electricity management and reducing electricity consumption as its core approach. <table><tr><th>Category</th><th>Greenhouse gas emission sources</th><th>Unit</th><th>2021</th><th>2022</th><th>2023</th></tr><tr><td>Direct greenhouse gas emissions</td><td>This includes greenhouse gases emitted from</td><td>t-CO₂e</td><td>221.0329</td><td>341.7181</td><td>550.1651</td></tr></table>	Category	Greenhouse gas emission sources	Unit	2021	2022	2023	Direct greenhouse gas emissions	This includes greenhouse gases emitted from	t-CO ₂ e	221.0329	341.7181	550.1651	No significant differences
Category	Greenhouse gas emission sources	Unit	2021	2022	2023											
Direct greenhouse gas emissions	This includes greenhouse gases emitted from	t-CO ₂ e	221.0329	341.7181	550.1651											

Evaluation item	Implementation status						Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons		
	Yes	No	Summary description						
			(Category 1)	stationary sources, mobile sources, and fugitive emission sources					
			Indirect greenhouse gas emissions (Category 2)	This refers to emissions resulting from the consumption of purchased electricity	t-CO ₂ e	347.9377	324.8234	5,030.9494	
			Total emissions (Category 1 and Category 2)		t-CO ₂ e	568.9706	666.5415	5,581.1145	
			Emission intensity (total emissions per million dollars)		t-CO ₂ e per million dollars	0.0197 t-CO ₂ e per million dollars	0.0229 t-CO ₂ e per million dollars	0.1886 t-CO ₂ e per million dollars	
			Notes: 1. In 2023, the Group (including its subsidiaries) conducted a comprehensive greenhouse gas inventory of its operational locations following the ISO 14064-1:2018 standards. The results were verified and certified by SGS-Taiwan. 2. The electricity emission factor for 2023 was calculated as 1 kWh = 0.495 kg-CO ₂ e. This figure is based on the electricity carbon emission factor for 2022, as announced by the Bureau of Energy, Ministry of Economic Affairs. Additionally, the GWP values were referenced from the IPCC 2021 AR6 report. 3. From 2020-2021, the scope of the greenhouse gas inventory included 11 offices at the Xindian headquarters. In 2022, the inventory boundary was adjusted using the operational control method, covering 10 offices at the Xindian headquarters. By 2023, the scope expanded to include all locations, including offices, franchise stores, maintenance outlets, and						

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons															
	Yes	No	Summary description																
			warehouse centers. Due to these adjustments in inventory boundaries, the base year for comparison was updated to 2023. Value chain greenhouse gas emissions To comprehensively account for the organization's greenhouse gas emissions, the Company followed ISO 14064-1:2018 standards to calculate value chain carbon emissions. In 2023, the focus was on inventorying emissions from Category 3 and Category 4. <table><tr><th>Category</th><th>Item</th><th>Emission volume</th></tr><tr><td>Category 3</td><td>Employee business travel</td><td>31.0650 t-CO₂e</td></tr><tr><td>Category 4</td><td>Procurement of goods (water usage)</td><td>6.2337 t-CO₂e</td></tr><tr><td>Category 4</td><td>General waste disposal and transport</td><td>45.6645 t-CO₂e</td></tr><tr><td>Category 4</td><td>Fuel and energy-related activities</td><td>1,065.7882 t-CO₂e</td></tr></table> Water stewardship The Company primarily sources its water from the municipal supply, with water usage reaching 31.743 million liters in 2023. Efforts to enhance water	Category	Item	Emission volume	Category 3	Employee business travel	31.0650 t-CO ₂ e	Category 4	Procurement of goods (water usage)	6.2337 t-CO ₂ e	Category 4	General waste disposal and transport	45.6645 t-CO ₂ e	Category 4	Fuel and energy-related activities	1,065.7882 t-CO ₂ e	
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Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons								
	Yes	No	Summary description									
			resource efficiency are ongoing, including initiatives such as: installing water-saving toilets and faucets, promptly repairing leaking equipment, and operating cooling towers on a set schedule to minimize unnecessary splashing and wastage. These measures aim to continuously improve water conservation. Water usage statistics <table><tr><th>Volume of water consumption</th><th>2021</th><th>2022</th><th>2023</th></tr><tr><td>Million liters</td><td>8.67</td><td>8.79</td><td>31.743</td></tr></table> Note: The audit scope for 2020-2021 included 11 offices at the Xindian headquarters; for 2022, it covered 10 offices at the Xindian headquarters; and for 2023, the scope expanded to encompass all Senao locations (including offices, franchised stores, repair centers, and storage facilities). Waste management The Company manages waste based on its characteristics, prioritizing prevention and reuse as the preferred methods of treatment. Each year, we promote waste reduction and recycling projects to improve the efficiency of resource utilization.	Volume of water consumption	2021	2022	2023	Million liters	8.67	8.79	31.743	
Volume of water consumption	2021	2022	2023									
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			<table><tr><td colspan="7">Waste management policy</td></tr><tr><td colspan="7">Identifying waste impact: - Senao International's operational waste is primarily divided into three categories: general waste, recyclable waste, and electronic circuit boards from repairs. Wastewater consists of general domestic sewage. - Due to stricter air pollution emission standards for incinerators, their service life, and changes in the use of landfill sites for incinerator bottom ash, green economy initiatives like waste reduction, recycling, and circular usage have become key challenges for waste management. </td></tr><tr><td colspan="7">Impact prevention mechanism: Actions to address waste include stricter waste sorting and increasing recyclable or reusable waste.</td></tr><tr><td colspan="7">Controlling waste disposal providers: The waste from the headquarters office is currently managed through contracts with the park management committee and certified waste disposal companies.</td></tr><tr><td colspan="7">Data measurement and monitoring: Since March 2022, regular weighing has been conducted to accurately calculate waste data within operational boundaries.</td></tr><tr><td colspan="7">Waste management results</td></tr><tr><td colspan="2">Classification</td><td colspan="2">Handling method</td><td>Unit</td><td>2021</td><td>2022</td><td>2023</td></tr><tr><td rowspan="2">Reusable</td><td colspan="2" rowspan="2">In addition to direct reuse, the process also includes methods such as chemical, physical, and thermal</td><td>Ton</td><td>4.4</td><td>9.37</td><td>126.88</td></tr><tr><td>%</td><td>21</td><td>35</td><td>87</td></tr></table>	Waste management policy							Identifying waste impact: - Senao International's operational waste is primarily divided into three categories: general waste, recyclable waste, and electronic circuit boards from repairs. Wastewater consists of general domestic sewage. - Due to stricter air pollution emission standards for incinerators, their service life, and changes in the use of landfill sites for incinerator bottom ash, green economy initiatives like waste reduction, recycling, and circular usage have become key challenges for waste management.							Impact prevention mechanism: Actions to address waste include stricter waste sorting and increasing recyclable or reusable waste.							Controlling waste disposal providers: The waste from the headquarters office is currently managed through contracts with the park management committee and certified waste disposal companies.							Data measurement and monitoring: Since March 2022, regular weighing has been conducted to accurately calculate waste data within operational boundaries.							Waste management results							Classification		Handling method		Unit	2021	2022	2023	Reusable	In addition to direct reuse, the process also includes methods such as chemical, physical, and thermal		Ton	4.4	9.37	126.88	%	21	35	87	
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Evaluation item	Implementation status					Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons			
	Yes	No	Summary description						
				treatments to achieve resource recovery					
			Non-reusable	Non-reusable waste is directly disposed of through methods such as incineration and landfill	Ton	16.4	17.73	19.12	
					%	79	65	13	
			Notes: 1. The total waste generated in 2023 was calculated based on the scope covering all Senao locations, including offices, franchised stores, repair centers, and storage facilities. 2. This estimation was derived from actual measurements taken over one month of working days, extrapolated to represent the annual waste generation for 2023. Both reusable and non-reusable waste categories consist entirely of non-hazardous waste. The Company's green energy-saving measures are as follows: Electricity conservation Employees are required to minimize the use of non-work-related electrical devices. Non-essential lighting is turned off during lunch breaks, and indoor temperatures are set to 26°C. Circulation fans are used to enhance cooling efficiency. Additionally, air-conditioning systems undergo regular maintenance to ensure high efficiency and save electricity.						

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
			- Water conservation Water-saving devices are installed on faucets to improve water efficiency. Toilets are inspected regularly to prevent leaks, achieving water conservation benefits. - Lighting system Traditional T8 and halogen lights are replaced with T5 or LED products, which are adjustable in quantity and more energy-efficient. - Office equipment Devices are set to energy-saving mode when not in use. Shared resources are integrated across relevant departments to enhance efficiency.	
4. Social issues				
(1) Has the Company formulated relevant management policies and procedures in accordance with relevant laws and regulations and international human rights conventions?	V		(1) The Company's human resource management policies and procedures comply with current labor laws, ensuring the protection of employees' legal rights. The Company adheres to internationally recognized fundamental labor rights principles, including the prohibition of child labor, the prevention of forced labor, and the elimination of employment discrimination. Equal opportunities are implemented in terms of remuneration, employment conditions, training, and promotion prospects.	No significant differences
(2) Has the Company	V		(2) The Company firmly believes that providing an excellent workplace	No significant

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
established and implemented reasonable employee benefit measures (include salary/remuneration, leave, and other benefits), and are business performance or results appropriately reflected in employee salary/remuneration?			environment is essential for achieving outstanding work quality and inspiring employees to maximize their effectiveness in their roles. To this end, we are committed to creating a happy workplace and determining employee remuneration based on their educational background, professional expertise, years of service, and individual performance. Our employee remuneration not only complies with national laws, including minimum wage, overtime hours, and overtime pay, but also embodies the principle of equal pay for equal work. There is no distinction based on gender, race, religion, political stance, marital status, or union membership.	differences
(3) Does the Company provide employees with a safe and healthy working environment, and implement regular safety and health education for employees?	V		(3) Safe and healthy work environment and facilities The Company's office environment is completely smoke-free and obtained the Healthy Workplace Certification from the New Taipei City Department of Health in 2013. Annual workplace evaluations are conducted, along with regular on-site environment assessments. Based on the results, measures such as ventilation improvements, air conditioning maintenance, and adequate lighting are implemented to ensure a safe and comfortable workplace. First aid kits and firefighting equipment are widely installed in all office locations and stores. A dedicated building management unit is in place to regularly organize fire safety seminars, drills, and first aid training	No significant differences

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
			to ensure workplace and personal safety. 1) Health promotion The Company employs dedicated nursing personnel to provide health consultations, occupational disease prevention, and injury management. A contracted occupational health physician offers monthly health consultations, and physicians are regularly invited to conduct health seminars. Employee health check-ups are also carried out to establish a comprehensive primary care service system. To foster a high-quality and healthy workplace that supports breastfeeding, dedicated breastfeeding (or lactation) rooms are set up to encourage employees to breastfeed, promoting a balance between work and family life. 2) Occupational safety, health, and environmental protection policies and training To enhance employees' awareness of occupational safety, health, and environmental protection, the Company not only continuously improves and strengthens the safety of its work environments but also encourages employees to incorporate safe and environmentally friendly habits into their daily lives. Store operation guidelines are	

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
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			formulated based on the specific needs of office and store environments, with regular or ad hoc inspections and courses conducted to reinforce employees' responsibilities and understanding of occupational safety and health. In addition to internal employee training and awareness campaigns, the Company ensures effective communication both internally and externally. Suppliers, contractors, and visitors are also required to have an understanding of safety and health protocols. 3) In 2024, a total of 29 occupational injury cases (affecting 29 individuals) were recorded, accounting for 1.425% of the total workforce for the year (2,035 employees). Among these, there were 3 workplace accident cases, representing 0.147% of the total workforce. 4) There were no fire incidents reported in 2024.	
(4) Has the Company established effective career development training programs for employees?	V		(4) The Company provides comprehensive training plans based on the core competencies and professional knowledge required by employees. The Company's training system includes: A. Rank-Based Training: Training programs tailored to different employee ranks, covering management and general knowledge categories. B. Specialty-Based Training: Professional education and training designed to meet the competencies required for specific roles.	No significant differences

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons								
	Yes	No	Summary description									
			<table><tr><th>Plan</th><th>Explanation</th></tr><tr><td>Plan Name</td><td>New Employee Training</td></tr><tr><td>Plan Description</td><td>To ensure new employees understand the company's philosophy, values, work processes, and regulations, and to simultaneously cultivate professional knowledge and skills, we not only provide rich and diverse learning channels and training courses but also encourage employee self-learning, allowing new employees to integrate into the organization more quickly. 1. This plan is for new employees. 2. 2024 New Employee Training Records Number of Participants: 367 people Training Hours: 4395.8 hours</td></tr><tr><td>Participation Rate</td><td>The participation rate of new employees in 2024 was 100%.</td></tr></table>	Plan	Explanation	Plan Name	New Employee Training	Plan Description	To ensure new employees understand the company's philosophy, values, work processes, and regulations, and to simultaneously cultivate professional knowledge and skills, we not only provide rich and diverse learning channels and training courses but also encourage employee self-learning, allowing new employees to integrate into the organization more quickly. 1. This plan is for new employees. 2. 2024 New Employee Training Records Number of Participants: 367 people Training Hours: 4395.8 hours	Participation Rate	The participation rate of new employees in 2024 was 100%.	
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Participation Rate	The participation rate of new employees in 2024 was 100%.											
(5) Does the Company comply with the relevant laws and international standards with regards to customer health and safety, customer	V		(5) Health and safety Regarding power banks, Senao requires all suppliers to provide certificates and reports issued by the Bureau of Standards, Metrology and Inspection (BSMI) under the Ministry of Economic Affairs. In addition, product labeling must comply with the Trademark Act. Only after ensuring product	No significant differences								

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
privacy, and marketing and labeling of products and services, and implement consumer protection and grievance policies?			safety will subsequent evaluations for shelving and sales be conducted. Customer privacy To protect consumer rights and enhance the personal data management system, Senao International implemented and achieved certification for the BS 10012 Personal Information Management System international standard in July 2013. This concrete action demonstrates the Company's commitment to safeguarding consumer information security, making it the first retail channel operator in the country to obtain information security certification. Senao International's privacy protection management system encompasses administrative, sales, repair, and customer service-related processes. Through rigorous procedures and system management, it ensures proper protection of consumer privacy and business execution information security. In response to the 2015 amendment of the Personal Data Protection Act, Senao's Legal Department established a specialized program to explain the amendment's details and corresponding internal measures. The training covered topics such as the scope and definition of personal data protection, the reversal of the burden of proof, criminal	

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
			liability regulations, and the data lifecycle, ensuring that employees are equipped with relevant knowledge and skills. - Marketing and labeling In the marketing process, the Company complies with the standards and requirements of the Commodity Labeling Act, the Resource Recycling Act, and other relevant laws. This includes clearly labeling product descriptions and recycling classification marks. To ensure and satisfy consumers' right to know, we provide comprehensive product information in accordance with related regulations and prohibit any acts of deception, misguidance, fraud, or behaviors that damage consumer trust and interests. For marketing plans and tariff services of consigned products, we also ensure transparency and clarity in the information provided. This is complemented by thorough explanations from service personnel to ensure mutual understanding of the business content, thereby avoiding any information asymmetry. - Grievance procedure A professional customer service center is established to provide consumers with professional, considerate, and warm services. The	

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons				
	Yes	No	Summary description					
			customer service personnel aim to deeply understand the genuine needs of consumers, resolve their complex issues, and create a pleasant customer experience. Senao's members or consumers can submit inquiries, concerns, or suggestions through various channels, including dialing 0800, filling out online forms, sending emails, or contacting telecom operators. Senao has established a comprehensive service SOP to ensure that all customer needs and suggestions are properly addressed and resolved.					
(6) Has the Company formulated supplier management policies requiring suppliers to comply with relevant regulations on issues such as environmental protection, occupational safety and health, or labor rights, and what is the status of their implementation?	V		(6) The Company's contracts with suppliers explicitly prohibit the use of conflict minerals (materials manufactured using conflict minerals from the Democratic Republic of Congo and its neighboring countries), and products and their accompanying documentation must comply with relevant legal requirements. - The Company's occupational safety, health, and human rights measures are as follows: <table><tr><th>Action</th><th>Explanation</th></tr><tr><td>Providing a safe and healthy workplace</td><td>We strive for "legal compliance, risk assessment, employee involvement, continuous improvement, zero injury." The main implementations are as follows: - The Company has established an occupational safety and health </td></tr></table>	Action	Explanation	Providing a safe and healthy workplace	We strive for "legal compliance, risk assessment, employee involvement, continuous improvement, zero injury." The main implementations are as follows: The Company has established an occupational safety and health	No significant differences
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Providing a safe and healthy workplace	We strive for "legal compliance, risk assessment, employee involvement, continuous improvement, zero injury." The main implementations are as follows: The Company has established an occupational safety and health							

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
			office and employs full-time professional nurses to monitor employees' health on a regular basis. Employee health management and promotion tasks are planned, and an occupational health service physician is invited monthly to provide on-site services, including health consultations, guidance, and workplace evaluations. The Company promotes four major programs: Prevention of Ergonomic Hazards, Protection of Maternal Health, Prevention of Workplace Violence, and Prevention of Health Issues Caused by Excessive Workloads. • Regular employee health check-ups, screening for four major cancers, flu vaccinations, and health seminars are scheduled annually. Abnormal conditions are tracked and addressed to establish a primary care service system. • Female employees who are pregnant or breastfeeding (up to one year postpartum) undergo workplace maternal health risk assessments and receive ongoing health monitoring. In alignment with the Ministry of Health and Welfare's Breastfeeding Policy and the Gender Equality in Employment Act, dedicated breastfeeding (or lactation) rooms are provided, encouraging female employees to continue breastfeeding postpartum and achieving a balance between work and family life. • Headquarters are equipped with access control and surveillance	

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
			systems operating around the clock. The office environment is entirely smoke-free and has received the Healthy Workplace Certification from the New Taipei City Department of Health. Regulations such as the Safety and Health Regulations and Access Control Regulations have also been implemented.	
			Eliminating illegal discrimination and harassment - Senao does not engage in differential treatment or any form of discrimination based on race, social class, language, ideology, religion, political affiliation, nationality, place of birth, gender, sexual orientation, age, marital status, appearance, facial features, physical or mental disabilities, zodiac sign, blood type, or union membership. The Company is committed to creating a respectful, equal, safe, and harassment-free working environment. - To protect all employees from physical or psychological harm that may occur in the course of their duties, and to uphold gender equality and personal dignity in the workplace, the company has issued and regularly promotes a “Statement on the Prevention of Workplace Violence.” In addition, we have established the “Measures of Prevention, Correction, Complaint and Punishment of Sexual Harassment” to ensure a work environment free from workplace violence and sexual harassment for all employees.	
			Prohibition of child labor and forced labor All forms of forced labor and the employment of child labor are strictly prohibited. The Company adheres to legal regulations concerning working hours and leave policies to safeguard employees'	

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
				physical and mental well-being.
			Supporting employees' freedom of assembly and association	The Company respects employees' rights to form and join legally recognized labor unions to exercise their labor rights. It ensures smooth channels for employees to express their opinions and actively works towards promoting harmonious labor-management relations.
			Promoting employment opportunities	The Company provides extensive job opportunities within the country and collaborates with schools to offer internship and employment opportunities for students, fulfilling its corporate social responsibility.
			Ensuring information security	- To ensure the rights and interests of job applicants, employees, and consumers, our privacy protection management system covers relevant operational processes such as administration, sales, maintenance, and customer service. The legal department, through rigorous procedures and the IT department's system management, implements this system, and a privacy policy has been established (https://www.senao.com.tw/pages/privacy_policy) to ensure that personal privacy and the information security of business operations are properly protected. - Since the amendment of the Personal Data Protection Act, Senao International has offered relevant courses in its online e-Learning training system. These courses convey the content of the amendments and internal response measures to employees, including explanations of the scope and definition of personal data protection,

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons												
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Regular external training of occupational safety and health	Firefighting training, emergency personnel training, general safety and health training.																												
(7) Has the Company assessed risks or opportunities related to the community, implemented corresponding measures, and disclosed specific actions and their outcomes?			To support local education, enhance students' practical work experience, and mitigate the phenomenon of population outflow, the Company actively collaborates with various universities and colleges to implement industry-academia cooperation programs. These programs arrange for students to receive practical work training. The industry-academia cooperation in 2024 is summarized in the table below: <table><tr><th>Category</th><th>School</th><th>Number of people</th><th>Duration</th></tr><tr><td rowspan="4">Industry-academia cooperation</td><td rowspan="2">Overseas Chinese University</td><td>9</td><td>2023/7/1~2024/5/31</td></tr><tr><td>10</td><td>2024/7/1~2025/5/31</td></tr><tr><td rowspan="2">Takming University of Science and Technology</td><td>2</td><td>2023/7/1~2024/5/31</td></tr><tr><td>6</td><td>2024/7/1~2025/5/31</td></tr><tr><td rowspan="2">Cooperative education program</td><td rowspan="2">Cheng Shiu University</td><td>1</td><td>2021/9/1~2025/6/30</td></tr><tr><td>3</td><td>2022/9/1~2026/6/30</td></tr><tr><td>Total</td><td></td><td>31</td><td></td></tr></table>	Category	School	Number of people	Duration	Industry-academia cooperation	Overseas Chinese University	9	2023/7/1~2024/5/31	10	2024/7/1~2025/5/31	Takming University of Science and Technology	2	2023/7/1~2024/5/31	6	2024/7/1~2025/5/31	Cooperative education program	Cheng Shiu University	1	2021/9/1~2025/6/30	3	2022/9/1~2026/6/30	Total		31		
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(8) Does the Company allocate			The Company has long supported art and cultural exhibition activities by																										

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons														
	Yes	No	Summary description															
resources to support domestic cultural development and disclose its methods and outcomes?			establishing the "Senao Arts Corridor" in public spaces. This serves as a platform for emerging artists to showcase their work externally, while enhancing employees' appreciation for arts and culture internally, and beautifying the decoration of public spaces. The Senao Arts Corridor operates on a bi-monthly exhibition basis, with new collections introduced every two months. In 2024, a total of six bi-monthly exhibitions were held. Details of the exhibitions are as follows: <table><tr><th>Exhibition names</th><th>Duration</th></tr><tr><td>Lung-Ta Lin- Ink Painting Exhibition</td><td>2024.01.11-2024.03.07</td></tr><tr><td>Chi-Fang Chang- "Violin Code" Watercolor Exhibition-2</td><td>2024.03.08-2024.05.08</td></tr><tr><td>Tai-Sheng Kang- "Refinement and Reflection" Photography Exhibition</td><td>2024.05.09-2024.07.08</td></tr><tr><td>Kung-Jui Wu- "Creating Realms from the Heart" Ink Painting Exhibition</td><td>2024.07.09-2024.09.09</td></tr><tr><td>Miss.Noodle (III): Warm Time Illustration Exhibition</td><td>2024.09.10-2024.11.12</td></tr><tr><td>Chi-I Tseng- "Memories of Beauty" Oil Painting Exhibition</td><td>2024.11.13-2025.01.12</td></tr></table>	Exhibition names	Duration	Lung-Ta Lin- Ink Painting Exhibition	2024.01.11-2024.03.07	Chi-Fang Chang- "Violin Code" Watercolor Exhibition-2	2024.03.08-2024.05.08	Tai-Sheng Kang- "Refinement and Reflection" Photography Exhibition	2024.05.09-2024.07.08	Kung-Jui Wu- "Creating Realms from the Heart" Ink Painting Exhibition	2024.07.09-2024.09.09	Miss.Noodle (III): Warm Time Illustration Exhibition	2024.09.10-2024.11.12	Chi-I Tseng- "Memories of Beauty" Oil Painting Exhibition	2024.11.13-2025.01.12	
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Chi-I Tseng- "Memories of Beauty" Oil Painting Exhibition	2024.11.13-2025.01.12																	
5. Has the Company followed internationally recognized guidelines or standards for compiling sustainability reports or other disclosures	V		The Company's "2023 Senao International Co., Ltd. Sustainability Report" was prepared in accordance with the Global Reporting Initiative Standards (2021). Relevant data has been verified by SGS Taiwan, meeting the moderate assurance requirements of Type 1 under the AA1000 ASv3 standard. The report demonstrates materiality, completeness, and responsiveness, and has been	No significant differences														

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
of non-financial information? Has the aforementioned report received assurance or verification opinions from a third-party organization?			awarded a verification statement.	
6. If the Company has adopted its own sustainable development best practice principles based on the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies, please describe any deviation from the principles in the Company's operations: The Company has established practical guidelines for sustainable development. In the aspect of corporate governance implementation, the "Senao International Co., Ltd. Code of Conduct" has been formulated as the basic standard for all employees in their daily business operations. In addition, the "Senao International Co., Ltd. Regulations for Audit Committee accepting reports and complaints" provides a rigorous reporting mechanism, ensuring employees can express their concerns safely and confidentially. Employers are prohibited from imposing adverse actions such as dismissal, demotion, or pay reduction on complainants. Furthermore, the "Senao International Co., Ltd. Ethical Corporate Management Best Practice Principles and Procedures" serves as a policy adhered to by the entire group, upholding corporate integrity in its operations. In terms of sustainable environmental development, the Company actively promotes energy and resource audits and management, initiating various actions to improve energy efficiency through comprehensive environmental and energy management systems. Office energy-saving measures are also effectively implemented.				
7. Other important information to facilitate better understanding of the Company's promotion of sustainable development: The Company prepares its sustainability report in accordance with the Global Reporting Initiative Standards (2021), focusing on and disclosing key topics of interest to stakeholders. The report shares Senao International's long-standing ideas and practices in the ESG field. The				

Evaluation item	Implementation status			Deviations from the Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
full content of the sustainability report is disclosed on the Senao International Co., Ltd. official website (https://www.senao.com.tw/pages/governance_regulations) to provide the public with relevant information on the operation of sustainable development.				

Climate-related information of TWSE/TPEX listed company:

1. Implementation of climate-related information

Item	Implementation status
1. Describe the Board of Directors' and management's oversight and governance of climate-related risks and opportunities.	The ESG Committee's chairperson and deputy chairperson roles are held by the Chairman and President, respectively. Both individuals are also members of the Board of Directors, ensuring that climate change-related issues are discussed and reviewed during the annual ESG Committee meetings, with reports submitted to the Board of Directors. Recognizing the importance of climate change, the Company responded to its parent company Chunghwa Telecom's commitment to achieve net-zero emissions by 2050 by signing a pledge in 2022. Through relevant mechanisms and indicators, the Company integrates corporate sustainability with climate change to enhance the performance of its sustainability initiatives. Under the ESG Committee, an Environmental Sustainability Group has been established to evaluate risks and opportunities related to climate issues. These evaluations align with long-term strategies set by the Board of Directors and address the needs of investors, rating agencies, and stakeholders. Additionally, the ESG Committee reviews the Company's carbon management strategies, develops budgets, and implements action plans to gradually incorporate climate strategies into operational activities. By 2024, comprehensive greenhouse gas inventory work under ISO14064-1 standards has been completed for all Senao operational sites, including subsidiaries.

Item	Implementation status
2. Describe how the identified climate risks and opportunities affect the business, strategy, and finances of the business (short, medium, and long term).	As the largest channel provider of mobile handheld devices in Taiwan, we adhere to the service philosophy of “making life simpler, smarter, and more wonderful,” leveraging our industry's core values and competitiveness. Guided by our corporate culture of “Integrity, Professionalism, Determination, Innovation,” we aim to do what benefits society and the industry. We assess and analyze climate change-related risks and opportunities according to different timeframes: short-term (2025), mid-term (through 2030), and long-term (post-2050).
3. Describe the financial impact of extreme weather events and transformative actions.	We believe that the opportunities brought by climate change will be reflected in future products and services. Therefore, we are actively monitoring and seeking suitable green development targets, aiming to build momentum for more innovative services and ventures. The goal is to seize an early advantage in the low-carbon and smart economy.
4. Describe how climate risk identification, assessment, and management processes are integrated into the overall risk management system.	Aligned with the parent company's strategic planning, Senao International Co., Ltd. has implemented the Task Force on Climate-related Financial Disclosures (TCFD) project. Under the guidance of professional consultants, a climate-related risk assessment questionnaire has been completed. This involved input from all departments to identify and prioritize significant climate risks. Moving forward, Senao will formulate strategies to address these climate-related risks, with reports presented to the Board of Directors as necessary.

Item	Implementation status
	For climate change-related risks, the Company's Environmental Sustainability Team conducts systematic assessments and analyses covering the scope of climate change topics and their impacts on operations and daily business activities. These analyses include reviewing major operational processes based on risk types and evaluating the results of energy-saving initiatives while enhancing the adaptability of related facilities. The Environmental Sustainability Team regularly monitors the status of climate change-related risks, evaluates analysis results as needed, and adopts mitigation measures based on risk levels. In terms of processes, the Environmental Sustainability Team's assessments, analyses, and feedback help improve existing risk management mechanisms to ensure they better meet operational needs. The team reports to the Board of Directors when necessary, striving to integrate climate change-related risks into the Company's overall risk management framework.
5. If scenario analysis is used to assess resilience to climate change risks, the scenarios, parameters, assumptions, analysis factors and major financial impacts used should be described.	The Company has not yet conducted TCFD scenario analysis at this time.
6. If there is a transition plan for managing climate-	The Company has not yet conducted a risk assessment for related transition plans at this

Item	Implementation status
related risks, describe the content of the plan, and the indicators and targets used to identify and manage physical risks and transition risks.	time.
7. If internal carbon pricing is used as a planning tool, the basis for setting the price should be stated.	The Company has not yet established an internal carbon pricing mechanism at this time.
8. If climate-related targets have been set, the activities covered, the scope of greenhouse gas emissions, the planning horizon, and the progress achieved each year should be specified. If carbon credits or renewable energy certificates (RECs) are used to achieve relevant targets, the source and quantity of carbon credits or RECs to be offset should be specified.	The Company has not yet set any climate-related targets at this time.
9. Greenhouse gas inventory and assurance status	Please refer to the table below.

1-1Recent two-year greenhouse gas inventory and assurance/verification status

- (1) Complete greenhouse gas inventory and assurance/verification information for 2024 will be disclosed in the Sustainability Report.
- (2) The greenhouse gas inventory and assurance/verification status for 2023 is as follows:

	Total emissions (metric tons CO ₂ e)	Intensity (metric tons CO ₂ e/revenue)	Verification/Assurance organization	Description of verification/assurance status
Scope 1	550.1651 metric tons CO ₂ e	0.01759 metric tons CO ₂ e/revenue	SGS-Taiwan	Approved
Scope 2	5,030.9494 metric tons CO ₂ e	0.16089 metric tons CO ₂ e/revenue	SGS-Taiwan	Approved
Scope 3	1,148.7514 metric tons CO ₂ e	0.03674 metric tons CO ₂ e/revenue	SGS-Taiwan	Approved

Notes:

1. The greenhouse gas inventory is conducted in accordance with ISO 14064-1:2018 and verified by SGS Taiwan.
2. The electricity carbon emission factor is calculated as 1 kWh = 0.495 kg CO₂e, based on the factor announced by the Energy Administration, Ministry of Economic Affairs, for 2022. The GWP references IPCC 2021 AR6.
3. The calculation of greenhouse gases includes seven types: carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons, sulfur hexafluoride, and nitrogen trifluoride.
4. The scope of the 2023 inventory covers all locations (including offices, franchise stores, repair centers, and storage centers), setting 2023 as the base year.
5. The intensity of greenhouse gas emissions is calculated per unit of revenue (NTD one million).
6. Scope 3 items include employee business travel, waste disposal and transportation, purchased tap water, and fuel- and energy-related activities.

1-2 Greenhouse gas reduction goals, strategies, and specific action plans:

- (1) The Company's paid-in capital does not exceed NT\$5 billion. According to the Jin-Guan-Zheng-Qian-Zi No. 11103849344, the Company must complete inventory information disclosure starting in 2027 and complete assurance information disclosure starting in 2029.
- (2) In 2024, the Company completed the 2023 greenhouse gas inventory for all locations, using 2023 as the base year for setting related targets. Electricity accounts for approximately 74.76% of total greenhouse gas emissions in 2023. Therefore, the Company plans to reduce total annual electricity consumption by 1% per

year, focusing on measures such as promoting energy-saving behaviors (e.g., turning off lights when not in use) and controlling air conditioning temperatures. In terms of water usage, the Company will gradually install dual-flush toilet systems in restrooms at external offices and stores, aiming to reduce annual water consumption by 1% per year.

(VI) Company's fulfillment of ethical corporate management and adopted measures:

Ethical Corporate Management – Implementation Status and Deviations from the Ethical Corporate Management Best Practice Principles for TWSE/TPEX Listed Companies and the Reasons

Evaluation item	Implementation status			Deviations from the Ethical Corporate Management Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
1. Establishment of ethical corporate management policies and programs				
(1) Does the Company have an ethical corporate management policy approved by its Board of Directors, and bylaws and publicly available documents addressing its corporate conduct and ethic policy and measures, and commitment regarding implementation of such policy from the Board of Directors and the top management team?	V		(1) The Company conducts business activities based on the principles of fairness, honesty, trustworthiness, and transparency. To implement the ethical corporate management policy and actively prevent unethical behavior, the Company has established the "Ethical Corporate Management Best Practice Principles and Procedures," which has been approved by the Board of Directors. Senior executive is committed to enforcing the policy and has clearly outlined specific guidelines that Company personnel should follow while performing their duties.	No significant differences
(2) Whether the Company has established an assessment mechanism for the risk of	V		(2) The Company’s code of conduct prohibits managers and employees from engaging in bribery, accepting bribes, or any illegal activities. If such activities violating the code are conducted, appropriate	No significant differences

Evaluation item	Implementation status			Deviations from the Ethical Corporate Management Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
unethical conduct; regularly analyzes and evaluates, within a business context, the business activities with a higher risk of unethical conduct; has formulated a program to prevent unethical conduct with a scope no less than the activities prescribed in Article 7, paragraph 2 of the Ethical Corporate Management Best Practice Principles for TWSE/TPE Listed Companies?			disciplinary actions or termination of employment will be taken based on the actual circumstances. Regarding political contributions, the Company ensures compliance with the Political Donations Act and relevant internal procedures. Contributions must not be used to obtain commercial benefits or competitive advantages. Additionally, integrity commitment clauses are explicitly included in commercial contracts, requiring business partners to pledge strict adherence to ethical practices.	
(3) Does the Company clearly set out the operating procedures, behavior guidelines, and punishment and appeal system for violations in the unethical conduct prevention program, implement it, and	V		(3) To implement the ethical corporate management policy, the Company has established a code of conduct that clearly outlines the matters employees should pay attention to while performing their duties, actively preventing unethical behavior. A clear and effective reward, punishment, and grievance system has been set up. For employees who violate integrity practices, disciplinary actions, termination of employment, or judicial proceedings will be taken depending on the severity of the violation, in accordance with	No significant differences

Evaluation item	Implementation status			Deviations from the Ethical Corporate Management Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
regularly review and revise the plan?			relevant laws or Company regulations. This ensures employees fully understand the Company's determination, policies, and the consequences of engaging in unethical behavior.	
2. Ethical corporate management practice				
(1) Does the Company assess the ethics records of those it has business relationships with and include ethical conduct related clauses in the business contracts?	V		(1) The Company does not conduct transactions with parties that have records of unethical behavior. Additionally, integrity commitment clauses are explicitly included in commercial contracts, requiring business partners to pledge strict adherence to ethical practices.	No significant differences
(2) Has the Company set up a dedicated unit to promote ethical corporate management under the Board of Directors, and does it regularly (at least once a year) report to the Board of Directors on its ethical corporate management policy and program to prevent unethical conduct and monitor their	V		(2) The Company designates the Legal Department as the dedicated unit responsible for the revision, implementation, interpretation, and consultation services related to this code, as well as for the registration and documentation of reported content and related tasks, along with overseeing execution. The Legal Department reports to the Board of Directors annually.	No significant differences

Evaluation item	Implementation status			Deviations from the Ethical Corporate Management Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
implementation?				
(3) Has the Company established policies to prevent conflict of interests, provided appropriate communication and complaint channels, and properly implemented such policies?	V		(3) To establish a corporate culture of ethical corporate management and ensure sustainable development, the Company has formulated a code of conduct and implemented a policy to prevent conflicts of interest. In addition, it provides appropriate channels for Board members, managers, and all employees to proactively disclose any potential conflicts of interest with the Company.	No significant differences
(4) Does the Company have effective accounting and internal control systems in place to enforce ethical corporate management? Does the internal audit unit follow the results of unethical conduct risk assessments and devise audit plans to audit compliance with the systems to prevent unethical conduct or hire outside accountants to perform the	V		(4) The Company has established an effective accounting system and internal control system, which are revised in a timely manner according to regulations issued by relevant authorities or based on actual business needs. Internal audits are conducted based on the results of risk assessments, with an annual audit plan formulated to carry out inspections and follow-ups, aiming to prevent unethical behavior within the Company.	No significant differences

Evaluation item	Implementation status			Deviations from the Ethical Corporate Management Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
audits?				
(5) Does the Company provide internal and external ethical corporate management training programs on a regular basis?	V		(5) The Company periodically conducts ethical corporate management awareness programs for directors and employees to enhance corporate ethics standards. In addition, every new employee is required to sign the code of conduct and complete a basic training course covering ethical corporate management policies and legal knowledge (including topics such as forgery, embezzlement, and the Personal Data Protection Act). In 2024, the training totaled 580 employee-hours. Each year, all employees are also required to reconfirm all provisions of the code of conduct, ensuring that every employee fully understands the Company's ethical corporate management guidelines and strengthens their compliance awareness.	No significant differences
3. Implementation of complaint procedures				
(1) Has the Company established specific whistle-blowing and reward procedures, set up conveniently accessible whistle-blowing channels, and appointed appropriate personnel specifically responsible for handling	V		(1) To implement the ethical corporate management policy and actively prevent unethical behavior, the Company has established the following grievance and reporting channels on its official website(https://www.senao.com.tw/pages/esg_ethical) for use by employees and external parties: Internal personnel: Handling of employee reports and complaints by Senao International Audit Committee: auditing@senao.com.tw E-mailbox: senaovoice@senao.com.tw	No significant differences

Evaluation item	Implementation status			Deviations from the Ethical Corporate Management Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
complaints received from whistle-blowers?			External personnel:legal@senao.com.tw	
(2) Has the Company established standard operation procedures for investigating the complaints received, follow-up measures taken after investigation, and mechanisms ensuring such complaints are handled in a confidential manner?	V		(2) The Company has established the "Regulations for Audit Committee accepting reports and complaints." In addition to proactive investigations, all reported content is kept strictly confidential by relevant personnel to protect the whistleblower. Cases accepted are handled in accordance with the Company's regulations.	No significant differences
(3) Has the Company adopted proper measures to protect whistle-blowers from retaliation for filing complaints?	V		(3) The Company has established the "Regulations for Audit Committee accepting reports and complaints," which include measures to protect whistleblowers from any improper treatment resulting from their reports.	No significant differences
4. Strengthening information disclosure				
(1) Does the Company disclose its ethical corporate management policies and the results of their implementation on its	V		(1) The Company's website and the Market Observation Post System have disclosed the content of the established "Ethical Corporate Management Best Practice Principles and Procedures." The website path is as follows: Home > Corporate Governance > Key Regulations > Corporate Governance Best-Practice	No significant differences

Evaluation item	Implementation status			Deviations from the Ethical Corporate Management Best Practice Principles for TWSE/TPEX Listed Companies and the reasons
	Yes	No	Summary description	
website and the Market Observation Post System?			Principles(https://www.senao.com.tw/pages/governance_regulations). The Company regularly promotes the relevant provisions of the Ethical Corporate Management Best Practice Principles to actively uphold integrity, honesty, and moral values. No incidents of unethical behavior have occurred.	
5.	If the Company has formulated its own "Ethical Corporate Management Best Practice Principles" based on the "Ethical Corporate Management Best Practice Principles for TWSE/TPEX Listed Companies," please explain the differences in its operation and the established principles: The Company has established a corporate culture of integrity by referencing the "Ethical Corporate Management Best Practice Principles for TWSE/TPEX Listed Companies" and formulating its own "Ethical Corporate Management Best Practice Principles and Procedures." The Company operates in strict accordance with the principles, with no differences observed.			
6.	Other important information to facilitate a better understanding of the status of operation of the Company's ethical corporate management policies (e.g., the Company's reviewing and amending of its ethical corporate management best practice principles): The Company has always upheld integrity in its operations, addressing the needs of various stakeholders and earning recognition from both suppliers and consumers to ensure sustainable development.			

Chapter 2 Corporate Governance Report

- (VII) Other important information to enhance understanding of corporate governance operations:

Internal procedures for handling material information:

The Company has established the "Procedures for Preventing Insider Trading and Handling Material Inside Information" to specify the management of material information and the prevention of insider trading. These procedures are implemented in compliance with relevant laws, regulations, directives, and the requirements of the Taiwan Stock Exchange Corporation or the Taipei Exchange. The Company also informs its affiliated institutions to follow these guidelines, aiming to build a management and control mechanism for preventing insider trading, avoid improper disclosure of Company information, and ensure the timeliness and accuracy of public announcements. The key points include:

1. Applicable individuals and the scope of material information.
2. Responsible unit.
3. Procedures for maintaining confidentiality of internal material information.
4. Processes for disclosing internal material information.

- (VIII) The execution status of the internal control system should disclose the following matters:

1. Declaration of Internal Control Policies: Refer to page 197.
2. For those engaging accountants to review internal control systems for specific projects, the disclosure of the accountant's review report: None.

- (IX) Important resolutions of the shareholders' meeting and the Board of Directors in the most recent fiscal year and up to the date of the annual report's publication: Refer to page 199.

- (X) Any differing opinions recorded or declared in writing by directors regarding significant resolutions passed by the Board of Directors during the most recent fiscal year and up to the date of the annual report's publication: None.

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IV Information on CPA Professional Fees

Unit: NT\$ thousand

Name of accounting firm	Names of CPAs	Period covered by the CPA audit	Audit fees	Non-audit fees	Total	Remarks
PwC Taiwan	Frank YC Lin	2024	4,651	1,089	5,740	
	Hui-Ling Pan	2024				

Note: Audit fees refer to the remuneration paid by the company to CPAs for auditing, reviewing, re-examining financial reports, and reviewing financial forecasts. Non-audit fees cover services such as tax certifications and verification of salary information for full-time employees not holding managerial positions.

- (I) When there is a change in the accounting firm and the audit fees paid in the year of the change are lower than those of the previous year, the amounts of audit fees before and after the change, as well as the reasons for the change, should be disclosed: In fiscal year 2024, the Company changed its external audit firm to align with the Company's future operational development and internal management needs.

The difference amount is as follows:

Unit: NT\$ thousand

Name of accounting firm	Audit period	Audit fees	Non-audit fees	Total	Remarks
PwC Taiwan	2024	4,651	1,089	5,740	
Deloitte & Touche	2023	4,979	1,102	6,081	
Reduction in audit fees compared to the previous year		-328	-13	-341	

- (II) For cases where audit fees have decreased by more than 10% compared to the previous year, the reduction amount, percentage, and reasons should be disclosed: Audit fees have not decreased by more than 10% compared to the previous year.

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V Information on Replacement of CPAs

(I) Information regarding the former CPAs

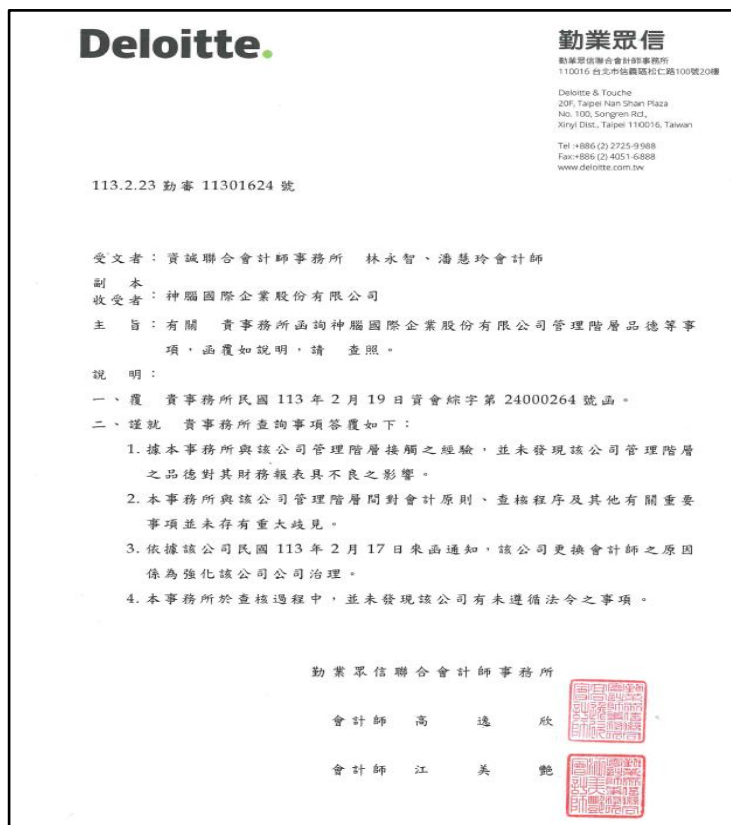
Date of replacement	Approved by the Board of Directors on February 16, 2024		
Reason for replacement and explanation	To align with the Company's future operational development and internal management needs, the accounting firm has been changed		
Describe whether the Company terminated or the CPAs terminated or did not accept the engagement	Parties		CPAs
	Circumstances		
	Terminated the engagement		Not applicable
No longer accepted (discontinued) the engagement			
If the CPAs issued an audit report expressing any opinion other than an unqualified opinion during the 2 most recent years, specify the opinion and the reasons	None		
Disagreement with the Company?	Yes		Accounting principles or practices
			Disclosure of financial reports
			Audit scope or steps
			Other
	No	V	
	Explanation		
Other disclosure items (any matters required to be disclosed under sub-items d to g of Article 10.6.A)	No		

(II) Information Regarding the Successor CPAs

Name of accounting firm	PwC Taiwan
Names of CPAs	Frank YC Lin, Hui-Ling Pan
Date of engagement	Approved by the Board of Directors on February 16, 2024
Subjects discussed and results of any consultation with the CPAs prior to the engagement, regarding the accounting treatment of or application of accounting principles to any specified transaction, or the type of audit opinion that might be issued on the company's financial report	No
Successor CPAs' written opinion regarding the matters of disagreement between the Company and the former CPAs	No

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- (III) The reply letter from the former CPA regarding the Company's disclosures regarding the matters under Article 10.6.A and 10.6.B(c) of the Regulations Governing Information to be Published in Annual Reports of Public Companies:



- VI The Company's chairman, president, or managerial personnel responsible for financial or accounting affairs have not, in the past year, held positions at the CPA's firm or its affiliated enterprises: None.

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VII Changes in equity transfers and pledges of shares by directors, managerial personnel, and shareholders holding more than 10% of shares during the most recent fiscal year and up to the date of the annual report's publication

(I) Changes in equity holdings

Unit: Shares

Title	Name	2024		Year as of February 28, 2025	
		Shareholding increase (or decrease)	Pledged shareholding increase (or decrease)	Shareholding increase (or decrease)	Pledged shareholding increase (or decrease)
Major Shareholder	Chunghwa Telecom Co., Ltd.	—	—	—	—
Chairman	Rong-Shy Lin (Note 1) (Dismissed on October 1, 2024)	—	—	Not applicable	Not applicable
Director	Hsueh-Hai Hu (Note 1)	—	—	—	—
Director	Wen-Chih Lin (Note 1)	—	—	—	—
Director	Li-Hsiu Wu (Note 1) (Dismissed on January 1, 2024)	—	—	Not applicable	Not applicable
Director	Su-Chiu Ke (Note 1) (Appointed on January 1, 2024)	Not applicable	Not applicable	—	—
Director	Min-Hung Tsai (Note 1)	—	—	—	—
Director	Cheng Kang Investment Co., Ltd.	—	—	—	—
Vice Chairman and President	Pao-Yung Lin (Note 2)	—	—	—	—
Director and Special Assistant	Cheng-Feng Lin (Note 2)	—	—	—	—
Director	Cheng-Kang Lin (Note 2)	—	—	—	—
Independent Director	Kung-Liang Yeh	—	—	—	—
Independent Director	Wen-Tsan Wu	—	—	—	—
Independent Director	Fu-Hai Yeh	—	—	—	—
Independent Director	Min-Ching Cheng	—	—	—	—
Independent Director	Ai-Chun Pang (Dismissed on February 28, 2024)	—	—	Not applicable	Not applicable
Executive Vice President	Chi-Hung Liao	—	—	—	—
Executive Vice President	Yen-Yen Cheng (Appointed on February 28, 2024)	—	—	—	—
Vice President	Ching-Lang Chang	—	—	—	—
Vice President	Chen-San Chou	—	—	—	—
Vice President	Chuan-Cheng Lin (Dismissed on February 28, 2025)	—	—	—	—
Vice President	Tsai-Hung Yu	—	—	—	—
Chief Financial Officer	Miao-Ling Chen (Dismissed on December 31, 2024)	—	—	Not applicable	Not applicable
Chief Financial Officer	Pei-Yu Chiang (Appointed on December 31, 2024)	Not applicable	Not applicable	—	—
Associate Manager	Sheng-Kai Chen	12,000	—	—	—
Associate Manager	An-Ting Tsao	—	—	—	—

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Title	Name	2024		Year as of February 28, 2025	
		Shareholding increase (or decrease)	Pledged shareholding increase (or decrease)	Shareholding increase (or decrease)	Pledged shareholding increase (or decrease)
Associate Manager	Chih-Hsiang Kuo	—	—	—	—
Associate Manager	Wen-Kai Lai (Dismissed on April 30, 2024)	—	—	Not applicable	Not applicable
Associate Manager	Chen-Chun Chen	—	—	—	—
Associate Manager	Chun-Chieh Chiu	—	—	—	—
Assistant Manager (Accounting Supervisor)	Jin-Ding Liu	—	—	—	—
Associate Manager (also serves as the Financial Supervisor and Corporate Governance Officer)	Chia-Chi Chen	—	—	—	—
Associate Manager	Hsiao-Chun Tung (Dismissed on January 31, 2024)	—	—	Not applicable	Not applicable
Manager (Chief Financial Officer and concurrently serves as the Corporate Governance Officer)	Kuan-Heng Lai (Dismissed on February 16, 2024)	—	—	Not applicable	Not applicable
Special Assistant	Chia-Ling Yang (Appointed on December 2, 2024)	—	—	—	—
Special Assistant	Kai-Jen Wang (Appointed on January 6, 2025)	—	—	—	—
Special Assistant	Pi-Tzu Chen (Appointed on February 7, 2025)	—	—	—	—

Note 1: Representative of Chunghwa Telecom Co., Ltd.

Note 2: Representative of Cheng Kang Investment Co., Ltd.

Note 3: If the counterparty of a transfer of shareholding or a pledge of shareholding is a related party: None

(II) Information on Transfers of Shareholding

Name (Note 1)	Reason for transfer (Note 2)	Date of transaction	Counterparty	Relationship between the counterparty and the Company, directors, supervisors, managerial officers, and major shareholders	No. of shares	Transaction price
Sheng-Kai Chen	Succession (transfer)	20241022	Chiu-Hsia, Chen Chou	—	12,000	38.6

(III) Information on Pledges of Shareholding: None.

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VIII Information on shareholders holding the top ten equity percentages, including their relationships as related parties, spouses, or relatives within the second degree of kinship:

Relationship information among the top ten shareholders by equity percentage

Name	Shareholding		Shares held by spouse and minor children		Total shareholding by nominee arrangements		Specify the name of the entity or person and their relationship to any of the other top 10 shareholders with which the person is a related party or has a relationship of spouse or relative within the 2nd degree		Remarks
	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Name of entity or individual	Relationship	
Chunghwa Telecom Co., Ltd.	71,773,155	27.79%	0	0	0	0	No	No	
Chunghwa Telecom Co., Ltd. Representative: Shui-I Kuo	0	0	0	0	0	0	No	No	
Hua Shun Investment Co., Ltd.	20,509,659	7.94%	0	0	0	0	EnGenius Technologies Co., Ltd., Cheng Feng Investment Company	Has a first-degree kinship with the representative, Pao-Yung Lin	
							Yu Yu Investment Co., Ltd., Cheng Kang Investment Co., Ltd., and All Oriented Services Int. Co., Ltd.	Has a second-degree kinship with the representative, Cheng-Feng Lin	
							Pao-Yung Lin	Pao-Yung Lin is a first-degree relative	
							Yung-Ming Liu	Yung-Ming Liu is a first-degree relative	
Hua Shun Investment Co., Ltd. Representative: Cheng-Kang Lin	238,091	0.09%	0	0	0	0	EnGenius Technologies Co., Ltd., Cheng Feng Investment Company	Has a first-degree kinship with the representative, Pao-Yung Lin	
							Yu Yu Investment Co., Ltd., Cheng Kang Investment Co., Ltd., and All Oriented Services Int. Co., Ltd.	Has a second-degree kinship with the representative, Cheng-Feng Lin	
							Pao-Yung Lin	Pao-Yung Lin is a first-degree relative	

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Name	Shareholding		Shares held by spouse and minor children		Total shareholding by nominee arrangements		Specify the name of the entity or person and their relationship to any of the other top 10 shareholders with which the person is a related party or has a relationship of spouse or relative within the 2nd degree		Remarks
	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Name of entity or individual	Relationship	
							Yung-Ming Liu	Yung-Ming Liu is a first-degree relative	
EnGenius Technologies Co., Ltd.	19,508,509	7.55%	0	0	0	0	Cheng Feng Investment Company	The Chairman is the same individual	
							Hua Shun Investment Co., Ltd.	Has a first-degree kinship with the representative, Cheng-Kang Lin	
							Yu Yu Investment Co., Ltd., Cheng Kang Investment Co., Ltd., and All Oriented Services Int. Co., Ltd.	Has a first-degree kinship with the representative, Cheng-Feng Lin	
							Yung-Ming Liu	Yung-Ming Liu is a first-degree relative	
EnGenius Technologies Co., Ltd. Representative: Pao-Yung Lin	8,343,345	3.23%	5,549,777	2.15%	0	0	Cheng Feng Investment Company	The Chairman is the same individual	
							Hua Shun Investment Co., Ltd.	Has a first-degree kinship with the representative, Cheng-Kang Lin	
							Yu Yu Investment Co., Ltd., Cheng Kang Investment Co., Ltd., and All Oriented Services Int. Co., Ltd.	Has a first-degree kinship with the representative, Cheng-Feng Lin	
							Yung-Ming Liu	Yung-Ming Liu is a first-degree relative	
Yu Yu Investment Co., Ltd.	19,044,478	7.37%	0	0	0	0	Cheng Kang Investment Co., Ltd. and All Oriented Services Int. Co., Ltd.	The Chairman is the same individual	
							Hua Shun Investment Co., Ltd.	Has a second-degree kinship	

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Name	Shareholding		Shares held by spouse and minor children		Total shareholding by nominee arrangements		Specify the name of the entity or person and their relationship to any of the other top 10 shareholders with which the person is a related party or has a relationship of spouse or relative within the 2nd degree		Remarks
	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Name of entity or individual	Relationship	
								with the representative, Cheng-Kang Lin	
							EnGenius Technologies Co., Ltd., Cheng Feng Investment Company	Has a first-degree kinship with the representative, Pao-Yung Lin	
							Pao-Yung Lin	Pao-Yung Lin is a first-degree relative	
							Yung-Ming Liu	Yung-Ming Liu is a first-degree relative	
Yu Yu Investment Co., Ltd. Representative: Cheng-Feng Lin	743,420	0.29%	0	0	0	0	Cheng Kang Investment Co., Ltd. and All Oriented Services Int. Co., Ltd.	The Chairman is the same individual	
							Hua Shun Investment Co., Ltd.	Has a second-degree kinship with the representative, Cheng-Kang Lin	
							EnGenius Technologies Co., Ltd., Cheng Feng Investment Company	Has a first-degree kinship with the representative, Pao-Yung Lin	
							Pao-Yung Lin	Pao-Yung Lin is a first-degree relative	
							Yung-Ming Liu	Yung-Ming Liu is a first-degree relative	
Cheng Feng Investment Company	19,003,436	7.36%	5,549,777	2.15%	0	0	EnGenius Technologies Co., Ltd.	The Chairman is the same individual	
							Hua Shun Investment Co., Ltd.	Has a first-degree kinship	

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Name	Shareholding		Shares held by spouse and minor children		Total shareholding by nominee arrangements		Specify the name of the entity or person and their relationship to any of the other top 10 shareholders with which the person is a related party or has a relationship of spouse or relative within the 2nd degree		Remarks
	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Name of entity or individual	Relationship	
								with the representative, Cheng-Kang Lin	
							Yu Yu Investment Co., Ltd., Cheng Kang Investment Co., Ltd., and All Oriented Services Int. Co., Ltd.	Has a first-degree kinship with the representative, Cheng-Feng Lin	
							Yung-Ming Liu	Yung-Ming Liu is a first-degree relative	
Cheng Feng Investment Company Representative: Pao-Yung Lin	8,343,345	3.23%	5,549,777	2.15%	0	0	EnGenius Technologies Co., Ltd.	The Chairman is the same individual	
							Hua Shun Investment Co., Ltd.	Has a first-degree kinship with the representative, Cheng-Kang Lin	
							Yu Yu Investment Co., Ltd., Cheng Kang Investment Co., Ltd., and All Oriented Services Int. Co., Ltd.	Has a first-degree kinship with the representative, Cheng-Feng Lin	
							Yung-Ming Liu	Yung-Ming Liu is a first-degree relative	
Cheng Kang Investment Co., Ltd.	14,820,975	5.74%	0	0	0	0	Yu Yu Investment Co., Ltd. and All Oriented Services Int. Co., Ltd.	The Chairman is the same individual	
							Hua Shun Investment Co., Ltd.	Has a second-degree kinship with the representative, Cheng-Kang Lin	

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Name	Shareholding		Shares held by spouse and minor children		Total shareholding by nominee arrangements		Specify the name of the entity or person and their relationship to any of the other top 10 shareholders with which the person is a related party or has a relationship of spouse or relative within the 2nd degree		Remarks
	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Name of entity or individual	Relationship	
							EnGenius Technologies Co., Ltd., Cheng Feng Investment Company	Has a first-degree kinship with the representative, Pao-Yung Lin	
							Pao-Yung Lin	Pao-Yung Lin is a first-degree relative	
							Yung-Ming Liu	Yung-Ming Liu is a first-degree relative	
Cheng Kang Investment Co., Ltd. Representative: Cheng-Feng Lin	743,420	0.29%	0	0	0	0	Yu Yu Investment Co., Ltd. and All Oriented Services Int. Co., Ltd.	The Chairman is the same individual	
							Hua Shun Investment Co., Ltd.	Has a second-degree kinship with the representative, Cheng-Kang Lin	
							EnGenius Technologies Co., Ltd., Cheng Feng Investment Company	Has a first-degree kinship with the representative, Pao-Yung Lin	
							Pao-Yung Lin	Pao-Yung Lin is a first-degree relative	
							Yung-Ming Liu	Yung-Ming Liu is a first-degree relative	
All Oriented Services Int. Co., Ltd.	10,882,497	4.21%	0	0	0	0	Cheng Kang Investment Co., Ltd. and Yu Yu Investment Co., Ltd.	The Chairman is the same individual	
							Hua Shun Investment Co., Ltd.	Has a second-degree kinship with the representative, Cheng-Kang Lin	
							EnGenius	Has a first-	

Chapter 2 Corporate Governance Report

Name	Shareholding		Shares held by spouse and minor children		Total shareholding by nominee arrangements		Specify the name of the entity or person and their relationship to any of the other top 10 shareholders with which the person is a related party or has a relationship of spouse or relative within the 2nd degree		Remarks
	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Name of entity or individual	Relationship	
							Technologies Co., Ltd., Cheng Feng Investment Company	degree kinship with the representative, Pao-Yung Lin	
							Pao-Yung Lin	Pao-Yung Lin is a first-degree relative	
							Yung-Ming Liu	Yung-Ming Liu is a first-degree relative	
All Oriented Services Int. Co., Ltd. Representative: Cheng-Feng Lin	743,420	0.29%	0	0	0	0	Cheng Kang Investment Co., Ltd. and Yu Yu Investment Co., Ltd.	The Chairman is the same individual	
							Hua Shun Investment Co., Ltd.	Has a second-degree kinship with the representative, Cheng-Kang Lin	
							EnGenius Technologies Co., Ltd., Cheng Feng Investment Company	Has a first-degree kinship with the representative, Pao-Yung Lin	
							Pao-Yung Lin	Pao-Yung Lin is a first-degree relative	
							Yung-Ming Liu	Yung-Ming Liu is a first-degree relative	
Pao-Yung Lin	8,343,345	3.23%	5,549,777	2.15%	0	0	Cheng Feng Investment Company and EnGenius Technologies Co., Ltd.	The Chairman is the same individual	
							Hua Shun Investment Co., Ltd.	Has a first-degree kinship with the representative, Cheng-Kang Lin	
							Yu Yu Investment Co., Ltd., Cheng Kang Investment Co., Ltd.,	Has a first-degree kinship with the	

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Name	Shareholding		Shares held by spouse and minor children		Total shareholding by nominee arrangements		Specify the name of the entity or person and their relationship to any of the other top 10 shareholders with which the person is a related party or has a relationship of spouse or relative within the 2nd degree		Remarks
	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Number of shareholdings	Percentage of shareholdings	Name of entity or individual	Relationship	
							Yung-Ming Liu	Yung-Ming Liu as spouse	
Cheng Han Investment Co., Ltd.	6,466,747	2.50%	0	0	0	0	No	No	
Cheng Han Investment Co., Ltd. Representative: Hung-Ling Lin	95,000	0.04%	0	0	0	0	No	No	
Yung-Ming Liu	5,549,777	2.15%	8,343,345	3.23%	0	0	Hua Shun Investment Co., Ltd.	Has a first-degree kinship with the representative, Cheng-Kang Lin	
							EnGenius Technologies Co., Ltd., Cheng Feng Investment Company	Has a first-degree kinship with the representative, Pao-Yung Lin	
							Yu Yu Investment Co., Ltd., Cheng Kang Investment Co., Ltd., and All Oriented Services Int. Co., Ltd.	Has a first-degree kinship with the representative, Cheng-Feng Lin	
							Pao-Yung Lin	Pao-Yung Lin as spouse	

Note: Based on the most recent closing date of the Company's shareholder register, as recorded on June 24, 2024.

Chapter 2 Corporate Governance Report

IX The Company's directors, managerial personnel, and enterprises directly or indirectly controlled by the Company, along with their shareholdings in the same reinvestment enterprise, are combined to calculate the overall shareholding ratio

December 31, 2024 Unit: shares

Investee enterprise (Note)	Investment by the Company		Investments made by directors, managerial personnel, and enterprises directly or indirectly controlled by the Company		Total investment	
	Number of shareholdings	Shareholding ratio	Number of shareholdings	Shareholding ratio	Number of shareholdings	Shareholding ratio
Senao Networks Inc.	19,582,454	33.16%	0	0	19,582,454	33.16%
Youth Co., Ltd.	14,752,000	95.79%	0	0	14,752,000	95.79%
Ispot Co., Ltd.	—	100%	0	0	—	100%
Aval Technologies Co., Ltd.	13,266,000	100%	0	0	13,266,000	100%
Wiin Technologies Co., Ltd.	—	—	4,728,000	100%	4,728,000	100%
Shenyang Insurance Agency Co., Ltd.	8,909,000	100%	0	0	8,909,000	100%

Note: This refers to investee enterprises in which the Company makes long-term investment calculated according to the equity method.

Chapter 3 Funding

Chapter 3 Funding

I Capital and Shares

(I) Source of capital

Unit: thousand shares; NT\$ thousand

Year/Month	Issue Price (NT\$)	Paid-in Capital		Authorized Capital		Remarks		
		Shareholdings	Amount	Shareholdings	Amount	Source of capital	Paid-in properties other than cash	Others
1979.05	10	500	5,000	500	5,000	Initial investment	None	
1993.08	10	6,000	60,000	6,000	60,000	Cash capital increase	None	
1995.03	10	15,000	150,000	15,000	150,000	Cash capital increase	None	
1996.10	10	80,000	800,000	250,000	2,500,000	Cash capital increase	None	Note 1
1997.08	10	88,000	880,000	250,000	2,500,000	Capitalization of earnings	None	Note 2
1998.08	10	99,360	993,600	250,000	2,500,000	Capitalization of 105,600 in earnings and 8,000 in employee bonus	None	Note 3
1999.08	10	105,821.6	1,058,216	250,000	2,500,000	Capitalization of 59,616 in earnings and 5,000 in employee bonus	None	Note 4
2000.04	10	117,821.6	1,178,216	250,000	2,500,000	Cash capital increase	None	Note 5
2000.09	10	133,425.2	1,334,251	250,000	2,500,000	Capitalization of 141,386 in earnings and 14,650 in employee bonus	None	Note 6
2001.08	10	161,585.2	1,615,852	250,000	2,500,000	Capitalization of 133,425 in earnings, 133,425 in capital surplus and 14,750 in employee bonus	None	Note 7
2002.08	10	187,148.1	1,871,481	250,000	2,500,000	Capitalization of NT\$221,319 thousand in earnings and NT\$34,310 thousand in employee bonus	None	Note 8
2003.08	10	209,780.4	2,097,804	270,000	2,700,000	Capitalization of NT\$183,942 thousand in earnings and NT\$42,380 thousand in employee bonus	None	Note 9
2004.08	10	226,615.0	2,226,150	320,000	3,200,000	Capitalization of NT\$144,602 thousand in earnings and NT\$23,744 thousand in employee bonus	None	Note 10
2004.09	10	223,409.2	2,234,092	320,000	3,200,000	Retirement of treasury stock of NT\$32,058 thousand	None	
2007.01	10	223,687.2	2,236,872	320,000	3,200,000	Exercise of employee stock warrants of NT\$2,780 thousand	None	
2007.04	10	225,515.2	2,255,152	320,000	3,200,000	Exercise of employee stock warrants of NT\$18,280 thousand	None	
2007.07	10	230,282.4	2,302,824	320,000	3,200,000	Capitalization of NT\$22,551 thousand in	None	Note 11

Chapter 3 Funding

Year/Month	Issue Price (NT\$)	Paid-in Capital		Authorized Capital		Remarks		
		Shareholdings	Amount	Shareholdings	Amount	Source of capital	Paid-in properties other than cash	Others
						earnings and NT\$25,120 thousand in employee bonus		
2007.08	10	231,106.2	2,311,062	320,000	3,200,000	Exercise of employee stock warrants of NT\$8,237.5 thousand	None	
2008.04	10	231,914.2	2,319,142	320,000	3,200,000	Exercise of employee stock warrants of NT\$8,080 thousand	None	
2008.06	10	232,570.7	2,325,707	320,000	3,200,000	Exercise of employee stock warrants of NT\$6,565 thousand	None	
2008.08	10	234,508.9	2,345,089	320,000	3,200,000	Exercise of employee stock warrants of NT\$19,382 thousand	None	
2008.09	10	243,412	2,434,120	320,000	3,200,000	Capitalization of NT\$23,191 thousand in earnings and NT\$65,839 thousand in employee bonus	None	Note 12
2008.11	10	244,863.8	2,448,638	320,000	3,200,000	Exercise of employee stock warrants of NT\$14,518 thousand	None	
2009.03	10	245,116.2	2,451,162	320,000	3,200,000	Exercise of employee stock warrants of NT\$2,524 thousand	None	
2009.06	10	246,534.7	2,465,347	320,000	3,200,000	Exercise of employee stock warrants of NT\$14,185 thousand	None	
2009.08	10	248,566.5	2,485,665	320,000	3,200,000	Exercise of employee stock warrants of NT\$20,318 thousand	None	
2009.11	10	248,713.7	2,487,137	320,000	3,200,000	Exercise of employee stock warrants of NT\$1,472 thousand	None	
2010.03	10	249,126.8	2,491,268	320,000	3,200,000	Exercise of employee stock warrants of NT\$4,131 thousand	None	
2010.05	10	249,867.0	2,498,670	320,000	3,200,000	Exercise of employee stock warrants of NT\$7,402 thousand	None	
2010.09	10	251,949.7	2,519,497	450,000	4,500,000	Exercise of employee stock warrants of NT\$20,827 thousand	None	
2010.12	10	252,575.1	2,525,751	450,000	4,500,000	Exercise of employee stock warrants of NT\$6,254 thousand	None	
2011.03	10	253,196.6	2,531,966	450,000	4,500,000	Exercise of employee stock warrants of NT\$6,215 thousand	None	
2011.05	10	254,478.9	2,544,789	450,000	4,500,000	Exercise of employee stock	None	

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Year/Month	Issue Price (NT\$)	Paid-in Capital		Authorized Capital		Remarks		
		Shareholdings	Amount	Shareholdings	Amount	Source of capital	Paid-in properties other than cash	Others
						warrants of NT\$12,823 thousand		
2011.08	10	255,082.5	2,550,825	450,000	4,500,000	Exercise of employee stock warrants of NT\$6,036.5 thousand	None	
2011.11	10	255,372.6	2,553,726	450,000	4,500,000	Exercise of employee stock warrants of NT\$2,900.5 thousand	None	
2012.03	10	255,886.9	2,558,869	450,000	4,500,000	Exercise of employee stock warrants of NT\$5,143.5 thousand	None	
2012.05	10	256,878.1	2,568,781	450,000	4,500,000	Exercise of employee stock warrants of NT\$9,912 thousand	None	
2012.08	10	257,126.5	2,571,265	450,000	4,500,000	Exercise of employee stock warrants of NT\$2483.5 thousand	None	
2012.11	10	257,163.7	2,571,637	450,000	4,500,000	Exercise of employee stock warrants of NT\$372.5 thousand	None	
2013.03	10	257,271.5	2,572,715	450,000	4,500,000	Exercise of employee stock warrants of NT\$1,077.5 thousand	None	
2013.05	10	257,755.4	2,577,554	450,000	4,500,000	Exercise of employee stock warrants of NT\$4,839 thousand	None	
2013.08	10	257,784.4	2,577,844	450,000	4,500,000	Exercise of employee stock warrants of NT\$290 thousand	None	
2013.11	10	257,900.1	2,579,001	450,000	4,500,000	Exercise of employee stock warrants of NT\$1,157 thousand	None	
2014.03	10	258,252.7	2,582,527	450,000	4,500,000	Exercise of employee stock warrants of NT\$3,525.5 thousand	None	

Unit: thousand shares

Type of Share	Authorized Capital			Remarks
	Outstanding shares	Unissued shares	Total	
Registered Ordinary Shares	258,252.7	191,747.3	450,000	

Note 1: Securities Commission, Ministry of Finance Letter No. (85)-Tai-Cai-Zheng-(I)- 41923 dated July 6, 1996.

Note 2: Securities Commission, Ministry of Finance Letter No. (86)-Tai-Cai-Zheng-(I)- 51630 dated June

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30, 1997.

- Note 3: Securities and Futures Commission, Ministry of Finance Letter No. (87)-Tai-Cai-Zheng-(I)- 44206 dated May 20, 1998.
- Note 4: Securities and Futures Commission, Ministry of Finance Letter No. (88)-Tai-Cai-Zheng-(I)- 64172 dated July 13, 1999.
- Note 5: Securities and Futures Commission, Ministry of Finance Letter No. (89)-Tai-Cai-Zheng-(I)- 112954 dated January 12, 2000.
- Note 6: Securities and Futures Commission, Ministry of Finance Letter No. (89)-Tai-Cai-Zheng-(I)- 65455 dated July 27, 2000.
- Note 7: Securities and Futures Commission, Ministry of Finance Letter No. (90)-Tai-Cai-Zheng-(I)- 140366 dated June 26, 2001.
- Note 8: Securities and Futures Commission, Ministry of Finance Letter No. (91)-Tai-Cai-Zheng-(I)- 133683 dated June 20, 2002.
- Note 9: Securities and Futures Commission, Ministry of Finance Letter No. (92)-Tai-Cai-Zheng-(I)- 127981 dated June 24, 2003.
- Note 10: Securities and Futures Commission, Ministry of Finance Letter No. (93)-Tai-Cai-Zheng-(I)- 127541 dated June 21, 2004.
- Note 11: Financial Supervisory Commission, Executive Yuan, Letter No. Jin-Guan-Zheng-I- 0960019664 dated May 2, 2007.
- Note 12: Financial Supervisory Commission, Executive Yuan, Letter No. Jin-Guan-Zheng-I- 0970034672 dated July 10, 2008.

Information relevant to the aggregate reporting policy: None.

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(II) List of Major Shareholders

Shareholders Holding Five Percent or More and Top 10 Shareholders

June 24, 2024 (Note)

Names of Major Shareholders	Shareholdings	Percentage of Shareholdings
Chunghwa Telecom Co., Ltd.	71,773,155	27.79%
Hua Shun Investment Co., Ltd.	20,509,659	7.94%
EnGenius Technologies Co., Ltd.	19,508,509	7.55%
Yu Yu Investment Co., Ltd.	19,044,478	7.37%
Cheng Feng Investment Company	19,003,436	7.36%
Cheng Kang Investment Co., Ltd.	14,820,975	5.74%
All Oriented Services Int. Co., Ltd.	10,882,497	4.21%
Pao-Yung Lin	8,343,345	3.23%
Cheng Han Investment Co., Ltd.	6,466,747	2.50%
Yung-Ming Liu	5,549,777	2.15%

Note: most recent closure date.

(III) Dividends Policy and Implementation

1. Dividends policy:

If the Company generates profits in a given year, it shall allocate employee compensation of no less than 3%, while the compensation for directors shall not exceed 3%. However, when the Company continues to incur accumulated losses, it should proactively reserve an amount in advance for compensation.

Employees entitled to receive the bonus in the preceding paragraph may include the employees of the Company's controlled companies meeting specific requirements set by the Board.

If the Company reports a surplus in its annual financial statements, it shall, in accordance with the law, pay taxes, cover losses, and allocate 10% to statutory surplus reserves. After making allocations or reversals to special surplus reserves as mandated by laws or regulations from competent authorities, the remaining balance shall be retained as proposed by the Board of Directors for resolution by the shareholders' meeting. If a surplus

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remains, along with any undistributed surplus from previous years, the shareholders' meeting shall resolve whether to retain or distribute it.

The Company's Board of Directors shall, with the attendance of at least two-thirds of all directors and the approval of a majority of the attending directors, resolve to distribute all or part of the cash dividends, bonuses, capital reserves, or statutory earnings reserves in cash. Such distribution shall be reported to the Shareholders' Meeting and shall not be subject to the requirement of approval by the Shareholders' Meeting as stated in the preceding paragraph.

In order to align with the Securities and Futures Bureau's "Balanced Dividend Policy" and to meet the current operational environment of the company while pursuing sustainable management and long-term development, the proposed profit distribution plan will focus on the stability and growth of dividends. The total amount of compensation distributed to shareholders each year shall not be less than 30% of the distributable earnings for that year, with the proportion of cash dividends being no less than 10% of the total dividends.

2. Dividend proposed for the resolution of next annual shareholders' ordinary meeting:

The Board of Directors has approved the proposal of cash dividend of NT\$1.65 per share for the 2024 earnings distribution and set the ex-dividends date on June 26, 2025. The distribution of dividends and bonuses is submitted and the earnings distribution table is recognized at the annual shareholders' ordinary meeting on May 28, 2025.

- (IV) Impacts of Proposed Stock Dividends on the Company's Business Performance and Earnings per Share:

There is no proposed stock dividends in the next shareholders' meeting.

- (V) Employee Compensation and Compensation for Directors and Supervisors:

1. Employee compensation and directors' and supervisors' compensation set forth in the Articles of Incorporation: If the Company generates profits in a given year, it shall allocate employee compensation of no less than 3%, while the compensation for directors shall not exceed 3%. However, when the Company continues to incur accumulated losses, it should proactively reserve an amount in advance for compensation.
2. Any differences between the actual amounts paid and amounts estimated for 2024 employee compensation and directors' and supervisors'

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compensation and share-based compensations will be recognized as gains/losses for 2025.

3. Proposed employees' compensations resolved by the Board of Directors:
 - (1) Proposed employee cash compensation of NT\$21,070,723 and directors' compensation of NT\$9,030,311. The Board of Directors has passed the proposed cash employees' compensation and directors' compensation without any difference from the estimated amount in 2024.
 - (2) Amount of proposed employee share-based compensation, and as a percentage of the sum of after-tax profit and employees' total compensation for the current period: The 2024 earnings distribution table has been passed by the Board of Directors and there is not employee share-based compensation to be distributed.
4. Actual amount paid for employees' compensation in the previous year: The actual amounts paid for 2023 employees' cash compensation and directors' compensation were NT\$29,685,339 and NT\$12,722,288, respectively, without any deviation from the proposed amounts passed by the Board of Directors.
5. Compensation paid to our employees includes fixed salary and floating salary where fixed salary is paid in compliance with the Company's "Rules for Remuneration and Benefits" with respect to employee's responsibility and professional skills; floating salary includes year-end bonus (Note 1) and employee compensation (Note 2).

Note 1: Year-end bonus: In addition, we also determined the annual bonus base number according to the annual profit status of the Company and also performance evaluation is also conducted according to the annual work goal achievement outcome of employees, in order to calculate the annual bonus of each employee according to individual performance evaluation result.

Note 2: Employee compensation: Article 27 of Articles of Incorporation specified that the Company appropriates no less than 3% for employee's compensation based on the annual profit. The outcome of corporate business performance is reflected in the amount appropriated for employee compensation. The total employee compensation submitted to the Board of Directors' meeting for resolution is distributed rationally based on the outcome of employee performance evaluation.

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(VI) Repurchase of the Company's Shares: None

II Issuance of Corporate Bonds: None

III Issuance of Preferred Shares: None

IV Issuance of Global Depositary Receipts: None

V Issuance of Employee Stock Options: None

VI Employee Restricted Stock: None

VII Issuance of New Shares in Connection with Mergers or Acquisitions or with Acquisitions of Shares of Other Companies: None

VIII Capital Plans and Execution: None

Chapter 4 Business Overview

I Business Description

Senao International Co., Ltd.'s main businesses:

- (1) Agency and sale of telecoms service: Agency and sale of Chunghwa Telecom telephone numbers and broadband service.
- (2) Agency and sale of products:
 - Communication products: Distribution and sales of smart mobile devices and related accessories from major domestic and international brands, as well as second-hand device recycling services.
 - Home appliances and information products: Sales of information products of major domestic and foreign brands (e.g., laptop, gaming console), large and small home appliances (e.g., refrigerator, washing machine, TV, air-purifier and kitchen appliances).
 - Daily healthcare: Exclusive agency and sale of health supplements brands (e.g., Sakuyo) and sale of products of major domestic and foreign health supplements brands (e.g., CheongKwanJang, Grape King, Formosa Biomedical Technology Corporation etc.)
- (3) Product repair service: Communication production repair and sending mobile phone for repair on behalf of customer.
- (4) Insurance service sales: Sale of mobile device insurance.

(II) Business Scope:

1. Business activities:
 - (1) Physical sales channel: Operations of Chunghwa Telecom authorized stores and operations of sales counter at all business locations of Chunghwa Telecom.
 - (2) Physical repair channel: Operation of Apple (ASP) and Samsung (CSP) repair stores.
 - (3) Virtual sales channel: Operation of Senaonline, online shopping platform.
 - (4) Storage and logistics service: Storage management, logistics, receipt and delivery of product.

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- (5) Agency, sale and wholesale of products: Communication products, accessories, home appliances and information products and agency, retail and wholesale of life and health supplements product.

2. Weight of Business Activities

(1) Operating Revenue by Business Activities

Unit: NT\$ thousand

Product Type \ Year	2024	
	Revenue	Weight (%)
Sales Revenue	30,048,399	93.01
Service Revenue	1,700,088	5.26
Repairs Revenue	558,605	1.73
Total	32,307,092	100.00

3. The Company's Existing Products (Services):

Senao International offers all-round products and services for different trading counterparties.

- (1) Chunghwa Telecom authorized retail stores: Communication products and accessories, home appliances, information products, service for mobile device insurance, sales of daily health care products, the promotion of Chunghwa Telecom telephone numbers, broadband service, MOD and value-added service promotion and subscription, as well as the mobile phone examination and sending mobile phone for repair on behalf of customer.
- (2) Sales counters at Chunghwa Telecom's various business locations: Offer services including the sale of communication products and related accessories, home appliances, information technology products, mobile device insurance enrollment, and wellness and healthcare products. Additional services include mobile phone collection for inspection and proxy repair services.
- (3) Senao International's dealer: communication products and accessories, home appliances, information products, service for mobile device insurance, sales of daily health care and body care products and Chunghwa Telecom telephone numbers.
- (4) Senaonline, online shopping platform: communication products, home appliances, information products, accessories and daily health care and body care products.
- (5) Other agencies: communication products and accessories, distribution and wholesale of information products.

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(III) Industry Overview:

1. Current and Future Industry Prospects

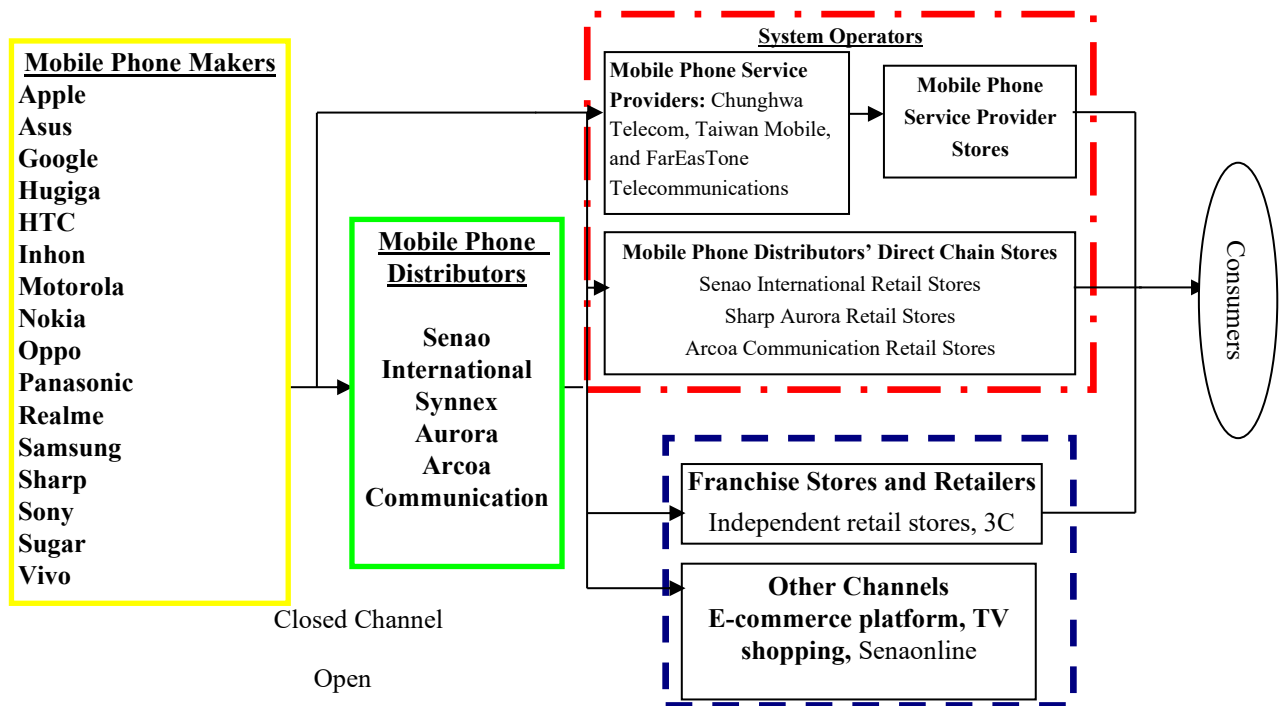
According to the latest Worldwide Quarterly Mobile Phone Tracker report by IDC, the global smartphone market showed signs of recovery in 2024, with total annual shipments reaching 1.24 billion units, representing a year-over-year growth of 6.4%. This growth was driven by a rebound in consumer confidence, improvements in the economic environment, and rising demand in emerging markets. Sales of high-end smartphones were particularly strong, reflecting consumers' preference for premium devices.

According to forecasts, the global smartphone market is expected to continue its recovery in 2025, with annual shipments projected to reach between 1.25 billion and 1.3 billion units—an increase of 3% to 6% compared to 2024. This growth will be primarily driven by the rising adoption of AI-powered smartphones, the increasing penetration of 5G, and expanding demand in emerging markets.

With the rapid advancement of AI technology, AI smartphones are gradually becoming mainstream in the market. According to IDC, the penetration rate of AI smartphones is expected to exceed 30% in 2025. Leading brands such as Apple, Samsung, Google, Oppo, and Xiaomi are actively integrating AI applications—including smart photography, real-time translation, voice assistants, and personalized recommendations—to deliver a more intelligent user experience and boost consumers' willingness to upgrade their devices. 5G smartphones will continue to dominate the market, with global penetration projected to surpass 75%, especially in key regions such as China, India, North America, and Europe. At the same time, early development of 6G technology has already begun. Although it has not yet reached the commercialization stage, telecom operators and chipmakers such as Qualcomm and MediaTek are actively engaged in technical validation and standards development in preparation for future upgrades.

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2. Correlation among Up-Stream, Mid-Stream and Down-Stream Participants in the Industry



3. Product Development Trends and Competitions

(1) Smartphones:

The popularization and application of AI features will be a key focus. According to the MIC (Market Intelligence & Consulting Institute) 2025 forecast for the information and communication technology industry, the penetration rate of AI smartphones is expected to rise from 18% in 2024 to 31% in 2025. Currently, AI smartphones launched by major brands are primarily found in high-end models, utilizing generative AI to assist with tasks such as daily translations, writing, summarizing, and photo editing. More features will be introduced this year.

Among major brands in the market, the first terminal AI smartphone launched in 2024 was Samsung's Galaxy S24 series, which promoted real-time voice translation, smart summarization, and reply functions, and also supports third-party software, with search circles becoming a useful tool for finding images. The latest Pixel 9 series launched by Google features its proprietary Gemini AI, which facilitates integration with the Google operating system, and offers enhanced

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convenience through automatic photo editing and the "Add Me" function. Meanwhile, the new Apple iPhone 16 series is equipped with Apple Intelligence, which processes commands using the device and private servers to meet security and privacy requirements. Additionally, it integrates ChatGPT, with Chinese language support expected to launch in the spring of 2025. Apple also plans to introduce AI features into its mid-range iPhone 16e in 2025, which may drive other brands to follow suit, accelerating the inclusion of AI in mid-range smartphones and boosting the penetration rate of terminal AI smartphones.

(2) Information and home appliances:

In 2025, AI-powered home appliances have become a major market focus, with leading brands such as Samsung and LG launching increasingly practical AI solutions that demonstrate the deep integration of AI technology into everyday home life. At CES 2024, Samsung unveiled an AI Hybrid Cooling Refrigerator that learns user habits to accurately predict temperature fluctuations and automatically adjust settings to maintain food freshness. LG made significant strides in the TV sector, introducing AI audio technology that upgrades 2-channel sound to 9.1.2 virtual surround sound, enhancing immersive viewing experiences. The new AI Magic Remote integrates voice search, content recommendations, and personalized audio-visual settings, and even supports a generative AI image gallery, making TV interaction more intelligent. Display screens have become a key medium for communication between AI home appliances and users. Samsung's Bespoke AI Front-Load Washer features a 7-inch LCD screen with an intuitive interface, AI-customized wash cycles, and real-time updates on cycle progress and analysis reports. LG's AI TVs, equipped with high-performance processors, deliver AI-optimized visuals and audio, and can detect room conditions to provide the best possible viewing and listening experience.

Looking ahead to AIoT development, wireless charging technology is expanding to home appliances such as coffee makers and toasters, while televisions are integrating with mobile devices to transform into karaoke machines—showcasing the diverse applications of AI home appliances. In 2025, AI will become even more deeply embedded

Chapter 4. Business Overview

in home appliances, not only enhancing convenience but also aiming to create a healthier and more enjoyable lifestyle experience.

(3) Accessories:

In the realm of smart products, the wearable accessories market is experiencing diverse and innovative developments driven by AI technology. For true wireless Bluetooth earphones, the Apple AirPods 4 series enhances active noise cancellation and personalized audio, while the semi-open design allows users to enjoy high-quality sound. Open-ear headphones are also gaining popularity due to their comfort and ability to retain ambient sound, attracting increasing investment from various brands. In the smartwatch and smart bracelet markets, AI applications are making wearable devices smarter by offering personalized fitness and sleep recommendations, along with enhanced features such as fall detection for the elderly and location tracking for children. As for AR/VR smart glasses, AR glasses emphasize lightweight designs and all-day usability, with applications in navigation, translation, and industrial use. VR devices are improving resolution and reducing latency to enhance gaming, education, and virtual meeting experiences. Smart glasses are incorporating AI to provide personalized information and health tracking. Enterprise demand for AR/VR is increasing, leading to widespread adoption in corporate training, design, and collaboration. In terms of charging products, fast charging, Type-C, and wireless charging have become mainstream. Products featuring multiple output ports and multi-protocol compatibility are increasingly popular. With the growing adoption of the Qi2 wireless charging standard, demand for related products is expected to continue rising. Overall, in 2024, the smart wearable accessories market has focused on enhancing user experience, strengthening AI applications, and meeting diverse consumer needs.

(4) Health care products:

Taiwan's health and wellness market is poised for significant transformation and development. With technological advancements, personalized nutrition and precision healthcare are becoming mainstream. Consumers are no longer satisfied with traditional supplements; instead, they seek customized solutions based on their physiological data. The widespread adoption of technologies such as

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genetic testing and gut microbiome analysis will accelerate this trend. Post-pandemic, public awareness of immunity and gut health continues to rise. Products like probiotics and prebiotics are expected to evolve, with compound formulas combining immune modulation and gut health gaining popularity. In addition, modern lifestyles bring high levels of stress, making emotional well-being and stress management critical issues. The demand for stress-relief and sleep-aid products is increasing, with natural herbal ingredients and tech-assisted sleep devices becoming more favored. As Taiwan's society ages, the silver health and anti-aging markets show immense potential. Products containing ingredients such as Coenzyme Q10 and collagen are expected to become mainstream. Consumers now have more refined expectations for health products, driving demand for greater functional segmentation and product diversification. Plant-based and sustainably produced products will also gain more attention.

The integration of digital technology and smart healthcare will make health management more convenient, with mobile applications, wearable devices, and AI technology being widely applied. Consumers are increasingly demanding product transparency and reliability. As a result, brands must enhance the disclosure of product information. Products backed by scientific evidence and third-party certifications will be more favored. The trend toward functional foods continues to grow, as consumers seek to gain greater health benefits through their diet.

(IV) Technological Research and Development Overview:

The Company acts as a distributor and product distributor, and have not devoted in product technology research or development. In recent years, the Company has been keeping pace with the times for operation innovation. In existing stores, the Company has been working with brands by arranging display and experience areas, and holding activities in the shopping district. Meanwhile, the Company integrates digital tools to build the customer group of shopping district, e.g. social media (LINE, Facebook), connect closer to the community, and bring consumers a more complete and familiar experience on the shopping journey.

In terms of online retail operations, Senao International's e-commerce platform "senaonline" is also actively advancing toward a new retail omnichannel shopping model, aiming to embrace the next era of commerce. In addition to

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offering a more diverse range of products, the platform is integrated with internal systems that allow both store staff and consumers to directly access online product and promotional information. This supports the establishment of an O2O (online-to-offline) consumption model, achieving full integration of information flow, logistics, and payment systems between online and offline channels.

(V) Long and Short-term Business Development Plans

1. Short-term Business Development Plans

- (1) In order to fuel demand in the telecommunication market, Senao International will continue to introduce trendy mobile phones to meet customers demand. At the same time, we will continue to work on the agency of products with uniqueness and plan more Senao-only package for our customers.
- (2) To satisfy the price level needs of more users, we expand the variety of used mobile phones, and increase the online and offline sales channels, in order to reach more customer groups.
- (3) Consumers use wearables because they start to care more about health due to the pandemic in the past few years. Senao International focuses on integration of smart wearables with health monitoring and extend to related products as its product strategy. The Company will extend from its core business and compete for the agency right of more professional smart wearables for various purposes.
- (4) The Company will continue to carry more related communication products of well-known brands, sell high quality and high performance private brand accessories and customized products to increase the revenue generated by related products.
- (5) By integrating Senaonline, a shopping platform, and physical retail stores, we wish to satisfy customers' demands with different timings and behaviors. Through the product display, application and education, integrating online and offline service platform, the physical channels can be transformed to the new retail stores that provide customers with a comprehensive twenty four shopping experience.
- (6) The physical store acts as the primary initiator and operator for consumers in the commercial district in the community to receive response and discount quickly by joining the community. Quick checkout is available for consumers via the online platform.

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- (7) Continue to increase members, accumulate the recurrent purchase information of the current member and increase the data in member database, to analyze accuracy of member marketing and management in future.
2. Long Business Development Plans
 - (1) Collaborating with Chunghwa Telecom's 5G service, the Company actively strives for dealership and sales of 5G smart mobile devices and AIoT products to become the leading brand among 5G retailers. At the same time, the Company will combine Chunghwa Telecom's fixed network fare service with Netcom related products to introduce future AIoT products into homes for basic network construction.
 - (2) Except the collaboration with Chunghwa Telecom to provide different packages of 5G fare plan, Senaonline also cooperates with physical retail stores to offer daily necessities in order to completely satisfy customers' needs. The online channel operator will work with the online shopping platform operators to operate under the concept of Senao Brand House.
 - (3) By analyzing the growing and changing customer data, we will be able to master the market dynamics quickly and develop new products for different consumption patterns and needs. We will offer customized service to fulfill customers' needs for individual, family and healthy living.
 - (4) Via the financial payments, mobile payment, collaboration with banks, and reward point exchange program of members of Chunghwa Telecom, we wish to increase the purchase values, revolving discount and referral among members to cumulate reward points and encourage nonstop repurchase among all of Senao's channels by utilizing Senao member benefits.
 - (5) Increase the point exchange activities between Senao members and various other industries, and expand the use of the point ecosystem for information exchange between members of both parties.

II Market and Business Overview

(I) Market Analysis

1. Operating Revenue by Regions

Unit: NT\$ thousand

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Region \ Year	2024		2023	
	Amount	%	Amount	%
Taiwan	32,307,092	100.00	31,269,132	100.00

2. Market Share

Senao International has long been committed to actively securing agency rights and partnerships for communications products. In terms of Android smartphone brands, Senao International maintains deep collaborations with international brands such as Samsung, Oppo, Xiaomi, Vivo, Realme, and Sony Mobile. This year, for the first time, Senao International joined forces with Chunghwa Telecom to introduce Google smartphones for sale, aiming to meet the needs of the entire market. Senao International continues to expand collaboration with Bluetooth wearable and smart home appliance, and offers consumers with all-round products and services. Besides ongoing collaboration with international brands, continuous collaboration with Asus and HTC is still an important indicator for how Senao assists in the growth of Taiwanese brands.

Besides Android phones, Senao also assists Chunghwa Telecom in the sales of Apple iPhone. Aval Technologies Co., Ltd. and Wiin Technologies Co., Ltd., subsidiaries of Senao, are dealers of all Apple products. Youth Co., Ltd. and Ispot Co., Ltd., subsidiaries of Senao, are excellent Apple dealers. Diverse brand operation sets stable brand position among distributor dealers for Senao International, continues to increase the overall market share of channels, and secure top place in market share of mobile phone distributor.

With the telecom market returning to a landscape dominated by the three major operators, competition among them to retain existing customers has intensified. Stable and high-speed signal quality has become the top priority. In 2024, Chunghwa Telecom was honored with top rankings from the internationally recognized certification organization SPEEDTEST® in categories such as “5G Speed,” “5G Coverage,” “5G Gaming Experience,” and “5G Video Experience.” It achieved a historic milestone as the first domestic telecom operator to sweep all major “5G User Experience” categories and remains the only telecom provider in Taiwan to win the OPENSIGNAL “User Experience Awards” grand slam for both the first and second halves of the year. By continuously enhancing both hardware and software, Chunghwa Telecom maintains its leading position in the telecom industry by providing users with superior mobile network services.

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3. Future Market Supply, Demand and Growth

In terms of smartphone products, Taiwan's total market sales volume in 2024 increased by approximately 5% compared to the previous year. As global inflationary pressures gradually ease, Taiwan's economy has shown a steady recovery trend, with stable economic prospects driving consumer and investment confidence. However, with the smartphone replacement cycle lengthening and 5G penetration already exceeding 90%, market growth is expected to slow down. High-end flagship models and AI-powered smartphones have become the key drivers of sales. As for AI smartphone development, global brands are expected to fully integrate AI technologies into their devices. Taiwan's supply chain—such as MediaTek, TSMC, and Largan Precision—continues to play a crucial role in advancing AI chipsets and imaging technologies.

In terms of mobile plans, we maintain a stable and strong partnership with Chunghwa Telecom, bundling our offerings with Chunghwa's mobile service plans. In 2025, the focus remains on encouraging 4G users to migrate to 5G. Our primary sales strategy emphasizes bundling 5G smartphones with small home appliances. By leveraging attractive device pricing, official promotional campaigns, and additional incentive programs from manufacturers, we aim to drive overall sales volume growth.

4. Competitive Niche

- (1) Agency of communication products, digital products accessories, home appliance products and information products of top brands and continuous introduction of new product and business model to create group synergy.

Senao International has been devoted to offering diversified products for years and builds a long, good partnership with major global phone makers. To respond to personal and family needs, we gradually serve as the agency of major home appliance brands, offering options to consumers other than communication products. More experiences of digital family connection are offered, satisfying the needs for IoT life products in future.

In addition, the Company serves as the distributor of the health supplements brand “sakuyo” imported from Japan, and other health supplements brands. We offer tailored products to meet the specific needs of different age groups (adults/children) and continuously

Chapter 4. Business Overview

develop new products in response to market demands, aiming to enhance consumers' quality of life and promote healthier living.

(2) Deployment of a more comprehensive O2O business model:

Senao International has 240 direct retail stores nationwide, serves local customers, provides services related to Chunghwa Telecom mobile business. In addition to the most professional and diverse products and services of telecommunication home appliances and information, it also endeavors for offering various home appliance, daily health care products and life products to fulfill various needs of different customers. Senaonline, Senao's e-commerce platform, serves not only as a virtual shelf for physical stores but also as a channel for attracting new customers to brick-and-mortar locations. By leveraging the unique traffic-driving strengths of both physical and online channels, we integrate resources and promotional offers across platforms to deliver a more seamless and convenient omnichannel experience for consumers.

(3) A complete training system:

Besides the physical product education training, the current education learning system also provides a digital e-Learning platform for employees to read and learn repeatedly anytime and for store employee to improve sales expertise. In terms of products, we actively conduct talent training with communication brands to develop the understanding and sales ability of the latest products. Meanwhile, over 50 excellent internal instructors have been cultivated in the past years. They convert their management, service and sales experience into the course for new employee and new store manager, to enhance consistency of overall service.

(4) Operation of member relations:

Senao has lots of members and a big member database, and keeps track of member's needs and starts communicating with members early via big data analysis and management. Through push notifications, promotional campaigns, and interactive customer engagement, we aim to enhance member retention and strengthen Senao's word-of-mouth marketing. In addition, we actively pursue cross-industry membership collaboration and mutual benefit programs to maximize customer traffic and value for both parties.

5. Opportunities and Threats

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(1) Opportunities

- In 2024, Chunghwa Telecom was honored with top rankings from the internationally recognized certification organization SPEEDTEST® in categories such as “5G Speed,” “5G Coverage,” “5G Gaming Experience,” and “5G Video Experience.” It achieved a historic milestone as the first domestic telecom operator to sweep all major “5G User Experience” categories and remains the only telecom provider in Taiwan to win the OPENSIGNAL “User Experience Awards” grand slam for both the first and second halves of the year.
- Senao is committed to developing and introducing the latest peripheral products to enhance the marketing of our private-label accessories. By designing and developing items that align with market trends, offer greater personalization, and better meet consumer needs, we aim to satisfy a broader range of customer segments.
- Senao continues to introduce smart connected home products, smart wearables, daily home appliances and AIoT products to reinforce the personal and family life-oriented brand image of Senao.
- Senao owns 240 direct stores nationwide that allows us to enter consumers’ life circles and build relations with local businesses and communities. Products and experiences are displayed via the space of the retail store for consumers to see and touch the product.

Senaonline, shopping platform, can break the limit of space of the retail store, provide more diverse and plentiful products, and offer more shopping options for consumers.

We have run the distribution channel for a long time, and maintained the relationship between the business team and the original maker and distribution customer. We expand customer range, serve as the distributor of diverse products, and promote diverse product portfolios for greater flexibility of product sales. We provide complete front-line sales information to adapt to distribution customer and responds to market change anytime for quick decision-making.

(2) Threats

Chapter 4. Business Overview

- The hardware specs of smartphones are getting mature and therefore lack of innovation and there's a gap between exchange rates. Therefore, the price of new flagship models might increase and results in declining replacement. More mind-boggling and futuristic technologies with reasonable price are anticipated to prop up the phone sales.
 - Existing operators join the competition in the phone dealer market and manufacturers directly supply large phone channels and home delivery repair services. These may affect the revenue of Senao's distribution and repair channels.
- (3) Responsive measures against threats
- The member database application is strengthened. The purchase record and product cycle status are analyzed. The Company builds a comprehensive member customer management system to communicate with consumers before product launch to seize chances of repurchase and recurrent purchase.
 - In terms of smartphones, we will continue to work closely with phone makers and compete for the agency of trendy models to bring in customers for retail channels and boost the sales of distribution channels.

The Main Purpose of Primary Products and Their Production Process

Primary Products	Purpose
Mobile Phone and Tablet	Sale and agency of Chunghwa Telecom mobile phone numbers
Home Appliances and Information Products	Sale and agency of Chunghwa Telecom mobile phone numbers
Accessories	Providing diverse product selection for our customers
Life and Health Care Products	Providing diverse product selection for our customers

(II) Supply of Major Raw Materials

The major suppliers for Senao International's mobile products and accessories include: Apple, Samsung, Google, Oppo, Xiaomi, Vivo, Realme, Asus, Sony, HTC, Sugar, Inhon, and Hugiga.

The major suppliers for tablets include: Apple, Samsung, Oppo, Xiaomi, Redmi, and Acer.

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The major suppliers for home appliances and information products (large and small home appliances, laptops, connected screens, dashboard cameras and game consoles): Panasonic, LG, Samsung, Sony, Dyson, Philips, Electrolux, Daikin, Sharp, Kolin, Xiaomi, Heran, Sampo, Teco, Chimei, Asus, Acer, Mio, Trans Electric, Nintendo, and Microsoft.

The major suppliers for accessories include: Apple, Samsung, Sony, Xiaomi, Oppo, Realme, Vivo, HTC, Garmin, Asus.

The major suppliers for life and health care products include: Japanese GMP manufacturing facilities, CheongKwanJang, Grape King, and Formosa Biomedical Technology Corporation etc.

(III) Name of Trade Partner Representing More than 10% of Total Purchases (Sales) in the Previous Two Years

1. Information of Major Customers in the Previous Two Years

Unit: NT\$ thousand

Item	2024				2023			
	Name	Amount	As a Percentage of Total Sales (%)	Relation to the Issuer	Name	Amount	As a Percentage of Total Sales (%)	Relation to the Issuer
1	Chunghwa Telecom Co., Ltd.	8,700,635	26.93	Parent company of the Company	Chunghwa Telecom Co., Ltd.	7,952,266	25.43	Parent company of the Company
	Others	23,606,457	73.07		Others	23,316,866	74.57	
	Net Sales	32,307,092	100		Net Sales	31,269,132	100	

2. Information of Major Suppliers in the Previous Two Years

Unit: NT\$ thousand

Item	2024				2023			
	Name (Code)	Amount	As a Percentage of Total Purchases (%)	Relation to the Issuer	Name (Code)	Amount	As a Percentage of Total Purchases (%)	Relation to the Issuer
1	603165	10,382,466	36.87		603165	9,786,164	36.65	
2	Chunghwa Telecom Co., Ltd. 509918	4,564,388	16.21	Parent company of the Company	Chunghwa Telecom Co., Ltd. 509918	4,226,402	15.83	Parent company of the Company
3	Others	13,215,721	46.92		Others	12,690,935	47.52	
4	Net Purchases	28,162,575	100		Net Purchases	26,703,501	100	

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III Employee Information for the 2 Most Recent Fiscal Years, and during the Current Fiscal Year up to the Date of Publication of the Annual Report

February 28, 2025

Year		Year as of February 28, 2025	2024	2023
Number of Employees	Management and staff	631	628	622
	Sales personnel	1313	1326	1377
	Maintenance personnel	78	77	87
	Operators	4	4	6
	Total	2026	2035	2092
Average Age		38	37.3	37.2
Average Years of Service		9.37	9.29	8.96
Distribution of Educational Attainment	Ph.D.	0.00%	0.00%	0.00%
	Master's degree	5.43%	5.26%	5.11%
	Bachelor's degree	77.3%	77.54%	78.30%
	High school	16.63%	16.66%	15.82%
	Less than high school	0.64%	0.54%	0.76%

IV Disbursements for Environmental Protection

- (I) The Company's major business activities are the sale of communication product and generally, there is no pollution issue.
- (II) Measures for environmental improvement:
1. The Company has the central air conditioning system to control the temperature and humidity. The system is maintained at a regular basis to ensure the air condition of the environment and reduce energy consumption.
 2. The working environment is cleaned, organized and disinfected on a regular basis to ensure environmental hygiene.
 3. Industrial waste is handled by the professional waste collection company in compliance with relevant regulations and all waste is sorted.

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4. We make efforts in creating and providing our employees a working environment with technology, culture and comfortability.
5. We use the energy consuming lights for energy conservation.
6. We recycle used mobile phones and batteries at all retail stores.

V Labor Relations

(I) Labor rights policies:

The Company strives to create an environment with human rights protection; comply with current labor laws and regulations; recognize and support key international human rights standards, including the "International Bill of Human Rights," "Declaration on Fundamental Principles and Rights at Work of International Labour Organization," "UN Global Compact of the United Nations"; and eliminate abuses or non compliance concerning human rights in order to ensure that members within the Company are treated with equality and dignity. Relevant management program regarding human rights watch and training for human rights protection are as follows:

Item	Practical Control Policies
	Explanation
1. Human rights concerns	
(1) Providing a safe and healthy working environment	The Company has established a dedicated occupational safety and health unit to achieve “legal compliance, risk assessment, employee involvement, continuous improvement, zero injury” and major actions taken are listed as follows: 1) Established the occupational safety and health office and assigned full-time registered nurse for employees’ health management. The unit is responsible for planning employee health management and health promotion. The Company has offered monthly on-site service from the occupational health doctor to offer employee health consultation, education and operation environment evaluation. We have launched four major plans, including human health hazard prevention, maternal health protection, harassment during performance of duties prevention, disease prevention of abnormal workload to build a safe and health work environment. The Company has also work together with professional health care institution to arrange employees’ annual health checkup, four cancers screening, flu shots injection and health talk, as well as monitor and handle any abnormality to build a primary health

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Item	Practical Control Policies
	Explanation
	care system. 2) In order to build a good and friendly environment for pregnancy and breastfeeding, the Company provides maternity health risk assessment and monitoring of health conditions from pregnancy to a year after the birth during the breastfeeding period. The breastfeeding room was certified by the New Taipei Government in 2016 to encourage continuous breastfeeding after giving birth. In response to the promotion of breastfeeding by Health Promotion Administration, Ministry of Health and Welfare and Act of Gender Equality in Employment, the Company has furnished the breastfeeding room in order to achieve the goal of work-life balance. 3) Office space safety: - Regular check of fire equipment is conducted once a year to ensure its normal operations and that its number is in compliance with regulations. - Monthly test on voltage, current and temperature values of the distribution board in office is conducted, and cleaning and dedusting are done semi-annually to ensure normal function of distribution board, transformer and circuit. - Access control system is installed at the entrance and exit of office, and all people entered the premise are required to use access card, to ensure the office safety. - Surveillance system is installed at the entrance and exit of office that is set for 24-hour motion detection recording and all entrance information is accurately recorded for safety purpose. - Security system is installed within the office to monitor any motion in office at night to ensure property safety of the office at night. Measures on emergency hazard: - The Company has appointed the fire prevention manager and team in compliance with the fire safety code and training and practice regarding fire safety are given twice a year to teach the correct fire safety knowledge.

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Item	Practical Control Policies	
	Explanation	
	b. The Company has set up the emergency response notification procedure bulletin for the rapid notification during any emergency to ensure personnel safety and quick response and recovery of operation. c. The Company has assigned nurse and emergency personnel in accordance with relevant laws and regulations that can provide health education during normal time and first-aid during any emergency hazard.	
(2) Prevented illegal discrimination and harassment to ensure equal employment opportunities	1) The Company's human resource management policies and procedures do not tolerate differential treatment or any form of discrimination based on race, social class, language, ideology, religion, political affiliation, place of origin, birthplace, gender, sexual orientation, age, marital status, appearance, facial features, physical or mental disability, astrological sign, blood type, or union membership. We are committed to fostering a respectful, equitable, safe, and harassment-free work environment. 2) To protect all employees from physical or psychological harm that may occur in the course of their duties, and to uphold gender equality and personal dignity in the workplace, the company has issued and regularly promotes a “Statement on the Prevention of Workplace Violence.” In addition, we have established the “Measures of Prevention, Correction, Complaint and Punishment of Sexual Harassment” to ensure a work environment free from workplace violence and sexual harassment for all employees.	
(3) Prohibited the use of child labor or forced labor	The Company prohibits all forms of forced labor and use of child labor, and follows the working hours and leave standards set forth by relevant labor laws to protect employees’ physical and mental.	
(4) Supported employees’ freedom of assembly and association	The Company respected that our employees organize or join the union recognized by laws to exercise labor rights, and kept the employee suggestion channels opened to encourage communication and promote a good labor relation.	
(5) Provided work opportunities	The Company provided many domestic job opportunities and collaborate with schools offering internship opportunities for students to implement the corporate social responsibility.	
(6) Implemented information security	Any personal information of job seekers and employees are protected in accordance with Personal Information Protection Act and relevant laws. Meanwhile, in order to enhance the Company’s	

Chapter 4. Business Overview

Item	Practical Control Policies
	Explanation
	personal information protection mechanism and eliminate any risk of loss, damage, unauthorized use or legal handling of personal information, we have developed the personal information security incident management mechanism to ensure in any personal information security incident, the measure will be taken to prevent any further damage.
2. Training on human rights protection	
(1) Provided information session and training for labor laws and regulations compliance	Content includes: Training of relevant labor laws and regulations, prohibition of child labors, anti discrimination, anti-harassment and shift management to provide a healthy and safe workplace.
(2) Provided online course for sexual harassment prevention	Content includes: Education on the pattern and concept of workplace sexual harassment, prevention of sexual harassment and procedures for handling sexual harassments.
(3) Information session for workplace violence prevention	Announcement and regular promotion of the "Statement of Preventing Workplace Violence"; promotion of the "Harassment during Performance of Duties Prevention Plan" to help employees understand workplace violence and prevention of such workplace violent, as measures to build a friendly workplace free of workplace violence.
(4) Regular external training of occupational safety and health	Content includes: Firefighting training, emergency personnel training, general safety and health training.

(II) Code of conduct:

- The Company has always upheld and committed to the highest standards of fairness, integrity, and honesty. Therefore, all managers and employees are required to strictly adhere to the Code of Conduct in all activities and to avoid any improper behavior. The key principles include:
 - Comply with all laws and regulations related to the Company's business activities and follow the Company's policies.
 - Act in the best interest of the Company. It is prohibited to provide the Company's service based on personal interest in order to prevent any conflicts of interest.

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- (3) Do not directly or indirectly offer, promise to offer, request or accept any improper benefits to establish business relationship or influence commercial transactions.
 - (4) Do not disclose, inform, deliver or transfer to others or publicly announce any business confidential information and customer information.
 - (5) Do not take advantage of position to acquire benefits or cause damages to the Company in an improper manner.
 - (6) Promote the "Personal Information Protection Act" and protect customer rights.
 2. For any misconduct, the punishment or termination of employment will be given commensurate with actual condition.
- (III) Employee welfare measures:
 1. Remuneration and benefits:
 - (1) The Company offers competitive level of salary and sets the regulations on profit sharing compensation based on operating profit to share the operating result with our employees.
 - (2) All employees are enrolled in the national labor insurance and health insurance program. We also provide employees free group insurance (including life insurance, accident insurance, cancer insurance and medical insurance) and discounted group insurance to employees' family for a more comprehensive health care to employees and their family and improvement of employee welfare.
 - (3) The Company has established the Employees' Welfare Committee in accordance with relevant law and appropriated employee welfare fund for employees' welfare such as employee emergency allowances, wedding/funeral subsidy and travel subsidy.
 - (4) We provide working mothers a friendly working environment for pregnancy and raising children and offer pregnancy leave, maternity leaves, parental leave without pay or any other support for breastfeeding.
 2. Employee education and training:
 - (1) The Company organizes training courses tailoring to the core competencies and professional knowledges required. The Company's training system consists of: A. Training by job level: targeting employees of different job levels, providing training courses in topics of management and general knowledge; B. Training by profession:

Chapter 4. Business Overview

tailoring to different competencies required by different job positions, providing training courses in each profession.

- (2) Leading brand for service integration: in order to satisfy customers' need for one-stop shopping, in addition to the enhancement of professionalism, management skill and core competency, we also strengthen employees ability to integrate service and performance synergy among department. Through the soft skills course and team building events, we will take the advantage of service integration, achieve the goal of lean learning and create a high quality customer service.
- (3) Dynamic company, flexible management: to support this dynamic environment, we continue to organize a series of management training programs focused on enhancing leadership, communication, and collaboration skills. These programs are designed to help managers develop more flexible and innovative leadership styles that are well-suited to today's rapidly changing business landscape.
- (4) Development of professional digital experts: In the age of digital convergence, the service personnel at the retail stores are demanded for more knowledge about diverse products. Therefore, the Company continue to provide them trainings in sales and service quality, and more courses in professional knowledge through the e-Learning digital platform, so as to strengthen the retail personnel's knowledge in 5G and 3C products and enable them to provide professional advice on Smart Home digital products.
- (5) Active development of digital course:
Senao International offers a diverse range of digital learning programs through its e-learning platform. In 2024, the platform provided a variety of courses covering topics such as "AI technology," "legal knowledge," "industry trends," "sustainable development," "public health," and "personal development." By promoting cross-disciplinary and multi-skill training, the platform aims to reinforce company policies, cultivate learning habits, facilitate knowledge sharing and succession, and enhance overall management practices.

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(IV) Retirement system:

The Company has adopted the “Regulations Governing Employee Retirement” in 1996, stipulating the retirement conditions, retirement application, retirement payment standards and disbursement procedures. For employees applicable for Labor Standards Act, the 2% of the monthly salary has been appropriated monthly and deposited in a special account in Taiwan Bank. The Supervisory Committee of Labor Retirement Reserve was established to supervise the legal use of retirement reserve. The Company regularly assigned external actuary to issue the retirement reserve audit report in accordance with the R.O.C. GAAP No.18. Since July 2005, the Labor Pension Act has applied. For employees applying for the Act, 6% of the monthly insurance salary has been appropriated monthly as pension and deposited in the individual labor pension accounts. The employees may also choose to appropriate their pension up to 6% of their own will.

(V) Labor relations:

The Company takes labor relations seriously, and all the internal regulations are in compliance with Labor Standards Act and relevant rules. We also sign the labor contracts with employees to protect employees’ rights. Collaboration between employees and management, efficiency improvement and employees’ welfare. The public internal communication and counseling channels (Chairman’s e-mailbox, Company’s website) are available. Employees can bring up suggestions and feasible plans anytime, and fulfill the responsibility for caring, to establish harmonious labor relations.

(VI) Other important matters:

1. For prevention of workplace sexual harassment and gender equality in employment, the Company has developed and publicly disclosed its measures of prevention and punishments of sexual harassment. It has also stipulated the procedures for sexual harassment complaint and promulgate the written statement of prohibition of sexual harassment in workplace in order to regulate employees’ behaviors at the workplace and maintain a healthy and discrimination-free workplace.
2. In addition to adhering to workplace rules, all employees of the Company are required to uphold ethical standards and professional conduct. Upon joining the Company, every employee must sign both an employment contract and a code of conduct agreement, which clearly outlines

Chapter 4. Business Overview

behavioral expectations. This ensures that all personnel comply strictly with relevant regulations and ethical guidelines.

- (VII) Losses arising as a result of employment disputes in the last year up till the publication date of this annual report: None.

VI Information and Communication Security Management

- (I) Structure of information and communication security risk management, policy of information and communication security, practical control policies and resources invested into information and communication security management are described as follows:

1. Foreword

Due to the characteristics of the business of Senao International Co., Ltd. (hereinafter referred to as the Company), in order to protect the rights and interests of its customers, shareholders and the Company, the Company and all employees have the responsibility and obligation to jointly establish and maintain a safe information and communication operating environment, and to make information security a part of the corporate culture. The information security policy is formulated to clearly define security goals and requirements for compliance.

2. Scope of application

- (1) All employees of the Company
- (2) Our related information system
- (3) Manufacturer and visitor
- (4) Other personnel or organizations applying for the policy according to regulations or contracts

3. Purpose

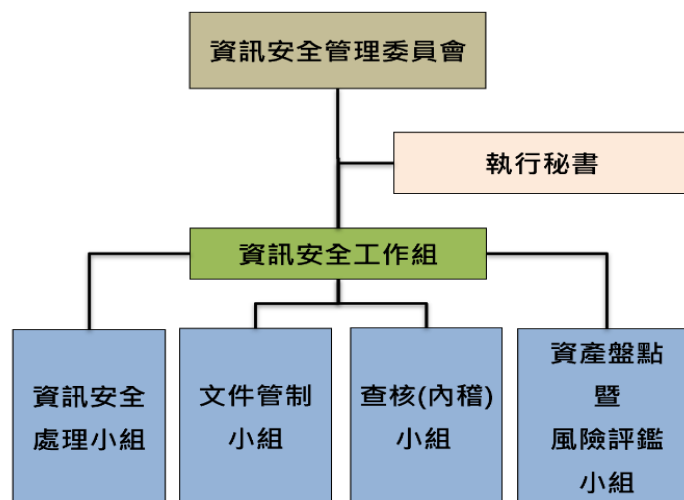
The purpose of the Company's information security policy is to provide a corporate information security guideline and direction that can be followed, to clearly define the Company's information security management goals, and to serve as a guiding principle for the Company's business units to regulate their business security responsibilities. Strengthen information security management to ensure the security of information data, systems, equipment and network communications to effectively reduce information assets from theft, improper use, leakage, tampering, damage or system interruption due to human negligence, vandalism, equipment failure or natural disasters. In addition, comply with the information security management system (ISMS) requirements to ensure the confidentiality,

Chapter 4. Business Overview

integrity and availability of information assets. 1. Confidentiality: Only authorized personnel can reasonably use the information to prevent improper disclosure. 2. Integrity: Ensure that the information is not falsified without authorization and that the information processing methods and results are correct. 3. Availability: Ensure that authorized users can obtain information and use relevant assets when needed.

4. Information security organization

Information security is a part of the risk management. Refer to the table for relevant management responsibility.



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Organization	Scope of Authority and Responsibility
Information Security Management Committee	1. Serve as the verification representative for the information security management system. 2. Supervise the implementation of the information security management system. 3. Review the objective and implementation scope of the information security management system. 4. Review the implementation and effectiveness of improvement for information security management-related operations. 5. Review information security related policies and regulations, and coordinate the allocation and use of resources. 6. Supervise the implementation of business continuity drills. 7. Review the resources required for the implementation of corrective measures, including manpower, time and funds. 8. Review the effectiveness of corrective measures. 9. At least one management review meeting shall be convened each year. Extraordinary meetings may be convened if necessary.
Executive Secretary	Responsible for various tasks of coordination of information security
Information Security Team	1. Responsible for the implementation of information security services within the unit and the promotion of related technologies. 2. Collect and provide information security related information, such as protection, anti-virus and anti-hack, etc., and release announcements in a timely manner. 3. Establish information security measures, implement information security monitoring and other safety precautions. 4. Participate irregularly in external information security seminars, subscribe to information security related e-newsletters, or keep in touch with information security experts from time to time to obtain information security updates. 5. Organize crisis handling procedures, check the causes of crisis events, determining the scope of impact and loss assessment, implement contingency measures, handle information security reporting, and implement resolution measures and other crisis handling matters. 6. Execute the disaster recovery work in accordance with the relevant business continuity plan and information security incident notification management procedure.

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Organization	Scope of Authority and Responsibility
	- Identify the time the corrective measures were initiated, and regularly track and check the implementation results. - Other information related to information security operations.
Asset Inventory and Risk Assessment Team	- Conduct asset inventory and risk assessment. - Participate in asset inventory and risk evaluation and discussion. - Compile the data on asset inventory and risk assessment. - Suggest risk control measures. - Assist in the formulation of risk management plans. - Assist in risk management. - Confirm the risk treatment results. - Update and review the information asset list and execute risk assessment at least once a year.
Document Control Unit	- Issuance, recovery, safekeeping, borrowing and destruction, and version management of information security management system document. - Electronic document announcement and update management of the information security management system. - Recycling, storage and management of paper records. - Assist in information security education and training. - Report the implementation result of the annual corrective measures at the management review meeting.
Audit Team	- Formulate the relevant audit plans and execute the audit operations. - Review information security operations. - Present audit reports and relevant suggestions. - Review the corrective measures for non-conformities in the review report. - Conduct an information security audit (including internal) once a year. - Keep the information security audit report for future reference.

5. Information security policy of the company

The information security policy includes the following

- Each business unit of the Company must comply with the relevant government laws and regulations (such as the Patent Act, the Copyright Act, the Personal Information Protection Act, the Enforcement Rules of the Personal Information Protection Act, etc.) when conducting business.

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- (2) Establish the Information Security Management Committee, which is responsible for the establishment and promotion of the Company's information security management system.
- (3) Establish the organizational landscape evaluation mechanism to define the information security policy and the scope of implementation of the information security management system, and to understand the needs and expectations of the organizational landscape and concerned parties.
- (4) Establish the document control operation rules to define the management principles for establishment, modification, coding, and issuance of documents related to the information security system.
- (5) Establish an information asset management mechanism to coordinate the allocation and effective use of limited resources to solve critical security issues.
- (6) Establish risk assessment management measures and identify the risks of various types of assets in order to take appropriate risk treatment measures to control and reduce risks to an acceptable level.
- (7) Regularly implement business-related information security education and training, and promote information security policies and related implementation regulations.
- (8) Establish physical and environmental safety protection measures for the computer room, and perform relevant maintenance on a regular basis.
- (9) Clearly regulate the permissions of information systems, network services, and sensitive information, and prevent unauthorized access.
- (10) Establish procedures for information system acquisition, development, and maintenance, and clearly regulate the basis for system development and outsourcing. Before the establishment or launch of an information system or service, information security-related issues should be included to prevent endangering of the security of the system.
- (11) Formulate and execute internal audit activities of information security to implement the information security management system and corrective measures for non-compliance issues.
- (12) Establish a business continuity plan for information security and practice it to ensure the continuous operation of the Company's business in case of an emergency.

Chapter 4. Business Overview

(13) All personnel of the Company are responsible for maintaining information security, shall understand and comply with relevant information security management regulations, and implement these in their duties.

6. Information security measures

Besides building a relevant information security management system, and continuing to respond to and monitor possible risks depending on the internal and external environment, the Company also reinforces the detection and protection stability of the existing internal information security system and builds a mechanism for continuous business operation, to reduce the risk of corporate information security and operation, and further prevents risk.

Item	Internal	External
Risk and trend monitoring	- Perform risk audit regularly and make improvements based on the identified problems. - Use the intrusion detection monitoring platform, antivirus centralized management platform and integrated log centralized platform, to analyze threat traces and scans potential incidents automatically. - After the information security attack occurred, relevant agencies will investigate and analyze incidents.	- Always keep track of the trend of international standard and regulations. - Subscribe to information on information security threat and technical news, and keep track of and handle informational security information. - Periodically participate in international information security conference to obtain the latest technology and threat information. - Join the Taiwan CERT/CSIRT Alliance to share information security information.
Mechanisms and protections	- Implement log centralization, carry out automated association analysis and set up a warning mechanism for real-time information security. - Introduce malicious package monitoring system and host terminal protection system.	- Collaborate with information security suppliers to analyze the internal use immediately. - Regularly arrange the external service information system to perform the third-party testing, such as penetration test and red team assessment.

Chapter 4. Business Overview

Item	Internal	External
	- Intensify the protection of application, introduce the firewall for application and reduce the risk of applications being under attack. - Strengthen the system audit of database, introduce the database system and retain the activity trace of database. - Implement "Static Application Security Testing" and "Software Composition Analysis" to continuously monitor the application development process and the third-party components used, ensuring code security and compliance with open-source licensing.	Comply with the inspection standard of international standard such as OWASP and OSSTMM. Discover informational security risks through professional white hat hackers to carry out modification and tracing.
Continuous operation of business	- Refer to ISO 22301:2019 and perform establishment and relocation of hybrid cloud structure. - Create the business continuity plan for critical business system and perform drill every year.	- Implement the national information security policy, update and confirm compliance in real time and carry out information security education training and tests periodically. - Carry out PDCA, strengthen preventive measures, surveillance during the event and post response and reduce the corporate information security risk.

7. Establishment and execution of information security

- (1) In 2024, a total of NT\$13 million was invested in information security-related systems. Implemented "Static Application Security Testing" and "Software Composition Analysis" in the third quarter to continuously monitor the application development process and the

Chapter 4. Business Overview

third-party components used, ensuring code security and compliance with open-source licensing.

- (2) In the third quarter of 2024, the Company successfully completed the transition to the ISO 27001:2022 certification, aligning with global IT standards to meet international information security management benchmarks. To comply with relevant cybersecurity guidelines and regulations set by competent authorities, the Company follows the PDCA (Plan-Do-Check-Act) cycle to continuously improve and maintain the validity of its ISO 27001:2022 certification.
 - (3) The Company's information security is managed by the Information Security Management Committee, with the "Information Security Division" serving as the designated unit responsible for executing cybersecurity-related tasks. Currently, the team is staffed with one dedicated information security officer and two dedicated information security personnel. In 2024, five information security reports were presented to the Board of Directors, and one Information Security Management Review Meeting was held, ensuring alignment with the expectations of stakeholders and the needs of cross-departmental coordination.
8. List the loss, possible impact and countermeasures incurred from major information and community security incidents in the most recent fiscal year and during the current fiscal year up to the date of publication of the annual report: None.

Refer to the data in the past to assess the impact of the two information security incidents.

- (1) Senao systems encountered a DDOS attack and it cannot be visited or used. Emergency response and emergency service transfer plan have been conducted. Senaonline's service has been affected for about two days, losing approximately NT\$177 million of turnover.
- (2) The main office of Senao is affected by the earthquake, and power supply and network are affected accordingly. It is estimated that employees cannot work and some services will be affected for two weeks. The service is transferred to the cloud host and operation is continued. About NT\$0.1 billion is lost for relevant service, manufacturing and equipment.

Chapter 4. Business Overview

VII Important Contracts

Contract Nature	Parties	Beginning and End Dates of the Contract		Major Contents	Restrictive Clauses
Mobile phone supply	Chunghwa Telecom Co., Ltd., Consumer Business Group	2023/01/01	2025/12/31	Mobile phone and terminal product supply	None
Telecommunications business	Chunghwa Telecom Co., Ltd., Consumer Business Group	2025/01/01	2027/12/31	Telecom service agency	None
Manufacturer contract	LG electronics Taiwan Taipei Co., Ltd.	2021/11/01	Automatic renewal	LG product procurement	None
Manufacturer contract	Taiwan Xiaomi Telecommunications Limited	2020/05/01	2025/03/31	Product procurement	None
Manufacturer contract	Top Enterprise Investments Limited Taiwan Branch (Hong Kong)	2018/05/01	Automatic renewal	Vivo phone purchase contract	None
Manufacturer contract	LENOVO Technology B.V. Taiwan Branch (Netherlands)	2017/12/13	Automatic renewal	Product procurement	None
Manufacturer contract	New Boom Global Limited Taiwan Branch (SAMOA)	2014/08/28	Automatic renewal	Oppo product procurement	None
Manufacturer contract	Samsung Electronics Taiwan Co. Ltd.	2014/01/01	60 days' notice	Samsung agency contract	None
Manufacturer contract	HTC Corporation	2012/01/01	90 days' written notice	HTC product procurement	None
Manufacturer contract	Sony Taiwan Ltd	2004/07/15	3 months written notice	Purchase agreement	None
Manufacturer contract	Microsoft Mobile Taiwan Corporation	1998/04/07	Automatic renewal	Product procurement	None

Chapter 5. Review and Analysis of Financial Position and Business Performance and Risk Assessment

Chapter 5 Review and Analysis of Financial Position and Business Performance and Risk Assessment

I Financial Position

Comparison Table of Financial Positions

Unit: NT\$ thousand

Item \ Year	December 31, 2024	December 31, 2023	Variation	
			Amount	%
Current assets	6,737,556	6,539,760	197,796	3.02%
Non-current assets	3,675,523	3,293,533	381,990	11.60%
Total assets	10,413,079	9,833,293	579,786	5.90%
Current liabilities	3,549,249	2,949,548	599,701	20.33%
Non-current liabilities	415,771	458,543	-42,772	-9.33%
Total liabilities	3,965,020	3,408,091	556,929	16.34%
Share capital	2,582,527	2,582,527	0	0.00%
Capital surplus	738,199	717,664	20,535	2.86%
Retained earnings	3,127,030	3,146,444	-19,414	-0.62%
Other equity	-9,318	-32,003	22,685	-70.88%
Treasury shares	-	-	-	-
Non-controlling interests	9,621	10,570	-949	-8.98%
Total equity	6,448,059	6,425,202	22,857	0.36%

Analysis of variations exceeding 20%:

1. The increase in current liabilities was mainly due to a rise in accounts payable, which resulted from an increase in inventory.
2. The increase in other equity was mainly due to the rise in cumulative translation adjustments for 2024, as well as an increase in unrealized gains and losses on financial assets measured at fair value through other comprehensive income.

Chapter 5. Review and Analysis of Financial Position and Business Performance and Risk Assessment

II Financial Performance

(I) Comparison Table of Financial Performance

Unit: NT\$ thousand

Item \ Year	2024	2023	Variation	
			Amount	%
Operating revenue	32,307,092	31,269,132	1,037,960	3.32%
Gross profit	3,495,916	3,409,651	86,265	2.53%
Income from operations	401,143	425,488	-24,345	-5.72%
Non-operating income and expenses	175,111	387,829	-212,718	-54.85%
Pre-tax profit	576,254	813,317	-237,063	-29.15%
Net income	477,361	704,598	-227,237	-32.25%
Other comprehensive income or loss for the period	41,466	-31,550	73,016	-231.43%
Total comprehensive income or loss for the period	518,827	673,048	-154,221	-22.91%
Net profit attributable to owners of the Parent	478,310	705,677	-227,367	-32.22%
Net profit attributable to non-controlling interests	-949	-1,079	130	-12.05%
Comprehensive profit (loss) attributable to the owners of the parent company	519,776	674,127	-154,351	-22.90%
Comprehensive income attributable to non-controlling interests	-949	-1,079	130	-12.05%

1. Analysis of variations:

- (1) Non-operating income and expenses decreased, primarily due to a reduction in the share of profit or loss from associates accounted for using the equity method.
- (2) Pre-tax profit decreased, mainly due to a decrease in operating profit and non-operating income and expenses.
- (3) Net income decreased, mainly as a result of the decline in pre-tax profit.
- (4) Total other comprehensive income (loss) increased, primarily because the foreign exchange translation differences from the financial statements of foreign operations were negative last year, whereas no such amount was recorded this year.
- (5) Total comprehensive income or loss for the period decreased, mainly due to the decline in net profit for the period.
- (6) Net profit attributable to owners of the parent decreased, primarily due to the decrease in net income.

Chapter 5. Review and Analysis of Financial Position and Business Performance and Risk Assessment

- (7) Comprehensive profit (loss) attributable to the owners of the parent company decreased in terms of other comprehensive income, mainly due to the decrease in net income.
- 2. Reason for changes in the Company's main operating activities: Not applicable, as there were no significant changes.
- 3. Projected sales volume and its base for next year. Explain the major factors that keep the Company's projected sales volume to rise: continue to cultivate the retailing of communication products and distribution channels, maintain the leading position in communication products distribution, introduce more competitive smartphones and a more diverse portfolio of information and digital products. Via Senaonline, the Company will integrate the Online and Offline businesses and receive the synergy from combining virtual and physical channels.

Chapter 5. Review and Analysis of Financial Position and Business Performance and Risk Assessment

III Cash Flow

(I) Liquidity Analysis for the Last Two Years:

Unit: NT\$ thousand

	2024	2023	Amount Increased (Decreased)	Variation (%)
Beginning cash and cash equivalent balance	2,168,285	1,859,023	309,262	16.64%
Net cash inflows (outflows) from operating activities	903,512	1,145,512	-242,000	-21.13%
Net cash inflows (outflows) from investing activities	-355,872	37,005	-392,877	-1,061.69%
Net cash inflows (outflows) from financing activities	-818,544	-873,254	54,710	-6.27%
Ending cash and cash equivalent balance	1,897,404	2,168,285	-270,881	-12.49%

Analysis of variations exceeding 20%:

1. Decrease in net cash inflows from operating activities: Mainly due to an increase in revenue, which led to changes in key items such as inventory, accounts receivable/payable, and other receivables/payables, resulting in a reduction in cash.
2. Increase in net cash outflow from investing activities: Mainly due to the cash capital increase by Senao Networks.

(II) Cash Liquidity Analysis for the Next Year:

Unit: NT\$ thousand

Beginning Cash Balance (1)	Annual Net Cash Flows from Operating Activities (2) (Note)	Annual Cash Outflows (3) (Note)	Cash Surplus (Deficit) (1)+(2)-(3)	Remedies for Cash Deficit	
				Plan for investing activities	Plan for financing activities
1,642,737	518,026	481,582	1,679,181	-	-

Note: the financial information above is the unconsolidated data projected by the Company and is not reviewed by the CPA.

1. Analysis of 2025 cash flows:

Chapter 5. Review and Analysis of Financial Position and Business Performance and Risk Assessment

- (1) Operating activities: Net income is projected for 2025 which will result in the net cash inflows from operating activities.
 - (2) Investing activities: Cash outflows mainly to support the capital expenditure for operating IT system and acquisition of equipment for retail stores.
 - (3) Financing activities: Mainly to support short-term capital needs.
2. Remedies and analyses for cash deficit: Not applicable.

IV Impacts on financial operations of any major capital expenditures during the most recent fiscal year: None.

V Reinvestment Policy for the Most Recent Fiscal Year, Main Reasons for the Profits/Losses Generated thereby, the Plan for Improving Reinvestment Profitability and Investment Plans for the Coming Year

- (I) Investment policy for the most recent fiscal year: The Company's investment policy is oriented on the core business of sale and operation of the information and communication products and agency of property and life insurance.
- (II) Analysis of losses or gains from investments: The Company's share of income from associates using the equity method in 2024 based on merging foundation is NT\$80,605 thousand.
- (III) Investment plans for the coming year: There is no investment plan for the coming year.
- (IV) Improvement plan: Continue to control and reduce the expenses in order to improve overall operating performance.

VI Risk Assessment for the Most Recent Fiscal Year and during the Current Fiscal Year up to the Date of Publication of the Annual Report

- (I) Impact of interest rate, exchange rate and inflation on the Company's earnings, and responsive measures.
 1. Interest rate risk:

The Company upholds the principles of prudence and conservativeness for its capital allocation plan and places emphasis on security. It evaluates currency market interest rate and financial information on a regular basis and, based on costs of fund and the potential return and risk, choose the most beneficial capital allocation plan as well as responsive measures.

Chapter 5. Review and Analysis of Financial Position and Business Performance and Risk Assessment

2. Impact of change to the foreign exchange rate:

Our profit from foreign exchange in 2024 based on the merging foundation was NT\$1,211 thousand which posed limited impact on the Company gains or losses.

3. Inflation risk:

The change of inflation rate does not cause any material impact on the Company's operation and profitability.

(II) Policies, main reasons for profits or losses, and future response measures related to high-risk and high-leverage investments, loans to third parties, endorsements and guarantees, and derivative trading:

1. Loans to third parties: As of the publication date of this annual report, the Company does not have any loans to third parties.

2. Endorsements and guarantees: The Company only provides endorsements and guarantees to subsidiaries in accordance with the Company's Endorsement and Guarantee Procedures.

3. Policy for derivatives trading: The Company places focus on development of core businesses and does not involve in any high-risk and high-leveraged investment or loans to third parties. All the investments were made with prudent evaluations. Loans to third parties, endorsements and guarantees, derivatives trading are conducted in accordance with the Company's "Procedures Governing the Acquisition or Disposal of Assets," "Procedures for Loans to Others," "Endorsement and Guarantee Procedures" and "Guidelines for Derivatives Trading" and relevant responsive measures.

(III) Future research and development plans and the projected expenses:

The Company acts as a distributor and product distributor, and have not devoted in product technology research or development. In recent years, the Company has been keeping pace with the times for operation innovation. In existing stores, the Company has been working with brands by arranging display and experience areas, and holding activities in the shopping district. Meanwhile, the Company integrates digital tools to build the customer group of shopping district, e.g. social media (LINE, Facebook), connect closer to the community, and bring consumers a more complete and familiar experience on the shopping journey.

In terms of online retail operations, Senao International's e-commerce platform "senaonline" is also actively advancing toward a new retail omnichannel

Chapter 5. Review and Analysis of Financial Position and Business Performance and Risk Assessment

shopping model, aiming to embrace the next era of commerce. In addition to offering a more diverse range of products, the platform is integrated with internal systems that allow both store staff and consumers to directly access online product and promotional information. This supports the establishment of an O2O (online-to-offline) consumption model, achieving full integration of information flow, logistics, and payment systems between online and offline channels.

- (IV) The effect of major policy changes and legal practices, whether domestic or foreign, on the Company's financial operations and responsive actions:

The Company has taken adequate measures targeting important domestic and overseas policy and law changes in recent years, which have no significant impact on our financial business.

- (V) Financial impacts and responsive measures in the event of technological or industrial changes:

The technological or industrial change did not materially impact the Company's financial and operational performance in the most recent year.

- (VI) Impact on crisis management and responsive measures in the event of a change in corporate image:

The Company has a good corporate image and does not encounter any change that may cause crisis.

- (VII) Expected benefits, risks and responsive measures of planned mergers or acquisitions:

The Company does not have any planned mergers or acquisitions, so it is not applicable.

- (VIII) Expected benefits, risks and responsive measures associated with plant expansions:

The Company does not have any plan for plant expansion, so it is not applicable.

- (IX) Risks and responsive measures associated with concentrated sales or purchases:

The Company's suppliers are mainly well-known international brands; meanwhile, the Company actively expand its business lines, so there are no risks associated with concentrated sales or purchases.

Chapter 5. Review and Analysis of Financial Position and Business Performance and Risk Assessment

- (X) Impact, risks, and response measures related to significant transfers or changes in shareholding by directors, supervisors, or major shareholders holding more than 10% of shares: None.
- (XI) Effects, risks and responsive measures associated with a change in management: None.
- (XII) Litigation and non-contentious cases: None.
- (XIII) Other material risks and responsive measures: None.

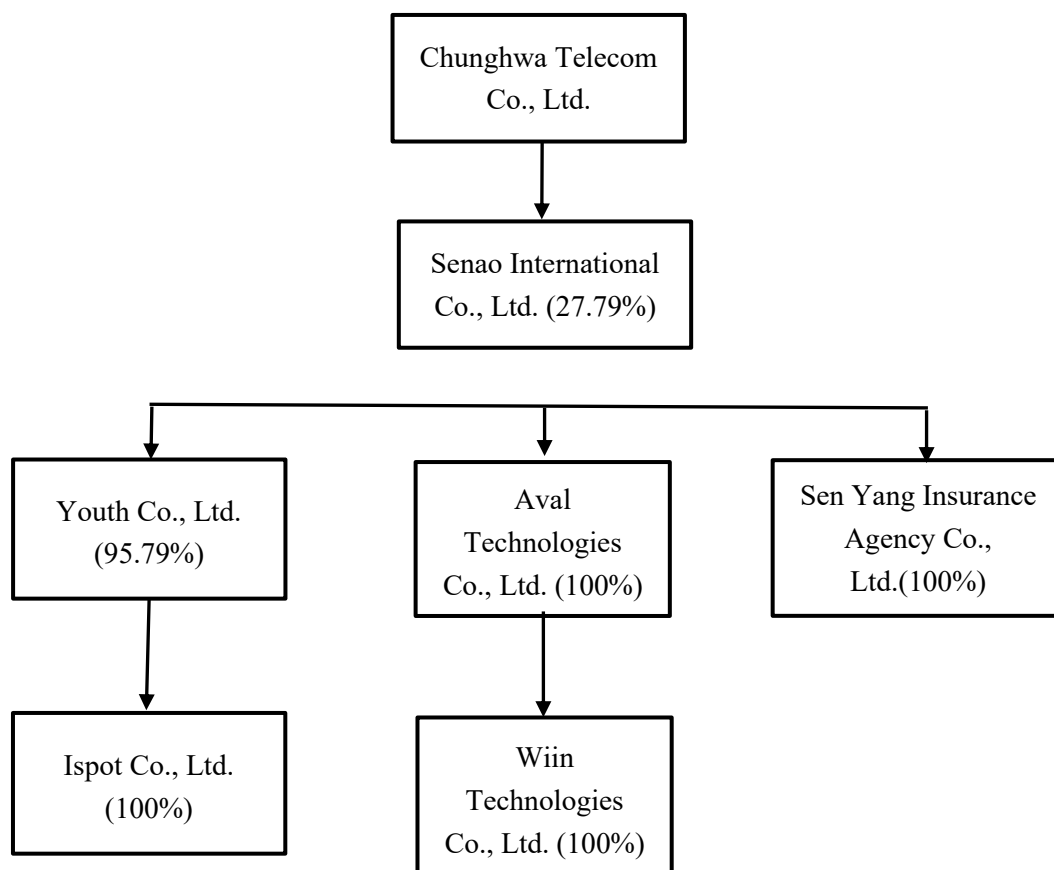
VII Other important matters: None

Chapter 6 Special Remarks

I Information Related to the Company's Affiliates

(I) Relationship of Affiliated Entities

1. Organizational Chart (As of December 31, 2024)



Chapter 6. Special Remarks

2. Backgrounds of Affiliated Entities

Unit: NT\$ thousand December 31, 2024

Name of Entity	Established Date	Address	Paid-in Capital	Main Business Activities or Products
Chunghwa Telecom Co., Ltd.	1996.06.15	No. 21-3, Sec. 1, Xinyi Rd., Taipei City	NTD 77,574,465	Telecommunication/data service
Youth Co., Ltd.	1996.10.04	No. 13, Sec. 1, Bade Rd., Zhongzheng Dist., Taipei City	NTD 154,000	Sale of telecommunication products
Ispot Co., Ltd.	2012.09.05	No. 13, Sec. 1, Bade Rd., Zhongzheng Dist., Taipei City	NTD 10,727	Sale of telecommunication products
Aval Technologies Co., Ltd.	2015.10.05	6F., No. 533, Zhongzheng Rd., Xindian Dist., New Taipei City	NTD 132,660	Sale of telecommunication products
Wiin Technologies Co., Ltd.	2019.09.12	6F., No. 533, Zhongzheng Rd., Xindian Dist., New Taipei City	NTD 47,280	Sale of telecommunication products
Sen Yang Insurance Agency Co., Ltd.	2017.11.22	2F., No. 531, Zhongzheng Rd., Xindian Dist., New Taipei City	NTD 89,090	Property insurance agency

3. Common shareholders in controlling and controlled companies: None.
4. Businesses covered by affiliated companies: The businesses covered by the Company and its affiliates consist of fixed network telecommunications, mobile telecommunication, Internet, data communication, sale, repairs and process of telecommunication products and property and life insurance agency.

Chapter 6. Special Remarks

5. Details on the directors, supervisors and president of the affiliated entities:

December 31, 2024

Name of Entity	Title	Name or Representative	Shares Held	
			Number of Shares	Percentage of Shareholdings
Chunghwa Telecom Co., Ltd.	Chairman	Ministry of Transportation and Communications Representative: Alex C.C Chien	2,737,718,976	35.29%
	Director	Ministry of Transportation and Communications Representative: Rong-Shy Lin	2,737,718,976	35.29%
	Director	Ministry of Transportation and Communications Representative: Hsin-Yi Chang	2,737,718,976	35.29%
	Director	Ministry of Transportation and Communications Representative: Sheng-Yuan Wu	2,737,718,976	35.29%
	Director	Ministry of Transportation and Communications Representative: Lee-Feng Chien	2,737,718,976	35.29%
	Director	Ministry of Transportation and Communications Representative: Ching-Hui Li	2,737,718,976	35.29%
	Director	Ministry of Transportation and Communications Representative: Shih-Hung Tseng	2,737,718,976	35.29%
	Director	Ministry of Transportation and Communications Representative: Hsin-Hung Chen	2,737,718,976	35.29%
	Independent Director	Chung-Chin Lu	0	0%
	Independent Director	Yi-Chin Tu	0	0%
	Independent Director	Chia-Chung Chen	0	0%
	Independent Director	Shih-Ming Lin	0	0%
	Independent Director	Yu-Fen Lin	0	0%

Chapter 6. Special Remarks

Name of Entity	Title	Name or Representative	Shares Held	
			Number of Shares	Percentage of Shareholdings
	President	Rong-Shy Lin	0	0%
Youth Co., Ltd.	Chairman	Senao International Co., Ltd. Representative: Yu-Chiang Wu	14,752,000	95.79%
	Director	Senao International Co., Ltd. Representative: Chi-Hung Liao	14,752,000	95.79%
	Director	Senao International Co., Ltd. Representative: Cheng-Feng Lin	14,752,000	95.79%
	Supervisor	Tsai-Hung Yu	—	0%
	President	Yu-Chiang Wu	—	0%
Ispot Co., Ltd.	Director	Youth Co., Ltd. Representative: Yu-Chiang Wu	—	100%
Aval Technologies Co., Ltd.	Chairman	Senao International Co., Ltd. Representative: Wen-He Tsai	13,266,000	100%
	President	Yu-Chiang Wu	—	0%
Wiin Technologies Co., Ltd.	Director	Aval Technologies Co., Ltd. Representative: Wen-He Tsai	4,728,000	100%
	President	Yu-Chiang Wu	—	0%
Sen Yang Insurance Agency Co., Ltd.	Chairman	Senao International Co., Ltd. Representative: Yen-Yen Cheng	8,909,000	100%
	Director	Senao International Co., Ltd. Representative: Cheng-Feng Lin	8,909,000	100%
	Director	Senao International Co., Ltd. Representative: Wen-He Tsai	8,909,000	100%
	President	Pei-Ling Lin	—	0%

Chapter 6. Special Remarks

(II) Performance of Affiliated Enterprises in 2024:

Unit: NT\$ thousand, except earnings per share is expressed in NT\$

Name of Entity	Paid-in Capital	Total Assets	Total Liabilities	Net Worth	Operating Revenue	Operating Income (loss)	Net Income (loss) (after tax)	Earnings per share (after tax)
Chunghwa Telecom Co., Ltd.	77,574,465	507,537,817	122,587,127	384,950,690	192,942,916	43,113,200	37,220,464	4.80
Youth Co., Ltd.	154,000	146,119	13,485	132,634	87,036	-2,306	119	0.01
Ispot Co., Ltd.	10,727	30,580	18,966	11,614	88,032	293	722	—
Aval Technologies Co., Ltd.	132,660	236,867	94,150	142,717	1,129,149	3,073	5,262	0.41
Wiin Technologies Co., Ltd.	47,280	84,191	31,591	52,600	374,074	4,629	3,350	0.73
Sen Yang Insurance Agency Co., Ltd.	89,090	252,265	114,563	137,702	426,719	38,836	34,239	3.84

Chapter 6. Special Remarks

2025.2.14 No.

Recipient: Senao International Co., Ltd.

Subject: Opinion on the statement claiming that information related to your 2024 relationship report has no significant non-conformity

Explanation:

1. In the 2024 relationship report (from January 1 to December 31, 2024) organized on February 14, 2025, you claimed that it is prepared based on the “Criteria Governing Preparation of Affiliation Reports, Consolidated Business Reports and Consolidated Financial Statements of Affiliated Enterprises.” The disclosed information is not significantly non-conforming to the information disclosed in the footnote of the financial statement in the above period. Refer to the attachment for the declaration.
2. I compared the relationship report you prepared with the “Criteria Governing Preparation of Affiliation Reports, Consolidated Business Reports and Consolidated Financial Statements of Affiliated Enterprises”, and the footnote of your 2024 financial statement. I have not discovered significant non-conformity in the declaration above.

PwC Taiwan

Frank YC Lin

CPA:

Hui-Ling Pan

Chapter 6. Special Remarks

Declaration for Relationship Report

We hereby certify that our 2024 relationship report (from January 1 to December 31, 2024) of the Company is prepared based on the “Criteria Governing Preparation of Affiliation Reports, Consolidated Business Reports and Consolidated Financial Statements of Affiliated Enterprises.” The disclosed information is not significantly non-conforming to the information disclosed in the footnote of the financial statement in the above period.

This is hereby declared

Company: Senao International Co., Ltd.

Responsible person: Pao-Yung Lin

February 14, 2025

Chapter 6. Special Remarks

Relationship between the Controlling and the Controlled Company

Unit: Shares; %

Name of Controlling Company	Means of Control	Shares are Held and Pledged by the Controlling Company			Directors, Supervisors or Managers Appointed by the Controlling Company	
		Shareholdings	Percentage of Shareholdings	Shares pledged	Title	Name
Chunghwa Telecom Co., Ltd.	It has power over Senao International to direct the relevant activities	71,773,155	(27.79%) (As of February 28, 2025)	-	Director Director Director Director Chief Financial Officer	Wen-Chih Lin Hsueh-Hai Hu Su-Chiu Ke Min-Hung Tsai Pei-Yu Chiang

Sales and Purchases Information

Unit: NT\$ thousand; %

Trading with Controlling Company				Trading Terms with Controlling Company		General Trading Terms (Note)		Causes of Differences (Note)	Account and Note Receivables (payables)		Overdue Receivables			Remarks
Sales (purchases)	Amount	Percentage to the total sales (purchases)	Gross margin	Unit price (NT\$)	Credit Period	Unit price (NT\$)	Credit Period		Balance	Percentage to the total account and note receivables (payables)	Amount	Handling method	Amount of bad loan provision	
Sales	\$8,700,799	26.93		—	30-90 days	—	—	—	990,466	58.55	—	—	—	
Purchases	\$4,564,388	16.21		—	30 days	—	—	—	-244,097	-11.43	—	—	—	

Note: trading terms were agreed individually.

Asset Lease

Unit: NT\$ thousand

Type of Transaction (Tenant or Landlord)	Object		Lease Period	Nature of Lease (Note)	Base of Lease Rate	Receipt (Payment) Method	Compared to the Average Lease Rate	Total Lease Amount for Current Period	Amount Received or Paid for Current Period	Other Agreed Matters
	Name	Location								
Lease of	Meeting venue for cloud service and training institute	Portion of Chunghwa Telecom's operating offices	—	Operating lease	Contract	Pay by month or quarter	—	\$21,628	\$21,628	None

Note: An operating lease or a finance lease shall be stated.

Trading of property: None

Financing: None

Chapter 6. Special Remarks

Guarantees and endorsements:

Senao International Co., Ltd. and Subsidiaries

Guarantees and Endorsements

January 1 to December 31, 2024

Unit: NT\$ thousand

Number (Note 1)	Name of Entity Making the Endorsement/Guarantee	Entity the Endorsement/Guarantee is Made to		Amount Limit of Endorsement/Guarantee to One Single Entity (Note 3)	Maximum Endorsement Guarantee Balance for This Period	Ending Balance of Endorsement/Guarantee	Actual Amount Used	Amount of Endorsement/Guarantee Made with Property	Percentage of Accumulated Amount of Endorsement/Guarantee to the Net Worth of the Most Recent Financial Statements (%)	Maximum Amount Limit of Endorsement/Guarantee (Note 4)	Endorsement/Guarantee Made by Parent Company to the Subsidiary (Note 5)	Endorsement/Guarantee Made by the Subsidiary to Parent Company (Note 5)	Endorsement/Guarantee Made to Entity in China (Note 5)	Remarks
		Relationship (Note 2)	Company Name											
0	Senao International Co., Ltd.	Aval	Technologies Co., Ltd.	643,844	300,000	300,000	300,000	\$ -	4.66	3,219,219	Y	-	-	
		Wiin	Technologies Co., Ltd.	643,844	200,000	200,000	200,000	\$ -	3.11	3,219,219	Y	-	-	

Note 1: Explanation for the Number Column is as follows:

- Enter 0 for the Company
- The investee entities shall be numbered from 1 and follows individually, the same entity shall have the same number.

Note 2: The relationship between the entity makes the endorsement/guarantee and whom the endorsement/guarantee is made to is as follows:

1. The companies with which it has business relations.
2. A company in which the entity directly and indirectly holds more than 50 percent of the voting shares.
3. A company that directly and indirectly holds more than 50 percent of the voting shares in entity
4. A company in which the entity holds, directly or indirectly, 90% or more of the voting shares.
5. Shareholders making endorsements and/or guarantees for their mutually invested company in proportion to their shareholding percentage
6. Companies in same type of business and joint builders providing mutual endorsements/guarantees in favor of each other in accordance with the contractual obligations in order to fulfill the needs of the construction project.
7. Companies in the same industry provide among themselves joint and several security for a performance guarantee of a sales contract for pre-construction homes pursuant to the Consumer Protection Act for each other.

Note 3: Amount limit of endorsement/guarantee to one single entity = Equity attributable to the owners of the parent company NT\$6,438,438 thousand* 10% = NT\$643,844 thousand.

Note 4: Maximum amount limit of endorsement/guarantee = Equity attributable to the owners of the parent company NT\$6,438,438 thousand* 50% = NT\$3,219,219 thousand

Note 5: Fill "Y" for endorsement/guarantee made by a TWSE/TPEx listed parent company to the subsidiary, endorsement/guarantee made by the subsidiary to a TWSE/TPEx listed parent company or endorsement/guarantee made to entity in China

Other Material Transaction: Regarding the business promotion expenses generated by the sales of products from CHT, the total amount is NT\$333,843 thousand in 2024.

Chapter 6. Special Remarks

- II Private Placement of Securities for the Most Recent Fiscal Year, and during the Current Fiscal Year up to the Date of Publication of the Annual Report: None.**
- III Other Matters that Require Additional Description: None.**
- IV Occurrence of Situations Listed in Paragraph 3, Subparagraph 2 of Article 36 of the Securities and Exchange Act, which Might Materially Affect Shareholders' Equity or the Price of the Company's Securities during the Most Recent Fiscal Year or during the Current Fiscal Year up to the Date of Publication of the Annual Report: None.**

Chapter 6 Special Remarks

Senao International Co., Ltd.

Declaration of Internal Control Policies

Date: February 14, 2025

The following declaration had been made based on the 2024 self-assessment of the Company's internal control policies:

1. The Company acknowledges and understands that establishment, implementation and maintenance of the internal control system are the responsibility of the Board and managerial officers and that such a system has already been established throughout the Company. The purpose of this system is to provide reasonable assurance in terms of business performance, efficiency (including profitability, performance, asset security etc), reliable, timely and transparent financial reporting and regulatory compliance.
2. There are inherent limitations to even the most well-designed internal control system. As such, an effective internal control system can only reasonably assure achievement of the three goals mentioned above. Furthermore, changes in the environment and circumstances may all affect the effectiveness of the internal control system. However, self-supervision measures were implemented within the Company's internal control policies to facilitate immediate rectification once procedural flaws have been identified.
3. The Company evaluates the effectiveness of its internal control policy design and execution based on the criteria specified in "Regulations Governing Establishment of Internal Control Systems by Public Companies" (hereinafter referred to as the "Regulations"). The criteria introduced by the "Regulations" consisted of five major elements, each representing a different stage of internal control: 1. Control environment, 2. Risk evaluation and response, 3. Procedural control, 4. Information and communication, 5. Supervision. Each element further contains several items. Please refer to the Regulations for the details.
4. The Company adopted the above-mentioned criteria to evaluate the effectiveness of its internal control policy design and execution.

Chapter 6. Special Remarks

5. Based on the assessments described above, the Company considers the design and execution of its internal control system to be effective as at December 31, 2024. This system (including the supervision and management of subsidiaries) has provided assurance with regards to the Company's business results, target accomplishments, reliability, timeliness and transparency of reported financial information and its compliance with relevant laws.
6. This declaration constitutes part of the Company's annual report and prospectus and shall be disclosed to the public. Any illegal misrepresentation or non-disclosure in the public statement above are subject to legal consequences described in Articles 20, 32, 171 and 174 of the Securities and Exchange Act.
7. This declaration was approved at the Company's Board of Directors meeting held on February 14, 2025. None of the 13 directors present to the meeting held any objections, and unanimously agreed to the contents of this declaration.

Senao International Co., Ltd.

Chairman: Pao-Yung Lin (Signature)

President: Pao-Yung Lin (Signature)

Chapter 6 Special Remarks

Senao International Co., Ltd.

Major Resolutions Made by the Shareholders' Meeting, the Board of Directors' Meetings and Audit Committee's Meeting

Date	Major Resolutions Made by the Shareholders' Meeting	Implementation Status
2024.05.20	1. Recognized 2023 Business Report and Financial Statements (along with the earnings distribution plan).	1. Set the ex-dividend date on June 26, 2024 and cash dividends were scheduled to be paid on July 17, 2024. (Cash dividend was NT\$2 per share, totaling NT\$516,505,314)

Date	Number of Meetings	Discussion Matters	Resolution	Follow-up Actions	Items Listed in Article 14-3 of the Securities Exchange Act	Objections or Qualified Opinions Raised by Independent Director
2024.01.25	The 12th meeting of the 11th Board of Directors	Proposal to the Microsoft enterprise agreement procurement project	Passed as proposed unanimously by all directors present at the meeting.	The management department has handled as passed.		None
2024.02.16	The 13th meeting of the 11th Board of Directors	1. Proposal for the distribution of employees' and directors' remuneration for 2023.	Passed as proposed unanimously by all directors present at the meeting.	1. The management department has handled as passed and included it into the agenda of the annual shareholders' meeting on May 28, 2024 as a reporting matter.	V	None
		2. Recognized 2023 Business Report and Financial Statements.		2. The management department has handled as passed, and the financial statements were submitted on February 16, 2024, and included it into the agenda of the annual shareholders' meeting on May 28, 2024 as recognition matters.	V	
		3. Report on the Distribution and Disbursement of Dividends and	According to the resolution of the Audit Committee, the cash dividend per	3. The management department has handled as passed and included it into the agenda of the		

Chapter 6. Special Remarks

Date	Number of Meetings	Discussion Matters	Resolution	Follow-up Actions	Items Listed in Article 14-3 of the Securities Exchange Act	Objections or Qualified Opinions Raised by Independent Director
		Bonuses for 2023.	share was adjusted to NT\$2.00 and was unanimously approved by all directors present without objection.	annual shareholders' meeting on February 16, 2024 as a reporting matter.		
		4. Proposal to lift the non-competition restrictions for newly appointed directors and their representatives.	With the exception of Chairman Rong-Shy Lin, Directors Hsueh-Hai Hu, Wen-Chiyh Lin, Min-Hung Tsai, and Su-Chiu Ke who recused themselves from voting on this proposal, the remaining directors present unanimously approved the proposal without objection.	4. The management department has handled as passed.		
		5. Amendments to the Company's Articles of Incorporation.	Passed as proposed unanimously by all directors present at the meeting.	5. The management department has handled as passed and included it into the agenda of the annual shareholders' meeting on May 28, 2024 as a reporting matter.		
		6. Set the date and relevant matters for the 2024 annual shareholders' meeting.		6. The management department has handled as passed and included it into the agenda of the annual shareholders' meeting on February 16, 2024 as a reporting matter.		

Chapter 6 Special Remarks

Date	Number of Meetings	Discussion Matters	Resolution	Follow-up Actions	Items Listed in Article 14-3 of the Securities Exchange Act	Objections or Qualified Opinions Raised by Independent Director
		7. Proposal for capital increase subscription for Senao Networks.	According to the resolution of the Audit Committee, the Chairman of the Board of Director was authorized to subscribe to the capital increase of Senao Networks with an amount not exceeding NT\$550 million. The proposal was unanimously approved by all directors present without objection.	7. The management department has handled as passed and included it into the agenda of the annual shareholders' meeting on February 16, 2024 as a reporting matter.	V	
		8. Proposal to issue the Company's "2023 Declaration of Domestic and SOX Internal Control Policies."	Passed as proposed unanimously by all directors present at the meeting.	8. The management department has handled as passed.	V	
		9. Proposal to engage Deloitte & Touche in 2023 to conduct assurance services for the reduction of e-commerce packaging materials		9. The management department has handled as passed.	V	
		10. Proposal to change the accounting firm and accountants		10. The management department has handled as passed.	V	
		11. Proposal for the appointment of CPA services for 2024 at Company expense.		11. The management department has handled as passed.	V	
		12. Proposal to change the Financial Officer and Corporate Governance Officer		12. The management department has handled as passed.	V	
		13. The Company		13. The management	V	

Chapter 6. Special Remarks

Date	Number of Meetings	Discussion Matters	Resolution	Follow-up Actions	Items Listed in Article 14-3 of the Securities Exchange Act	Objections or Qualified Opinions Raised by Independent Director
		proposes to acquire the right-of-use assets from its related party, Chunghwa Telecom Co., Ltd.		department has handled as passed and included it into the agenda of the annual shareholders' meeting on February 16, 2024 as a reporting matter.		
		14. The Company proposes to acquire the right-of-use assets from its related party, Chunghwa Telecom Co., Ltd.		14. The management department has handled as passed and included it into the agenda of the annual shareholders' meeting on February 16, 2024 as a reporting matter.	V	
		15. Proposal to election of one Independent Director		15. The management department has handled as passed and included it into the agenda of the annual shareholders' meeting on February 16, 2024 as a reporting matter.		
		16. Establishment of the nomination announcement, review criteria, and procedures for accepting nominations of Directors and Independent Directors.		16. The management department has handled as passed and included it into the agenda of the annual shareholders' meeting on February 16, 2024 as a reporting matter.		
2024.03.29	The 14th meeting of the 11th Board of Directors	1. Set the date and relevant matters for the 2024 annual shareholders' meeting.	Passed as proposed unanimously by all directors present at the meeting.	1. The management department has handled as passed and included it into the agenda of the annual shareholders' meeting on March 29, 2024 as a reporting matter.		None
		2. Amendments to the Company's Articles of Incorporation.		2. The management department has handled as passed and included it into the agenda of the annual shareholders' meeting on May 28,	V	

Chapter 6 Special Remarks

Date	Number of Meetings	Discussion Matters	Resolution	Follow-up Actions	Items Listed in Article 14-3 of the Securities Exchange Act	Objections or Qualified Opinions Raised by Independent Director
				2024 as a reporting matter.		
		3. The Company proposes to adjust the right-of-use asset amount due to the lease termination of one business counter from its related party, Chunghwa Telecom Co., Ltd.		3. The management department has handled as passed and included it into the agenda of the annual shareholders' meeting on March 29, 2024 as a reporting matter.	V	
2024.04.26	The 15th meeting of the 11th Board of Directors	1. 2024 Q1 Financial Statement	Passed as proposed unanimously by all directors present at the meeting.	1. The management department has handled as passed, and public announcement was made on April 26, 2024.	V	None
		2. Proposal to apply for extension of comprehensive credit facility and derivative financial instrument limit with the bank.		2. The management department has handled as passed.	V	
		3. The Company proposes to adjust the right-of-use asset amount due to the lease termination of one business counter from its related party, Chunghwa Telecom Co., Ltd.		3. The management department has handled as passed, and public announcement was made on April 26, 2024.	V	
2024.08.02	The 16th meeting of the 11th Board of Directors	1. 2024 Q2 financial statement.	Passed as proposed unanimously by all directors present at the meeting.	1. The management department has handled as passed, and public announcement was made on August 2, 2024.	V	None None
		2. Proposal for the review and approval of the 2023 managerial staff remuneration distribution.	With Vice Chairman Pao-Yung Lin, Director Cheng-Feng Lin, and Director Cheng-Kang Lin recusing themselves due to conflicts of	2. The management department has handled as passed.	V	

Chapter 6. Special Remarks

Date	Number of Meetings	Discussion Matters	Resolution	Follow-up Actions	Items Listed in Article 14-3 of the Securities Exchange Act	Objections or Qualified Opinions Raised by Independent Director
			interest, the remaining directors present unanimously approved the proposal without objection.			
		3. Proposal for the appointment of the Company's executive Vice President	Passed as proposed unanimously by all directors present at the meeting.	3. The management department has handled as passed.		
		4. Proposal for participating in capital increase subscription for Senao Networks.	The proposal to participate in the current cash capital increase subscription of Senao Networks as an existing shareholder with an amount not exceeding NT\$394 million was approved by all directors present.	4. The management department has handled as passed, and public announcement was made on August 2, 2024.	V	
		5. Proposal to establish the Company's "Sustainability Report Preparation and Assurance Procedure".	Passed as proposed unanimously by all directors present at the meeting.	5. The management department has handled as passed.		
		6. Proposal for the Company's 2023 sustainability report		6. The management department has handled as passed.		
		7. The Company proposes to adjust the right-of-use asset amount due to the lease termination of one business counter from its related party, Chunghwa Telecom Co., Ltd.		7. The management department has handled as passed, and public announcement was made on August 2, 2024.	V	
		8. Acquisition of right-of use assets by the Company from the related party.		8. The management department has handled as passed, and public announcement was made on August 2, 2024.	V	

Chapter 6 Special Remarks

Date	Number of Meetings	Discussion Matters	Resolution	Follow-up Actions	Items Listed in Article 14-3 of the Securities Exchange Act	Objections or Qualified Opinions Raised by Independent Director
		9. Acquisition of right-of use assets by the Company from the related party.		9. The management department has handled as passed, and public announcement was made on August 2, 2024.	V	
2024.10.04	The 17th meeting of the 11th Board of Directors	Proposal for participating in private placement of capital increase subscription for Senao Networks.	Passed as proposed unanimously by all directors present at the meeting.			None
2024.11.01	The 18th meeting of the 11th Board of Directors	1. 2024 Q3 Financial Statement	Passed as proposed unanimously by all directors present at the meeting.	1. The management department has handled as passed, and public announcement was made on November 1, 2024.	V	None
		2. Proposal to apply for a new derivatives trading credit line from bank.		2. The management department has handled as passed.	V	
		3. Proposal to amend certain provisions of the Company's "Corporate Governance Best Practice Principles."		3. The management department has handled as passed.		
		4. Proposal to amend certain provisions of the Company's "Audit Committee Charter"		4. The management department has handled as passed.	V	
		5. Proposal to amend certain provisions of the Company's "Board of Directors Meeting Rules"		5. The management department has handled as passed.	V	
		6. Proposal to amend certain provisions of the "Senao International Co., Ltd. Internal Audit Implementation Rules"		6. The management department has handled as passed.	V	

Chapter 6. Special Remarks

Date	Number of Meetings	Discussion Matters	Resolution	Follow-up Actions	Items Listed in Article 14-3 of the Securities Exchange Act	Objections or Qualified Opinions Raised by Independent Director
		7. The Company's acquisition of right-of-use assets from the related party, Youth Co., Ltd.		7. The management department has handled as passed.	V	
		8. The Company proposes to adjust the right-of-use asset amount due to the lease termination of one business counter from its related party, Chunghwa Telecom Co., Ltd.		8. The management department has handled as passed, and public announcement was made on November 1, 2024.	V	
2024.12.13	The 19th meeting of the 11th Board of Directors	1. 2025 Business Plan and Budget	Passed as proposed unanimously by all directors present at the meeting.	1. The management department has handled as passed.	V	None
		2. Recognition of 2025 internal audit plan		2. The management department has processed the matter as proposed and has completed the declaration in accordance with the law by December 16, 2024.	V	
		3. Review of the performance evaluation of managerial personnel and the distribution of year-end bonuses for 2024	With Vice Chairman Pao-Yung Lin, Director Cheng-Feng Lin, and Director Cheng-Kang Lin recusing themselves due to conflicts of interest, all the directors present unanimously approved the proposal without objection.	3. The management department has handled as passed.	V	
		4. Proposal for the appointment of the Company's Chief Financial Officer	Passed as proposed unanimously by all directors present at the meeting.	4. The management department has handled as passed, and public announcement was made on December 13, 2024.	V	
		5. Proposal to amend certain provisions of the "Senao		5. The management department has handled as passed.	V	

Chapter 6 Special Remarks

Date	Number of Meetings	Discussion Matters	Resolution	Follow-up Actions	Items Listed in Article 14-3 of the Securities Exchange Act	Objections or Qualified Opinions Raised by Independent Director
		International Co., Ltd. Internal Control System"				
		6. Acquisition of right-of use assets by the Company from the related party.		6. The management department has handled as passed, and public announcement was made on December 13, 2024.	V	
		7. The Company proposes to adjust the right-of-use asset amount due to the lease termination of one business counter from its related party, Chunghwa Telecom Co., Ltd.		7. The management department has handled as passed, and public announcement was made on December 13, 2024.	V	
		8. Discussed the 2025 donation to related parties.		8. The management department has handled as passed, and public announcement was made on December 13, 2024.	V	
2024.01.25	The 9th meeting of the 2nd Audit Committee	Proposal to the Microsoft enterprise agreement procurement project	Passed as proposed unanimously by all members present at the meeting.	Submitted to the Board of Directors' meeting for resolution.		None
2024.02.16	The 10th meeting of the 2nd Audit Committee	1. Recognized 2023 Business Report and Financial Statements.	Passed as proposed unanimously by all members present at the meeting.	1. Submitted to the Board of Directors' meeting for resolution.	V	None
		2. Report on the Distribution and Disbursement of Dividends and Bonuses for 2023.		2. Submitted to the Board of Directors' meeting for resolution.		
		3. Proposal for capital increase subscription for Senao Networks.		3. Submitted to the Board of Directors' meeting for resolution.	V	
		4. Proposal to lift the non-competition restrictions for		4. Submitted to the Board of Directors' meeting for resolution.		

Chapter 6. Special Remarks

Date	Number of Meetings	Discussion Matters	Resolution	Follow-up Actions	Items Listed in Article 14-3 of the Securities Exchange Act	Objections or Qualified Opinions Raised by Independent Director
		newly appointed directors and their representatives.				
		5. Proposal to issue the Company's "2023 Declaration of Domestic and SOX Internal Control Policies."		5. Submitted to the Board of Directors' meeting for resolution.	V	
		6. Proposal to engage Deloitte & Touche in 2023 to conduct assurance services for the reduction of e-commerce packaging materials		6. Submitted to the Board of Directors' meeting for resolution.	V	
		7. Proposal to change the accounting firm and accountants		7. Submitted to the Board of Directors' meeting for resolution.	V	
		8. Proposal for the appointment of CPA services for 2024 at company expense.		8. Submitted to the Board of Directors' meeting for resolution.	V	
		9. Proposal to change the Financial Officer and Corporate Governance Officer		9. Submitted to the Board of Directors' meeting for resolution.	V	
		10. The Company proposes to acquire the right-of-use assets from its related party, Chunghwa Telecom Co., Ltd.		10. Submitted to the Board of Directors' meeting for resolution.	V	
		11. The Company proposes to acquire the right-of-use assets from its related party, Chunghwa Telecom Co., Ltd.		11. Submitted to the Board of Directors' meeting for resolution.	V	
2024.03.29	The 11th meeting of the 2nd Audit	1. The Company proposes to adjust the right-of-use asset amount due to	Passed as proposed unanimously by all members present at the meeting.	1. Submitted to the Board of Directors' meeting for resolution.	V	None

Chapter 6 Special Remarks

Date	Number of Meetings	Discussion Matters	Resolution	Follow-up Actions	Items Listed in Article 14-3 of the Securities Exchange Act	Objections or Qualified Opinions Raised by Independent Director
	Committee	the lease termination of one business counter from its related party, Chunghwa Telecom Co., Ltd.				
2024.04.26	The 12th meeting of the 2nd Audit Committee	1. 2024 Q1 Financial Statement	Passed as proposed unanimously by all members present at the meeting.	1. Submitted to the Board of Directors' meeting for resolution.	V	None
		2. The company proposes to adjust the right-of-use asset amount due to the lease termination of one business counter and partial lease termination of another business counter with its related party, Chunghwa Telecom Co., Ltd.		2. Submitted to the Board of Directors' meeting for resolution.	V	
2024.08.02	The 13th meeting of the 2nd Audit Committee	1. 2024 Q2 financial statement.	Passed as proposed unanimously by all members present at the meeting.	1. Submitted to the Board of Directors' meeting for resolution.	V	None
2024.10.04	The 14th meeting of the 2nd Audit Committee	1. Proposal for participating in private placement of capital increase subscription for Senao Networks.	Passed as proposed unanimously by all members present at the meeting.	1. Submitted to the Board of Directors' meeting for resolution.	V	None
2024.11.01	The 15th meeting of the 2nd Audit Committee	1. 2024 Q3 Financial Statement	Passed as proposed unanimously by all members present at the meeting.	1. Submitted to the Board of Directors' meeting for resolution.	V	None
		2. Proposal to amend certain provisions of the "Senao International Co., Ltd. Internal Audit Implementation Rules"		2. Submitted to the Board of Directors' meeting for resolution.	V	
		3. The Company's acquisition of right-of-use assets from		3. Submitted to the Board of Directors' meeting for resolution.	V	

Chapter 6. Special Remarks

Date	Number of Meetings	Discussion Matters	Resolution	Follow-up Actions	Items Listed in Article 14-3 of the Securities Exchange Act	Objections or Qualified Opinions Raised by Independent Director
		the related party, Youth Co., Ltd.				
		4. The Company proposes to adjust the right-of-use asset amount due to the lease termination of one business counter from its related party, Chunghwa Telecom Co., Ltd.		4. Submitted to the Board of Directors' meeting for resolution.	V	
2024.12.13	The 16th meeting of the 2nd Audit Committee	1. 2025 Business Plan and Budget	Passed as proposed unanimously by all members present at the meeting.	1. Submitted to the Board of Directors' meeting for resolution.	V	None
		2. Recognition of 2025 internal audit plan.		2. Submitted to the Board of Directors' meeting for resolution.	V	
		3. Proposal to amend certain provisions of the "Senao International Co., Ltd. Internal Control System"		3. Submitted to the Board of Directors' meeting for resolution.	V	
		4. Acquisition of right-of use assets by the Company from the related party.		4. Submitted to the Board of Directors' meeting for resolution.	V	
		5. The Company proposes to adjust the right-of-use asset amount due to the lease termination of one business counter from its related party, Chunghwa Telecom Co., Ltd.		5. Submitted to the Board of Directors' meeting for resolution.	V	
		6. Discussed the 2025 donation to related parties.		6. Submitted to the Board of Directors' meeting for resolution.	V	

Chapter 7 Appendix

Contact Information for the Company's Operating Offices

Unit	Address
Head Office	2F., No. 531, Zhongzheng Rd., Xindian Dist., New Taipei City
Taichung Office	1F. and 3F., No. 8, Huaxin St., North Dist., Taichung City
Chungli Office	No. 39, Sec. 2, Zhongshan E. Rd., Zhongli Dist., Taoyuan City
Hualien Office	1F., No. 16, Sec. 1, Jianguo Rd., Ji'an Township, Hualien County
Tainan Office	No. 6, Dalin Rd., South Dist., Tainan City
Chiayi Office	No. 12, Zhongyi St., West Dist., Chiayi City
Minzu Office	7F., No. 853, Minzu 1st Rd., Zuoying Dist., Kaohsiung City
Kaohsiung Wenxin Office	2F., No. 262, Wenxin Rd., Gushan Dist., Kaohsiung City
North Regional Repairs Center	2F., No. 500, Fuxing 3rd Rd., Guishan Dist., Taoyuan City
Central Regional Repairs Center	23F.-3, No. 925, Sec. 4, Taiwan Blvd., Xitun Dist., Taichung City
South Regional Repairs Center	7F., No. 853, Minzu 1st Rd., Zuoying Dist., Kaohsiung City
Taipei Minquan ASP	1F., No. 102, Sec. 3, Xinyi Rd., Da'an Dist., Taipei City
Taoyuan Daye ASP	No. 347, Sec. 1, Daye Rd., Taoyuan Dist., Taoyuan City
Taichung Yizhong ASP	No. 148, Sec. 3, Sanmin Rd., North Dist., Taichung City
Taichung Zhonggang ASP	23F.-2, No. 925, Sec. 4, Taiwan Blvd., Xitun Dist., Taichung City
Chiayi Xingye ASP	1F., No. 387, Xingye W. Rd., West Dist., Chiayi City
Tainan Zhonghua East ASP	No. 201, Sec. 3, Zhonghua E. Rd., East Dist., Tainan City
Kaohsiung Arena ASP	No. 45, Bo'ai 3rd Rd., Zuoying Dist., Kaohsiung City
Samsung Yilan Service Center	1F., No. 137, Singdong Rd., Luodong Township, Yilan County
Samsung Hualien Service Center	1F., No. 210-6, Linsen Rd., Hualien City
Samsung Taichung Zhonggang Service Center	23F.-3, No. 925, Sec. 4, Taiwan Blvd., Xitun Dist., Taichung City