

2024 Sustainability Report

Index • CONTENTS

About This Report

2

- Report Boundary
- Publication Date and Frequency
- Compilation Principles
- External Assurance
- Feedback

Message from the Management

3

I. About SYSCOM Computer Engineering Company

5

1. Company Overview
2. Company History
3. Group Members (Excluding Investment Businesses)
4. Service Locations

6

8

11

12

II. Industry and Value Chain

13

1. Industry Upstream, Midstream, and Downstream Relationships
2. Business Scope
3. Participation in Associations
4. Awards and External Verifications
5. Innovation and R&D Achievements

14

16

18

19

21

III. Sustainable Management

23

1. Sustainable Development Promotion Structure
2. Sustainable Development Strategy
3. Implementation of Sustainable Development
4. Material Topics Analysis and Stakeholder Engagement

24

26

26

33

IV. Corporate Governance

45

1. Corporate Governance Structure
2. Board Operations and Diversity
3. Functional Committees and Operational Mechanisms
4. Operational Performance
5. Integrity Management
6. Anti-Corruption
7. Internal Audit
8. Risk Management
9. Information Transparency and Disclosure
10. Intellectual Property Management
11. Information Security, Privacy and Personal Data Management

46

47

51

52

54

56

58

59

61

61

66

V. Task Force on Climate-related Financial Disclosures (TCFD)

71

1. Governance
2. Strategy
3. Risk Management
4. Accounting Metric

72

73

77

77

VI. Partnerships

78

1. Suppliers
2. Clients

79

82

VII. Sustainable Environment

91

1. Environmental Management System
2. Green Procurement
3. Greenhouse Gas Inventory
4. Energy Conservation and Carbon Reduction Measures

92

93

94

95

VIII. Happy Workplace

96

1. Employee Overview
2. Remuneration and Benefits
3. Occupational Safety and Health Management
4. Employee Healthcare
5. Employee Engagement and Support Mechanism
6. Employee Pension Plan
7. Training and Development
8. Performance and Career Development
9. Workplace Diversity and Equality

97

99

100

101

104

104

105

109

110

IX. Social Participation

112

Appendix

118

- GRI
- SASB
- Enhanced Disclosure Indicators by Industry for Listed Companies
- Climate-related Information for Listed Companies
- Attachment 1. Awards and Honors
- Attachment 2. External Assurances

119

124

125

126

128

129



About This Report

GRI 2-2, 2-3, 2-4, 2-5

This report comprehensively addresses SYSKOM Computer Engineering Company's (hereafter referred to as SYSKOM) commitments and achievements in the three key areas of ESG (Environmental, Social, and Governance) for all stakeholders. It details our strategies, efforts, and the results of our stakeholder engagements, reflecting SYSKOM's firm commitment to sustainable corporate development.

Report Boundary

The organizational boundary for this report is based on SYSKOM's consolidated financial statements, excluding subsidiaries. The data scope focuses primarily on the parent company, excluding joint ventures due to the varying impact of different indicators.

Compilation Principles

To ensure the information disclosed in this report is consistent and comparable, it is prepared with reference to the 2021 edition of the Sustainability Reporting Standards issued by the Global Sustainability Standards Board (GSSB) (known as the GRI Standards). It also draws on the standards set by the Sustainability Accounting Standards Board (known as the SASB Standards) and the TCFD recommendations (Task Force on Climate-related Financial Disclosures) from the Financial Stability Board. An index mapping the report content to the GRI and SASB indicators is included at the end of the report.

Publication Date and Frequency

This report is published in August 2025, detailing SYSKOM's specific actions in various aspects of corporate sustainability development from January 1 to December 31, 2024. To ensure the completeness of project and activity performance, some data beyond the 2024 fiscal year is included for integration needs, and relevant information will be supplemented in the report.

External Assurance

This report has been assured by SGS Taiwan Ltd. in accordance with the AA1000 Assurance Standard v3 Type 1 Moderate level assurance and GRI Standards (2021) framework to ensure the accuracy, reliability, and clarity of its content. The detailed assurance statement can be found in Attachment 2 of this report.



Feedback

SYSKOM Computer Engineering Company publishes its sustainability report annually and provides electronic versions for viewing and download on the official website. If you have any questions or suggestions regarding the content of the report, please contact:

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Message from the Management

GRI-22, 23, 24

Promoting AI equality for social co-prosperity

SYSCOM has reached its 50th anniversary since its founding. As the leader, I am committed to the mission of being a “cross-industry ESG sustainable development system integrator,” while upholding the management philosophy of “Outstanding Talent, Satisfied Customers, Continuous Growth, and Sustainable Operations.”

Running a business is like a person's life, with phases of growth and maturity. Looking back on these decades, SYSCOM recruits like-minded colleagues, leverages its expertise in software engineering and strong self-developed products to build various information management platforms, aiding digital transformation, green compliance, and participating in major application system implementations across Taiwan. These include the island-wide telecom backbone network, e-government system, healthcare information, finance, securities trading, aerospace, education, and manufacturing. It is committed to providing hope projects for industrial upgrading and transformation value enhancement, achieving in maintaining the competitive advantage of Taiwan's information service industry and creating a new milestone in economic development

Over the years, SYSCOM has accumulated extensive industry knowledge and software engineering expertise, achieving the highest level of the Capability Maturity Model Integration (CMMI) Level 5 certification twice. We work together with the international brand-names to cultivate technical talent and introduce international technical structure and solutions in a timely manner.

I have spent my entire career in the information service industry, firmly believing that the true purpose of technology goes beyond efficiency and innovation—it is about building a more sustainable and resilient society. Technology enables us to see farther, act more precisely, and better respond to environmental and social challenges. Whether advancing the use of generative AI or developing carbon management solutions, every technology reflects our commitment and practice to “AI equality” and “social co-prosperity.”

Based on this belief, SYSCOM has established five key business policies, which include:

- AI-powered applications drive industrial upgrading and transformation.
- Increase profitability by expanding sales of products and professional services.
- Harness advanced technologies to propel the digital economy forward.
- Continuously promote the dual-axis transformation of the company through digital and sustainable practices.
- Collaborate with the major software project to expand markets both domestically and internationally.

Although technology makes the world smarter, what matters more to us is whether it can make the world a fairer place! To address the surge of generative AI and the growing need for intelligent enterprises, SYSCOM has been steadily building its innovation capacity and has officially launched the “Smart Computer Human Project” aimed at advancing AI applications, accelerating internal digital transformation, and boosting the collaboration skills between talent and AI.

This project integrates SYSCOM's generative AI platform and features Ayuda, the world's only fully Taiwan-made humanoid service robot. We implement the concept of “AI colleagues” across departments to support daily operations, helping teams with tasks like data compilation, customer communication, proposal drafting, and code generation, thereby enhancing overall work efficiency and fostering innovation.

SYSCOM also encourages company-wide participation in AI education and training, emphasizing that “everyone can use AI, and every department can foster creativity”. This approach gradually develops AI mindset and practical skills, establishing a foundation for becoming an intelligent enterprise. The meaning of AI equality is that technology is no longer a privilege reserved for a few, but a partner for every worker. This approach represents our most practical response to achieving AI equality.

The “Smart Computer Human Project” acts as an experimental platform for SYSCOM to advance ESG applications and AI-driven sustainable solutions, integrating data governance, net-zero management, and intelligent decision-making models to help the dual-axis transformation of the company through digital and sustainable practices.

In 2023, we officially kicked off the “First Year of Carbon Reduction” by partnering with Singapore energy startup Evercomm to implement an intelligent carbon inventory platform, helping businesses develop replicable and scalable low-carbon operating models. Although the information service industry has relatively low carbon emissions, we remain committed to leading by example. By leveraging AI and automation technologies to optimize the energy efficiency of our server rooms and data centers, we offer a tangible model for green digital transformation.

Achieving AI equality must begin with focusing on “talent”. We firmly believe that people remain at the heart of technology, which is why we continuously invest in talent development and culture building, enabling our team to not only understand the business but also gain a profound understanding of the connection between technology and sustainability. Additionally, we organize a “Generative AI Development Competition” to encourage employees to create practical AI applications based on real work needs. For example, the champion “NETCenter Intelligent Assistant”



automatically generates operational recommendations for information architecture; the runner-up “AI Recipe Helper” integrates user dietary and shopping suggestions; and the third-place “Chain on HR GPT” combines scattered regulatory queries with virtual characters and RAG technology. These achievements demonstrate that AI innovation stems not only from technology department but also from genuine insights into real-world needs.

In terms of social impact, we leverage technology as a tool for equality. A prime example is the collaboration between SYSCOM and Inventec in smart healthcare, advancing remote care in rural communities so that elderly people can receive timely diagnosis and support from the comfort of their homes. We believe that healthcare should not be confined to cities or reserved only for areas rich in resources. Technology should serve as a bridge to ensure equal access to medical care, reaching every overlooked corner.

In order to make significant commitments to the environment and society, we follow the GRI Standards 2021 issued by the Global Reporting Initiative (GRI) and Task Force on Climate-related Financial Disclosures (TCFD) international framework to compile the ESG Sustainability Report; and adheres to the AA1000 principles advocated by the British Account Ability Organization. It covers SYSCOM's commitments and achievements in the three key areas of ESG (Environmental, Social, Governance), detailing our sustainability strategies, efforts, and the comprehensive effects of our practices. It also presents the results of our communications with stakeholders, demonstrating our determination to pursue sustainable development and driving the organization toward dual transformation in digitalization and ESG.

SYSCOM is about to celebrate its 60th anniversary. Looking ahead, we not only offer solutions to our customers but also strive to contribute to society—from AI equity to sustainable governance, from talent development to community care. At the heart of all these efforts is the aspiration to build a digital future that is more inclusive and beneficial for everyone. We firmly believe that no matter how advanced technology becomes, if it does not serve people, it will ultimately lose its purpose. Our vision is to make technology a source of strength that connects everyone, advancing society toward shared success and prosperity. SYSCOM is committed to working together with everyone to help Taiwan and the world progress toward a beautiful future of sustainable coexistence!

Sincerely,

THE SYSCOM GROUP President 劉瑞隆



I About SYSCOM Computer Engineering Company

1. Company Overview	6
2. Company History	8
3. Group Members (Excluding Investment Businesses).....	11
4. Service Locations	12



1. Company Overview GRI 2-1, GRI 2-23, GRI 2-24

SYSKOM, founded in 1975 and operating in the information services industry, was successfully listed in Taiwan in 2001 with a capital of NT\$1 billion. The company has service locations throughout Taiwan, the United States, Thailand, and Mainland China, making it one of the few domestic companies with the capability to provide cross-border information services.

Since its founding, SYSKOM has specialized in system integration and software development. Leveraging its strong technical expertise and innovative capabilities, it helps clients across industries—including finance and securities, telecommunications, healthcare, government agencies, law enforcement, and high-tech manufacturing—embrace the challenges of digital transformation. In recent years, the company has actively developed specialized information services and value-added software solutions to move away from hardware price wars and transform into a knowledge economy-oriented international IT service provider.

In quality management, SYSKOM has been honored with the Ministry of Economic Affairs' "Industrial Technology Development Award" since 1998. It achieved CMMI Level 3 certification in 2004 and successfully attained CMMI Level 5 certification in both 2006 and 2011, establishing a globally recognized standard of high quality. In 2014, the company received the 2nd "Taiwan Mittelstand Award". In 2018, it established the "Global Project Monitoring Center," earning the trust of international clients and securing several offshore software development projects. That same year, it also won the "National Quality Award - Best Practice Award for Manufacturing Quality," becoming the only company in the country to receive both honors simultaneously. In 2024, SYSKOM once again received an award in the Best Practice for Industrial Support category at the 27th National Quality Awards.

From mainframes to cloud computing, and from the Taiwan Stock Exchange's automated trading system to energy-saving and carbon reduction applications, SYSKOM has consistently been a technology leader, driving innovation in the information industry.

As we mark the 50th anniversary, SYSKOM has not only continued to strengthen our expertise in system integration and professional services but has also successfully transformed into a high value-added company centered on products and smart services. In 2024, the "Smart Computer Human Project" officially launched, integrated our self-developed NeuroChain vector database technology to advance the practical application of generative AI and address the issue of AI hallucinations in industry practices. Launched several innovative projects simultaneously, including the "Smart Traffic Management Platform," "Intelligent Recipe Application," and "AI Medical Workforce Training Program." These initiatives passed the government AI pilot project review, showcasing robust research and development strength.

SYSKOM was honored with the "2025 Taiwan Excellence Award" for its DBMaker database, NETCenter, OMFLOW, and Ayuda intelligent service robot, once again recognizing the company's product excellence and innovative capabilities.

In sustainable management, SYSKOM centers on ESG principles, actively engaging in energy-saving and carbon reduction initiatives, smart city development, talent cultivation, and industry-academia collaboration to enhance corporate resilience and social responsibility. We will continue to drive comprehensive digital transformation and develop sustainable value-added products, working closely with our customers to create long-term value and achieve new milestones in internationalization and sustainable development.

Established
in
1975

Became
a listed
company in
2001

A capital of
NTD 1 billion

Level 5
CMMI
certification

Taiwan
Excellence
Award
2025



(I) Business Philosophy and Mission

Business Philosophy:
“Outstanding Talent, Satisfied Customers, Continuous Growth, and Sustainable Operations”

Mission:
“Cross-Industry ESG Sustainable Development System Integrator”

(II) Business Policies

1. AI-powered applications drive industrial upgrading and transformation.
2. Increase profitability by expanding sales of products and professional services.
3. Harness advanced technologies to propel the digital economy forward.
4. Continuously promote the dual-axis transformation of the company through digital and sustainable practices.
5. Collaborate with the major software project to expand markets both domestically and internationally.

(III) The Company's Future Development Strategy

1. Short-Term Development Plans
 - Develop AI operation platforms for applications in transportation, security, healthcare and commerce.
 - Integrate generative AI system and tools to improve operational efficiency and quality.
 - Expand core products and professional services to increase overall profitability.
 - Develop the knowledge economy through AI, 5G, cybersecurity, big data, and cloud services.
 - Partnering with top domestic and international manufacturers to expand into emerging overseas application markets.
2. Long-Term Development Plans
 - Uphold a commitment to continuous comprehensive quality improvement, dedicated to sustainable ESG development.
 - Demonstrate system capabilities, and aid in the digital transformation of enterprises with AI.
 - Bridge advanced technology industry applications, forming alliances with Taiwan's leading companies to compete on the global stage.



2. Company History

1975

- Founded in 1975
- Became the agent for Tandem NonStop computer systems, marking a new era in continuous hardware/software/maintenance development (1981)

1982

- Established Taichung branch (1981)
- Established Kaohsiung branch (1982)
- Contracted to computerize the Taiwan Stock Exchange (1982)

1985

- National Cheng Kung University Medical Center adopted SYSCOM's hospital automation services (1985)
- Nearly 60 securities firms nationwide adopted SYSCOM's securities automation system, establishing SYSCOM as a leader in Taiwan's securities automation market (1989)
- Established branches in Tainan and Taoyuan to serve local customers (1989)

1991

- Invested in CASEMaker in the U.S., specializing in global marketing of software tools and database products (1991)
- Introduced and became an agent for CISCO network products (1992)
- Received the Outstanding Information Software Award from the Ministry of Economic Affairs (1993)
- Established Hsinchu branch, forming a complete service network across Taiwan (1993)

1995

- Chairman of the Board Ruifu Liu elected as Chairman of the Taipei Computer Association for the 8th and 9th terms (1995, 1998)
- Named "Best Network Integration Company in Taiwan" by Data Communications magazine (1996, 1997)
- Successfully developed and launched the first large-scale database in Taiwan, DBMaker (1997)
- Established a subsidiary in Thailand, extending the business to Southeast Asia (1998)
- Received the Ministry of Economic Affairs Industrial Technology Development Award (1998)
- Provided IT services for the Taiwan Futures Exchange, gaining the capability to set up systems for all three major financial exchanges in Taiwan (1998)
- SYSCOM's Mission Operation Center (MOC) for satellite operation and maintenance goes online after successful launch of Formosat-1 (1999)
- Listed on the Taiwan Stock Exchange (2001)
- Participated in the setup of the second-generation GSN Government Service Network backbone and access network equipment (2002)
- Directly challenged and passed "CMMI Level 3" assessment (2004)
- First domestic company to receive the "2004 Microsoft Advanced Infrastructure Award" (2004)
- SYSCOM's Mission Operation Center (MOC) for satellite operation and maintenance goes online after successful launch of Formosat-2 (2004)

2004



2005

- Won the Institute for Information Industry's "2005 MIS BEST CHOICE" award:
 - First place for "SI System Integration Services and Network Planning Services"
 - Second place for "Outsourcing Information Services"
 - First place for "Network Planning Services"
 - Third place for "Information Security Services" (2005)
- Successfully passed the highest level international software quality certification, "CMMI Level 5," for the first time (2006)
- Passed ISO27001 (BS7799) information security certification for the first time (2006)
- Received the Best Information Security Partner award from BSI (British Standards Institution) (2006)
- SYSKOM's Mission Operation Center (MOC) for satellite operation and maintenance goes online after successful launch of Formosat-3 (2006)
- Participated in the setup of Taiwan's national ETC (Electronic Toll Collection) system (2006)
- President Ruilong Liu elected as Chairman of the Information Service Industry Association of the ROC for the 11th and 12th terms (2008, 2011)

2011

2012

- Passed "CMMI-Dev v1.2 Maturity Level 5" assessment (2011)
- Passed "PIMS BS10012:2009" personal data protection certification for the first time (2012)
- "SYSKOM Cyberhood Cloud Service Platform" won the "2012 Cloud Innovation Award" (2012)
- Co-established CloudMaster Co., Ltd. in a joint venture with Japan's Tokai Group (2013)
- Received the Ministry of Economic Affairs' second "Taiwan Mittelstand Award" (2014)
- Won first place in the "2014 Cloud Innovation Award - Domestic Cloud Data Center Category" (2014)

2016

- "Pracla Enterprise Cloud Data Center Hosting Service" won the "2016 System Integration Export Award," "2016 Cloud Gold Award," and "2016 Cloud IoT Innovation Award"
- Participated in the development of police data and environmental data clouds, winning the "2016 Cloud IoT Innovation Award - Government Application Category Outstanding Application Award"
- Collaborated with the National Police Agency to develop the "m-Police Mobile Police Computer System," selected as one of the "Top 100 Innovative Products of 2016 - Public Service Category"
- Passed dual certification for information services and information security: ISO/IEC 20000-1:2011, ISO/IEC 27001:2013, and CNS 27001:2014

2017

- Passed "CMMI-Dev v1.3 Maturity Level 3" assessment
- "SYSKOM Intelligent Service Robot Ayuda" won the "2017 Cloud IoT Innovation Award Championship"
- The first domestically developed optical remote sensing satellite "Formosat-5" was launched, and SYSKOM simultaneously commenced the ground operation system

2018

- Won the 25th "National Quality Award - Best Practice Award for Manufacturing Quality"
- "SYSKOM Intelligent Service Robot Ayuda" won the "2018 System Integration Export Award"

2019

- Participated in the construction of Taiwan High Speed Rail's "Next-Generation Passenger Information System"
- The high-reliability mission-type meteorological satellite system FormoSat-7 was launched, and SYSKOM commenced the "ground operation system"

2020

- Won the SGS "2020 Information Security Management Excellence Award"



2021

- SYSKOM's self-developed product "NETCenter IT Infra Network Monitoring Management Center" won the "Taiwan Excellence Award" for the first time (2021)
- SYSKOM's self-developed product "Intelligent Service Robot Ayuda" won the "Taiwan Excellence Award" and the Taiwan Excellence Silver Award for the first time (2021)
- Helped "Carrefour" successfully build a comprehensive e-commerce platform, developing the retail industry
- Passed "ISO 27701 Privacy Information Management Certification," becoming the first SI company in Taiwan to hold certifications in privacy, information security, information services, and personal data management

2022

- Won First place in the Ministry of Transportation's "5G-led Intelligent Transportation Technology and Service Innovation and Industry Development Grant Program - Service Innovation Award".
- Received the "2022 Outstanding Service Provider Award" from CIO Taiwan

2023

- TRITON launched, SYSKOM commenced "ground control system" and "satellite control system"
- SYSKOM continues to pass the following third-party certifications:
 - Information Security Management System: ISO/IEC 27001:2013/ CNS 27001:2014 (first obtained in 2016)
 - Personal Information Management Systems (first obtained in 2012): BS10012:2017
 - Privacy Information Management Systems (first obtained in 2021): ISO/IEC 27701:2019
 - Information Services Management Systems (first obtained in 2016): ISO/IEC 20000-1:2018
- Participated in the construction of the "Information and Communication System Engineering" for Terminal 3 of Taiwan Taoyuan International Airport.

2024

- Received the "Outstanding Service Provider Award" (2022 and 2024) from CIO Taiwan
- SYSKOM's "2023 Sustainability Report" has been verified and confirmed by a third-party assurance.
- Won the 27th "National Quality Award - Best Practice for Industrial Support"
- The "Su-Hua Corridor Anti-Congestion Longitudinal Line Intelligent Transportation System" project was awarded the "2025 Intelligent Transportation System Application Award (ITS)" by the "Intelligent Transportation Society of Taiwan"
- Leveraging AI, Carrefour's "Home Delivery - Smart Recipe" won the "Grand Jury Prize" at the 2024 Future Commerce Awards
- Published in Generative AI Innovative Solutions - NeuroChain and NeuroCodie
- SYSKOM's self-developed product "OMFLOW Enterprise Process Engine" was recognized with the "Taiwan Excellence Award" (2023, 2024, 2025).
- SYSKOM's self-developed product "Intelligent Service Robot Ayuda" won the "Taiwan Excellence Award" again (2021, 2023, 2024, 2025 Taiwan Excellence Award and 2021, 2024 Taiwan Excellence Silver Award)
- SYSKOM's self-developed product "DBMaker" won the "Taiwan Excellence Award" again (2013, 2014, 2015, 2017, 2020, 2021, 2022, 2023 and 2025)
- SYSKOM's self-developed product "NETCenter IT Infra Network Monitoring Management Center" won the "Taiwan Excellence Award" consecutively (2021, 2022, 2023, 2025)



3. Group Members (Excluding Investment Businesses)

Company Name	Date of Establishment	Main Businesses and Products
CASEMaker Inc.	1991.09.17	Sales of computer software, hardware and related products.
Coach Technology Management Inc.	1992.09.15	Diagnostic consulting for corporate management, domestic and foreign investment referral, and computerized design consulting.
SYSKOM Computer (Thailand) Co., Ltd.	1998.04.22	Development and maintenance of software and other businesses.
Netmaker Technology Co., Ltd.	2000.07.01	Information software, data processing and electronic information supply services.
Wisemaker Technology Co.	2001.07.24	Sales of computer software, hardware and related products.
SYSKOM Computer (Shenzhen) Co., Ltd.	1995.05.02	Computer equipment software development, sales of self-developed technical achievements services, computer system integration and network wiring engineering.
Xian Linan Computer Co., Ltd.	1997.05.27	Development and manufacture of computer equipment and computer software; sale of self-manufactured products and provision of technical services.



4. Service Locations

Taiwan Region

- **Taipei Headquarters**

Address: 6F, No. 115, Emei Street, Wanhua District, Taipei City

- **Taoyuan Office**

Address: 7F, No. 373-6, Zhongshan Road, Taoyuan District, Taoyuan City

- **Hsinchu Office**

Address: 8F-6, No. 27, Guanxin Road, East District, Hsinchu City

- **Taichung Branch**

Address: 12F, No. 370, Section 1, Zhongqing Road, North District, Taichung City

- **Tainan Branch**

Address: 13F, No. 395, Section 1, Linsen Road, East District, Tainan City

- **Kaohsiung Branch**

Address: 29F, No. 6, Mincuan 2nd Road, Qianzhen District, Kaohsiung City

Overseas Region

- **SYSKOM Computer (Thailand) Co., Ltd.**

Address: Thaniya Plaza Building, RoomA, 14th Floor, 52 Silom Road, Suriyawong, Bangrak, Bangkok 10500, Thailand

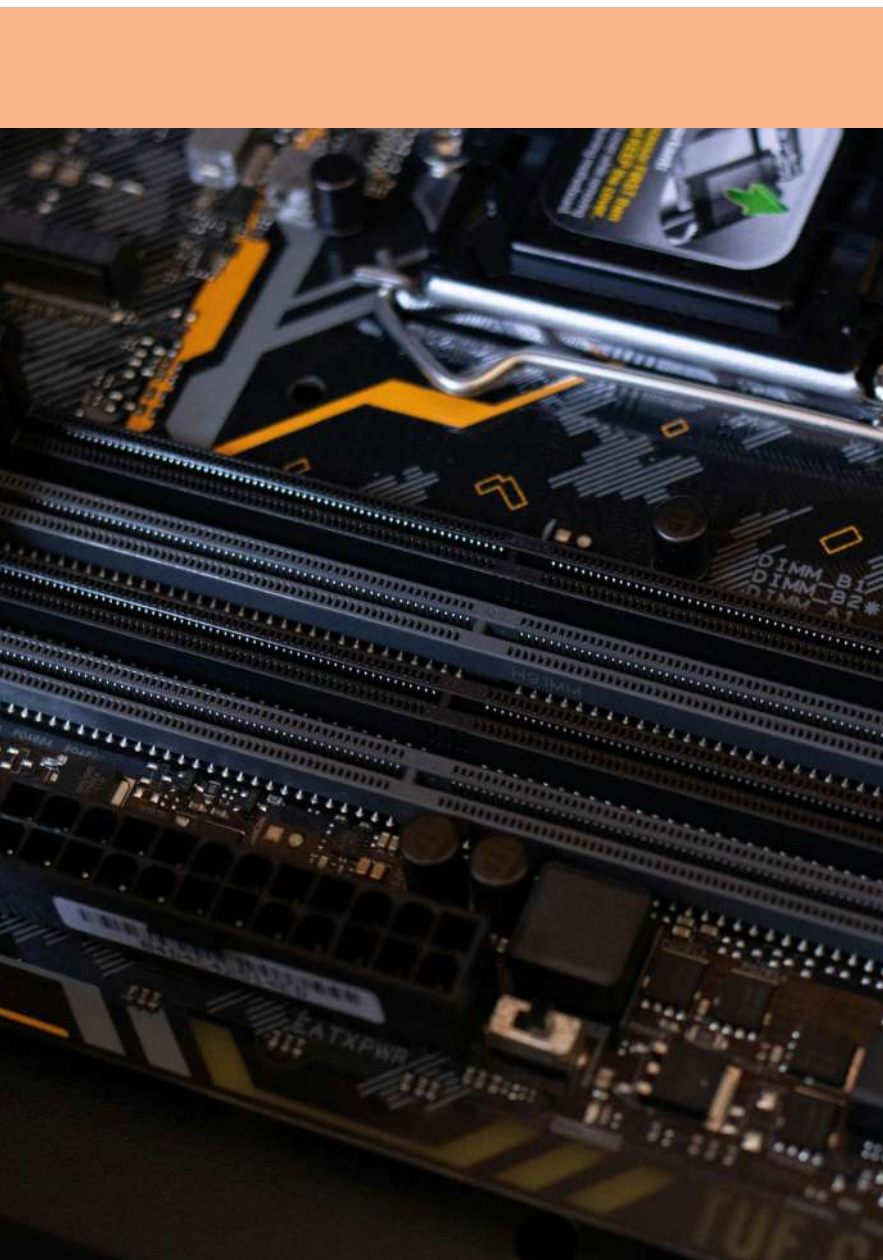
- **CASEMaker Inc.**

Address: 1680 Civic Center Drive, Santa Clara, CA95050, U.S.A.



II Industry and Value Chain

1. Industry Upstream, Midstream, and Downstream Relationships 14
2. Business Scope 16
3. Participation in Associations 18
4. Awards and External Verifications 19
5. Innovation and R&D Achievements .. 21



1. Industry Upstream, Midstream, and Downstream Relationships

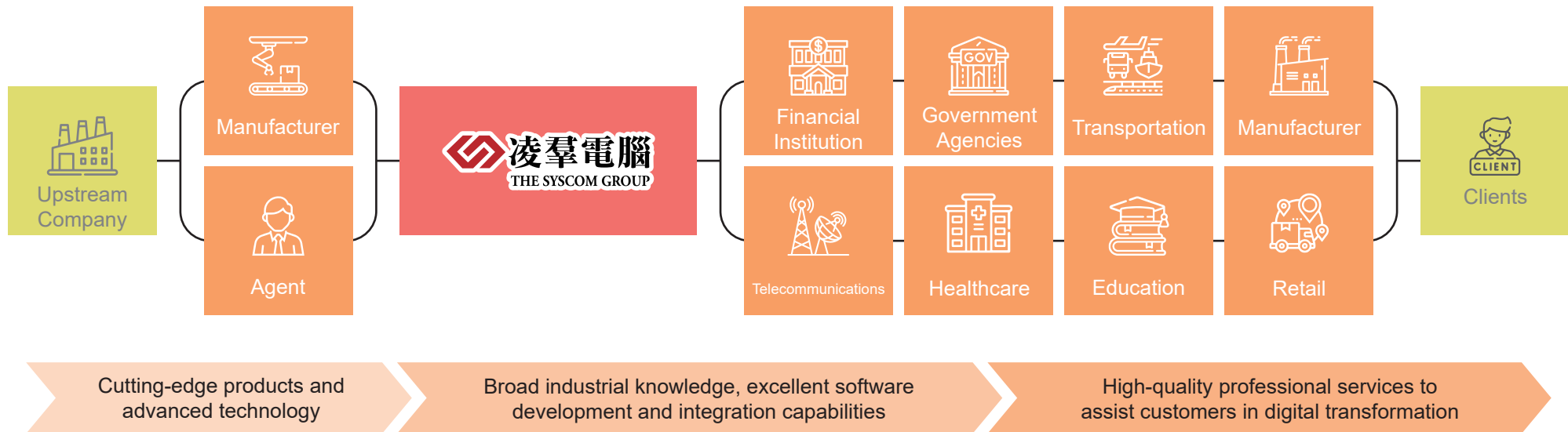
GRI 2-6

Since its founding, SYSKOM has been deeply engaged in information services and system integration. Guided by the vision of “offering complete solutions from a single vendor,” the company is dedicated to helping enterprise clients overcome operational challenges through innovative technology and professional services, driving digital transformation and business upgrades to achieve sustainable development. Since 2021, SYSKOM has consistently ranked among Taiwan’s top 500 companies and is recognized as one of the top three computer system integration service providers in the information services sector. In 2022, it received the “Outstanding Service Provider Award” award from CIO Taiwan and achieved ISO 20000:2018 certification for its information service management system, showcasing its expertise in project governance, service quality, and risk management.

The information services and software industry encompasses multiple value chains, including software and hardware manufacturing, agency sales, system integration, and end-user applications. Upstream players include internationally renowned hardware and software manufacturers and cloud service providers like Cisco, Dell/EMC, Fortinet, HPE, VMWare, Google Cloud, and Microsoft Azure. The midstream consists of distributors and Taiwanese branches of multinational software companies, while the downstream is made up of system integrators and IT service providers. Together, we deliver IT solutions and operational support to end-user sectors such as government, finance, telecommunications, healthcare, transportation, manufacturing, education, and retail. SYSKOM operates downstream in the industry and has the ability to integrate both vertical applications and horizontal technologies across sectors, making it a crucial partner in driving digital resilience and sustainable innovation for enterprises.

Since its founding, SYSKOM has been dedicated to adopting cutting-edge international information technologies. In the 1970s and 1980s, it successfully implemented the Tandem NonStop system amid the wave of financial transaction automation, completed the computerization of the Taiwan Stock Exchange’s operating system, and developed various financial information systems, establishing itself as a leader in financial information services. In the 1990s, as the internet emerged, SYSKOM became the first agent for Cisco network products, helping to establish the foundation of Taiwan’s academic network infrastructure. The company later expanded into telecom backbone construction, IDC data centers, value-added applications, and cloud infrastructure. It has been a long-standing Cisco Gold Partner and a key driver in Taiwan’s telecom and cloud application sectors.

SYSKOM centers its services on “understanding and fulfilling client needs,” offering comprehensive lifecycle IT services including IT consulting, feasibility analysis, system design and development, data center and network planning, training, capacity forecasting, and after-sales support. We help clients transform holistically—from infrastructure to application integration—delivering on our commitment of “One contract, complete service.” Our agency and integrated products encompass host servers, network communications, information security, storage systems, and application software. Leveraging deep industry expertise (domain know-how), these solutions are widely applied across vertical sectors including financial management, telecommunications, smart healthcare, smart transportation, and smart retail. Additionally, they extend to horizontal applications such as cloud computing, information security, smart green energy, and outsourcing services, as illustrated below.



SYSCOM Industry Affiliation Diagram



Looking forward, SYSCOM will continue to promote sustainability through innovation by strengthening its three core capabilities: “software and hardware integration”, “cloud collaboration”, and “green smart technology”. The company is dedicated to helping customers develop resilient, agile, and sustainable business models. At the same time, we will continue to advance AI equity, ensuring that the development and application of artificial intelligence technologies uphold the principles of diversity, fairness, and inclusiveness, allowing all industries and communities to benefit equally. SYSCOM is committed to actively fulfilling its corporate responsibilities, enhancing the impact of digital services, and collaborating with industries and society to advance towards a low-carbon, smart future, together achieving the vision of inclusive technology and social co-prosperity.



2. Business Scope

SYSKOM offers the following primary products and services:

SYSKOM Primary Products (Services)

Main Products (Services)	Main Uses and Functions
Cloud Computing	Cloud database systems, cloud development interfaces, cloud search engines, and security control mechanisms; comprehensive cloud solutions that help enterprise clients systematically transfer core tasks to the cloud.
Finance	Comprehensive installation of next-generation financial core systems (mobile payment, trading platform, accounting center, batch data transfer, diverse reporting, branch systems, etc.), complemented by intelligent financial image analysis solutions to align with the evolving and international financial environment.
Securities and Futures	High-speed risk control middle platform for futures and securities; fully utilizing high-performance in-memory design. The entire system employs a parameterized and modular design, providing quick order placement, comprehensive risk control, and flexible customization, integrated with NSK backend accounting.
Telecommunications and Networks	Proprietary network management system (NETCenter) to assist network administrators in managing devices on the network; telecom-grade cross-brand network management systems (NMS/EMS) NDS network management module, with basic monitoring functions and immediate process modification for business content changes, enhancing telecom service automation and management efficiency.
Healthcare	Health check management system to maximize the advantages of medical resources in health check centers/medical institutions, offering a complete health check information solution. The next-generation medical information system, e-Healthcare, integrates medical administration, examination/testing, nursing operations, management decisions, medical imaging, and smart healthcare, designed with SOA service-oriented architecture, highly scalable to meet the practical needs of modern hospital operations.





Main Products (Services)

Main Uses and Functions

Transportation

RFID intelligent transportation platform, integrating functions such as gates, card readers, ticket displays, passenger information, voice broadcasts, license plate recognition, RFID, induction coils, joint ticketing, and automatic ticket machines; supported by a graphical control system, it provides human and vehicle scheduling, financial accounting, personnel, cost analysis, providing next-generation intelligent transportation management solutions.

Information Security

Protecting information environments and systems based on zero-trust strategies, using integrated security platforms to increase transparency, stress testing to identify weaknesses in IT infrastructure, and cloud service inventory to strengthen security defense strategies and enhance risk management effectiveness. "High Automation Log Archiving Management System": Archiving applications, account management, log upload scheduling, upload result notification, emergency supplementary upload, storage space management, offering high security and portability in log archiving.

Enterprise Applications

Information security, cloud application services, commercial service robots, smart energy saving, outsourcing services, etc., providing complete solutions based on enterprise client needs.

Outsourced Development Services

In response to the wave of digital transformation and changes in the IT talent market structure, IT outsourcing services have become the top choice for enterprise managers. Organizations worldwide recognize the importance of IT for enterprise development. The software development industry will continue to grow rapidly, especially in AI and ML, providing opportunities for tech talent.

SYSCOM is a cross-disciplinary ESG sustainable development system integrator and one of the first in the country to introduce information security, disaster recovery (DR), business continuity planning (BCP), and cloud architecture system integration services. Adhering to the principles of "leading technology" and "leading service," SYSCOM has achieved numerous successes in information system integration, with practical cases spanning domestically and internationally. From information hardware, network architecture to application system development and project consulting management, SYSCOM continuously innovates and commits to excellence in professional technology and management.



3. Participation in Associations GRI 2-28

To foster the overall growth of the information service industry, SYSCOM actively engages with domestic and international industry associations and professional organizations. Through diverse platforms, it extensively exchanges ideas and shares technology with upstream and downstream partners across the industry chain, strengthens cooperative networks, promotes information integration and resource sharing, expands business opportunities, and drives innovation. SYSCOM places great importance on the power of collective action. It aims to collaborate with industry peers to develop strategies and policy recommendations that drive the application of information technology, digital transformation, and sustainable management. By doing so, the company fulfills its corporate social responsibility and fosters shared growth and prosperity for both the industry and society, as outlined in the table below.

SYSCOM's participation in associations

Association	Title	Association	Title
National Quality & Sustainable Excellence Alliance	Honorary Chairman	Information Service Industry Association of R.O.C (CISA)	Director
Digital Transformation Association (DTA)	Vice President / Supervisor	Value Management Institute of Taiwan (VMIT@ Taiwan)	Director
Taipei Computer Association (TCA)	Director	Taiwan Advanced Automotive Technology Development Association (TADA)	Member
Taiwan Electrical and Electronic Manufacturers' Association (TEEMA)	Consultant	Chung-Hwa Railway Industry Development Association	Member
Taiwan IoT Technology and Industry Association (TwIoT)	Executive Director	Chinese Non-Store Retailer Association	Member
Taiwan Coalition of Service Industries	Vice President	Taiwan Climate Partnership	Member
Taiwan Glora Alliance (GloRa)	Executive Director	Intelligent Transportation Society of Taiwan (ITS Taiwan)	Member
Cloud Computing & IoT Association in Taiwan	Vice President	Information Service Alliance of ROC	Member
Information Management Association (IMA)	Vice President	Taiwan Intelligent Aerotropolis Association	Member

By participating in and collaborating with the aforementioned organizations, SYSCOM stays up-to-date with the latest industry trends and technological advancements. The company also actively commits to sustainable issues, reinforcing its responsible role within the industry ecosystem and making a positive impact on society and the environment.



4. Awards and External Verifications



Awards and recognition from both domestic and international sources

(I) Taiwan Excellence Award (Ministry of Economic Affairs)

1. “OMFLOW Service Automation System”
2. “Service Robot (Ayuda)”
3. “The SYSCOM Service Robot Ayuda” received the 32nd Silver Award

(II) National Quality Award (Ministry of Economic Affairs)

1. “The 27th National Quality Award: Best Practice for Industrial Support category” (2024)

(III) Awards and Certifications for Industry Collaboration

1. Cisco 2023 Greater China Data Center Best Partnership Award
2. Cisco 2024 Partnership Honor Award and Growth Partner of the Year Award
3. HPE Aruba: FY24 AI Innovation Driver Award, Champion Partner of the Year, Networking Excellence Partner Award
4. Fortinet: FY24 North Asia Edition
 - Most Valuable Partner of the Year
 - Operational Technology Partner of the Year
5. CIO Taiwan: “2024 Elite Vendor Award for Outstanding Service”

(IV) Contributions to space and transportation projects

1. The National Space Center thanks everyone for participating in the “TRITON”
2. Su-Hua Corridor Smart Transportation Pilot Project
3. Awarded the “2024 Intelligent Transportation System Application Award” by the Intelligent Transportation Society of Taiwan
4. The Ministry of Transportation’s “5G Intelligent Transportation Service Innovation and Grant Program - Service Innovation Award”.
5. Telecom Technology Center Information Security Protection Certification (L1)



Certification of AI and digital service capabilities

(I) Registration of Artificial Intelligence Technology Service Organizations (2024/10/01 - 2026/10/01)

1. Service Robot
2. Business Intelligence and Decision Support / Applications of Generative Content
3. AI system integration across multiple industries

(II) Information Security Service Organization Capability Registration (1), (2)

(III) Mobile broadband telecommunications network license (Chengdu Road site, valid until 2025/12/31)

(IV) 2024 Digital Youth T Ambassador Program

1. Awarded the title of "Honorary Master T" for five consecutive terms
2. Sponsor of the "Special Award" in the Digital Star Competition

Contributions of ESG in industry- academia collaboration

(I) Performance in sustainable development

1. Yuanta Financial Holdings presents the "Excellence Award in Sustainability Evaluation"
2. The Capital Group presents a certificate of appreciation for efforts in energy conservation and carbon reduction
3. Certificate of Appreciation issued by the Ministry of Economic Affairs for the "Greentech Startup Challenge"

(II) Industry-Academia and Talent Cultivation

1. Certificate of Appreciation for Internship Collaboration from National Taipei University of Technology
2. Certificate of Appreciation from the China Productivity Center for Knowledge Management and Exchange Visits
3. Sponsorship for the T Ambassador Youth Project: Received letters of appreciation for "Using the same model to Hua Nan Securities" and "One ping of Sunny Bank"
4. Certificate of Appreciation for Supporting the 2024 TASTA Taiwan Space Agency





5. Innovation and R&D Achievements

GRI 3-3

Innovation and R&D are core competencies for SYSCOM's long-term development. As one of Taiwan's leading system integration companies, Syscom has been committed to assisting public and private sectors in upgrading their information applications since its inception. The deepening and integration of software and hardware technologies are the cornerstones of enterprise development. SYSCOM's R&D is native, embedded in all software development and services, consistently embodying the spirit of innovation.

In response to the internal and external demands of digital transformation and sustainable operations, SYSCOM continues to develop and launch innovative self-developed products, including the following six key items:



Intelligent Service Robot (Ayuda)

SYSCOM's intelligent service robot, Ayuda, has been under development for many years. With the advent of generative AI technology at the end of 2022, SYSCOM has enhanced the capabilities of service robots using generative AI, making them smarter and more human-like. Ayuda adopts the widely accepted international standard ROS (Robot Operating System) in the robotics field and recently integrated SYSCOM's generative AI solution NeuroChain, significantly enhancing its capabilities. The Ayuda series includes: Ayuda, Ayuda Cute, Ayuda Nano, Ayuda Nano Super.



IT Monitoring and Management Center (NETCenter)

NETCenter is an IT monitoring and management software developed by SYSCOM, designed to help IT managers comprehensively control IT infrastructure status and information management solutions, enabling businesses to flexibly face various information challenges and effectively manage increasing network devices. The latest version redefines ten functional modules, expanding user perspectives from the IT (Information Technology) division to Security and Business divisions, creating a "comprehensive intelligent command center" tailored to enterprise needs.



Human-Machine Process Automation Engine (OMFLOW)

OMFLOW, a human-machine process automation engine developed by SYSCOM to meet digital integration application needs, is suitable for various standalone or hybrid application scenarios, such as IT operations management, business form processes, and system integration interfaces. The community version of OMFLOW offers unlimited usage and open-source access for personal use. The community version has no limitations for personal use. The enterprise version includes community processing downloads and also additional features developed by SYSCOM, additional features include distributed computing, and data collection and management, providing customers with a comprehensive process automation engine.



Cloud Database System (DBMaker CloudDB)

SYSCOM developed the cloud database system to meet the database needs of cloud service SaaS (independent software vendors), offering a cloud developer version and developing cloud open database connectivity interface (Cloud ODBC) features. This includes the integration of cloud search engines and security control mechanisms, developing related cloud solutions. Users can download the official process. Additional features of enterprise version include distributed computing, and data collection and management, providing customers with a comprehensive process automation engine.



Intelligent Power Monitoring and Energy Saving System (GreenMaker)

Energy saving and carbon reduction have been goals shared by governments worldwide and are part of policy directives. In recent years, global enterprises have actively used ICT to promote energy-saving and carbon reduction initiatives. SYSCOM developed an intelligent energy-saving service platform with smart management mechanisms, optimizing power usage for buildings, factories, and shopping centers. This platform assists operators in managing building power usage and collecting and analyzing greenhouse gas inventory data to effectively achieve energy saving and carbon reduction.



Generative AI Solutions (NeuroChain)

SYSCOM has made significant breakthroughs and achievements in generative AI applications. NeuroChain, SYSCOM's generative AI solution, acts as an intermediary layer between humans and generative AI. This layer pre-processes and embeds the enterprise's knowledge base, including documents, webpages, forms, etc. When users ask questions, generative AI determines the user's intent, and the intermediary layer finds the correct answer, which generative AI summarizes and responds to. By repeatedly questioning generative AI with different prompts, the most accurate answer is obtained. This product has been applied in customer projects and integrated into Ayuda robots, expanding the scope of AI applications. Among these solutions, Ayuda, NETCenter, OMFLOW, and DBMaker have all received the "Taiwan Excellence Award."



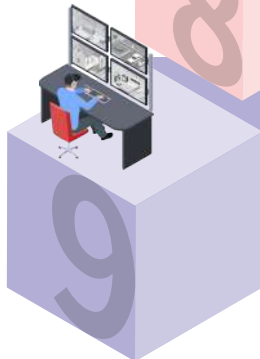
Security Information Service Platform/Diamond Guard

In response to the government's cybersecurity governance policies and to enhance corporate operational resilience, our company has independently developed the SISP (Security Intelligence & Smart Protection). This platform addresses common challenges in current cybersecurity defenses, including inadequate monitoring, the absence of coordinated defense and response mechanisms, and the lack of integrated operational workflows. SISP integrates detection and managed detection and response (MDR) services with the Security Operations and Analytics Platform Architecture (SOAPA) technology trends, combining traditional and next-generation SOC capabilities. It also incorporates intelligent ISO management tools to help customers establish PDCA-based cybersecurity governance processes. Additionally, SISP offers real-time cybersecurity dashboards and threat alert signals to enhance cybersecurity situational awareness. It supports the three main cybersecurity operation mechanisms—ISAC, SOC, and CERT—helping large clients establish intelligence-driven, cross-organizational joint defense systems. This product is the first domestically developed cybersecurity platform solution created using independent technology. It not only meets the national security policy's priority demand for homegrown cybersecurity products but also showcases our company's forward-thinking commitment and accomplishments in innovative research and development in information and communication security.



Opus One

To address the growing complexity of managing enterprise IT environments, our company has independently developed the Opus One (IP operation management platform). This platform integrates network devices, host systems, cybersecurity information, and network traffic data. Utilizing built-in rule analysis and workflow engines, it offers automated anomaly detection, maintenance record management, and smart response recommendations. The platform also plans to implement automatic control features, such as automatically activating backup equipment and service notification systems, to help users quickly restore network applications and significantly reduce service downtime. By intuitively visualizing information, enhance management efficiency and operational stability, showcasing the company's innovative accomplishments in smart maintenance and digital governance.



VIAMaster: AI-Powered Image Expert Platform

The core technology of the "VIAMaster: AI-Powered Image Expert Platform" focuses on developing AI solutions for image recognition, enabling fast training, quick deployment, and real-time applications. Utilize image analysis technology for quick cross-referencing and analysis to improve security in public areas. In the future, we can further integrate systems and collaborate with security providers, monitoring companies, and financial industry players to apply this solution's technology in smart security applications like public safety. By combining real-time analysis and recognition of footage from wearable cameras, it can help reduce manpower, enhance intelligent security operations, and expand applications to new areas such as construction site safety monitoring, road traffic surveillance, and crowd safety monitoring in shopping malls and transit hubs.



Sustainable Management

1. Sustainable Development Promotion
Structure24
2. Sustainable Development Strategy....26
3. Implementation of Sustainable
Development26
4. Material Topics Analysis and
Stakeholder Engagement.....33



1. Sustainable Development Promotion Structure

GRI 2-12, GRI 2-13, GRI 2-14

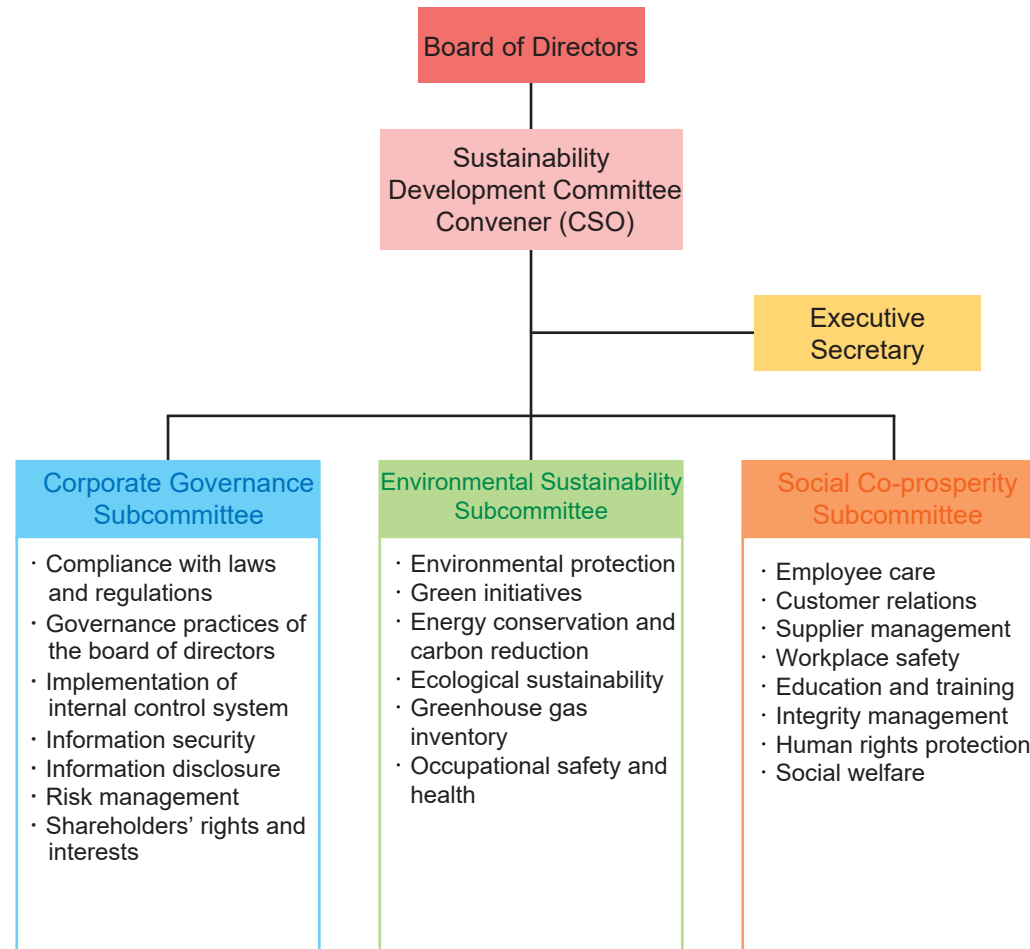
To enhance the company's sustainable governance and overall implementation effectiveness, SYSCOM made the resolution at the board meeting on June 11, 2025, to establish the "Sustainability Development Committee" to replace the former "Sustainable Development Promotion Task Force," and to set up the "Organizational Regulations of the Sustainability Development Committee" and appoint its members. This committee meets at least once a year and may hold additional meetings as needed. It appoints the Chief Sustainability Officer as the chairperson of the Sustainability Development Committee. The Chief Sustainability Officer comprehensively manages corporate governance, environmental sustainability, and social co-prosperity. It is fully responsible for planning and implementing related policies, systems, and management guidelines, regularly reviewing their effectiveness, and continuously enhancing improvement mechanisms. To enhance cross-departmental collaboration and organizational engagement, the company empowers vice presidents, directors, and managers to jointly contribute. By leveraging diverse functions and professional perspectives, they collaboratively develop the company's medium- and long-term sustainability goals and strategy blueprint, driving the integration of sustainable transformation with core competitiveness.

The main responsibilities are divided among the following three subcommittees, driven by relevant departments:

Corporate Governance Subcommittee	Environmental Sustainability Subcommittee	Social Co-prosperity Subcommittee
Responsible for compliance with laws and regulations, governance practices of the Board of Directors, implementation of internal control systems, information security, information disclosure, risk management, and shareholders' rights and interests.	Responsible for environmental protection, green initiatives, energy conservation and carbon reduction, ecological sustainability, greenhouse gas inventory, and occupational safety and health.	Responsible for employee care, customer relation, supplier management, workplace safety, education and training, integrity management, human rights protection, and social welfare.

The highest authority overseeing SYSCOM's sustainable development is the Board of Directors. They are responsible for supervising the execution of the company's sustainability policies, reviewing the outcomes, and recommending improvements to ensure the effective implementation and ongoing enhancement of sustainability initiatives. The Board of Directors regularly listens to reports from the management team, reviewing the company's sustainability strategies and their progress, and holding project report in a timely manner when major issues occur every year.

The company has established a Sustainability Development Committee to serve as a platform for horizontal integration and cross-departmental communication, overseeing concrete initiatives in environmental, social, and governance areas. Each working group is assigned tasks based on their roles, including the Administrative Planning Department handles integrity management, the R&D Center manages intellectual property, the Information Security Committee oversees information security policies, and all departments collaboratively promote risk management policies and system operations. Each unit supervisor and committee report to the board of directors at least once a year on the progress and future plans for sustainability initiatives. The 2024 sustainability performance and the 2025 work plan were presented to the board of directors for review and approval on December 19, 2024.



Sustainability Development Committee Organizational Chart

2. Sustainable Development Strategy

GRI 2-22

SYSCOM's mission is to be a cross-industry ESG sustainable development system integrator. By fulfilling corporate social responsibility and promoting economic, environmental, and social progress, SYSCOM aims to achieve sustainable development goals. The company has established the [Code of Sustainable Development Practices] to manage its economic, environmental, and social risks and impacts.

Following the principles of environmental protection, social inclusion, and corporate governance (ESG), SYSCOM actively implements corporate sustainability actions and manages material topics. By integrating these principles into its core business operations and decisions, and aligning with international sustainable development trends, legal requirements, and ethical standards, SYSCOM strives to practice corporate sustainable management and protect stakeholder interests.



3. Implementation of Sustainable Development GRI 2-23, GRI 2-24

(I) Environmental Issues:

1. Based on the company's industry characteristics, an environmental management system has been established with policies focused on compliance with environmental regulations, conservation of earth's resources, and fulfilling social responsibilities.
2. The company has formulated [Environmental Management Mechanisms] and [Safety Inspection Mechanisms] and conducts Environmental inspections in office areas to implement energy-saving policies.
3. In response to climate change mitigation and adaptation, as well as sustainable resource use issues, net-zero carbon emissions have become a global trend. Our company actively supports the government's "Low-Carbon Sustainable Homeland" policy by implementing energy conservation, carbon reduction, and promoting resource utilization. The company is committed to developing related products, reducing greenhouse gas emissions from offices, and increasing carbon reduction benefits to minimize environmental impact. At the same time, SYSCOM promotes electronic official documents, implements paper recycling, avoids unnecessary resource waste, and prioritizes the use of green, environmentally friendly, and energy-saving labeled products.
4. Recognizing climate change as a concern for investors and businesses, SYSCOM implements the following measures to reduce greenhouse gas emissions and environmental impact:

(1) Uses the self-developed Smart Power Monitoring System (GreenMaker) to create an intelligent energy-saving platform for optimized power use in company buildings, assisting in building power management. The power system for the other development project actively manages equipment electricity use and load reduction, successfully achieving energy savings.

(2) Implementing LED lighting throughout the office area, resulting in significant electricity savings. The company continues to improve electricity usage with the goal of saving 1% of electricity annually.

(5) Implementing timed management and temperature restrictions (set no lower than 26 degrees Celsius) for air conditioning to reduce electricity consumption and gas emissions.

(4) Prioritizing environmentally friendly and energy-saving features when procuring equipment.

(3) Adopting sensor-based timing management for lighting equipment in public areas.



(10) Implementing waste management policies and water-saving measures.

(9) Dedicating efforts to research and develop energy-saving products to reduce environmental impact.

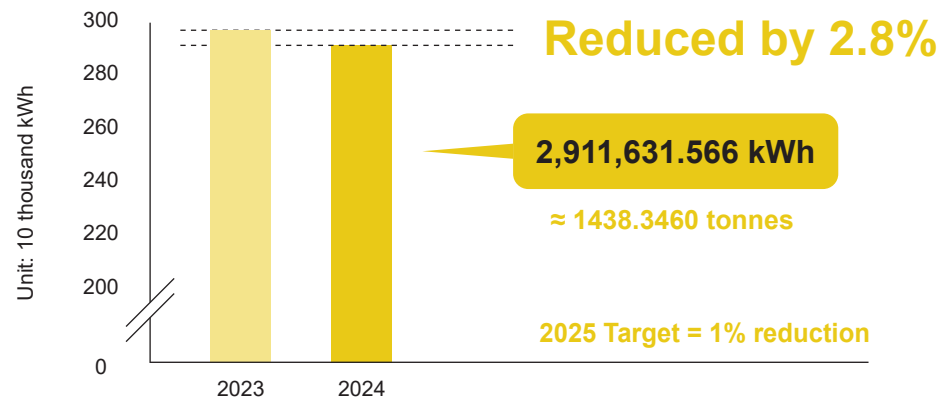
(6) Promoting electronic official documents, reusing old envelopes as document pouches for internal document transmission, recycling used toner cartridges and waste paper, and implementing paper recycling and reuse.

(7) Conducting irregular environmental inspections in office areas.

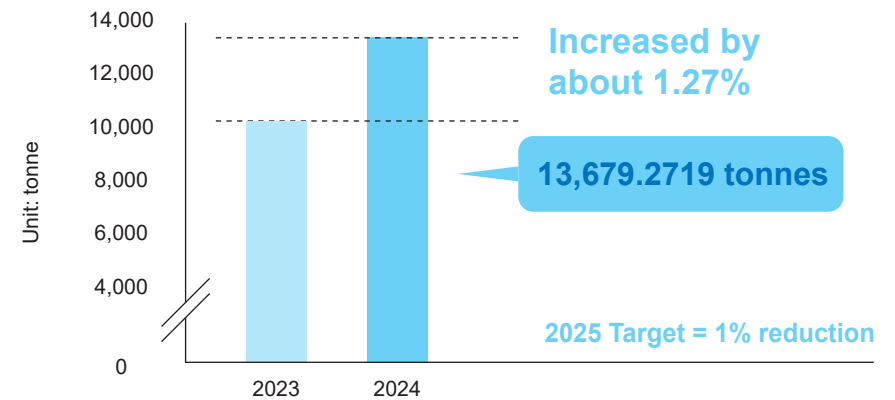
(8) Assigning environmental committee members and secretaries on each floor to be responsible for energy conservation and safety control measures (including access control, emergency response, and crisis management that may disrupt company operations).



5. In 2024, the Taipei headquarters consumed a total of 2,911,631.566 kWh of electricity, resulting in carbon emissions of 1,438.346 metric tons. Thanks to the implementation of the self-developed “Intelligent Power Consumption Monitoring and Energy-Saving System (GreenMaker),” electricity usage dropped by 2.8% compared to 2023. The company aims to save 1% of electricity in 2025 through strengthened energy-saving measures.



6. The company does not generate additional wastewater beyond using general domestic use water from everyday operations, with water sourced from the municipal supply and wastewater discharged according to regulations. The total water usage of the Taipei headquarters was 13,679.2719 metric tons in 2024, compared with the one in 2023, primarily due to operational growth and increased personnel. The company aims to save 1% of water usage in 2024.



7. As a non-manufacturing company, SYSCOM does not produce hazardous waste. The main waste management policies are as follows:
- (1) General recyclable materials are centrally placed in a recycling area, sorted by type including paper, glass, plastic, metal, PET bottles, etc. Non-recyclable waste such as styrofoam, wooden pallets, foam, bubble wrap, is separated from general waste and handled by certified waste management companies. Household waste is collected and transported to incineration plants by waste disposal companies.
 - (2) In 2024, the total weight of non-recyclable general business waste at Taipei office locations was 34.32 metric tons, with recyclable general waste at 6.497 metric tons, resulting in a 15.92% recycling rate. The company aims to increase the recycling rate by 1% in 2025 through enhanced environmental education and recycling promotion among employees.

Note: The data above was obtained from the Greenhouse Gas Inventory Plan, and is inconsistent with the data disclosed in the annual report due to differences in their calculation methods.





(II) Social Issues:

1. In order to implement corporate social responsibility and protect human rights, SYSCOM has formulated a human rights policy based on internationally recognized human rights standards, such as the International Bill of Human Rights and International Labour Organization conventions. The details are disclosed on the company's website, with the main policies and management plans as follows:



Support for International Human Rights Conventions Principles

- Support the principles of the United Nations Global Compact, respect international human rights, ensure the company does not violate human rights, and refuse to associate with violators of human rights.
- Align with the goals set forth in the United Nations Universal Declaration of Human Rights and the International Labour Organization conventions, prohibiting any form of discrimination, forced labor, and child labor, while not hindering employees' freedom of association.
- Commit to providing a safe and healthy working environment for employees, continuously improving workplace safety and health in compliance with relevant regulations, preventing accidents, reducing occupational hazards, ensuring employee safety, and promoting physical and mental health.



Respect for Workplace Human Rights

- Strictly comply with labor standards laws, gender equality in employment laws, and other relevant regulations.
- Implement workplace diversity, prohibiting differential treatment or any form of discrimination based on gender, sexual orientation, race, class, age, marital status, language, ideology, religion, political affiliation, nationality, birthplace, appearance, physical features, or disabilities. Strive to create a dignified, safe, equal, and harassment-free work environment.













Information Security Implementation

- To protect human rights and privacy, SYSCOM established a comprehensive information security management mechanism, adhering to strict control standards and protective measures.
- In 2024, a total of 5,290 participants received 6,455 hours of training on topics such as the "promotion of ethical management policies", "business ethics and anti-corruption training for partners", "Personal Information Management System (PIMS)", "information security", "human rights protection", and internal control.

The United Nations Sustainable Development Goals (SDGs) address the critical challenges humanity faces in the journey towards sustainable development globally. SYSCOM sees itself as a global citizen, actively incorporating the SDGs into its corporate value chain. By leveraging its core business expertise and digital innovation capabilities, it promotes smart information services and strengthens internal governance systems, dedicating itself to addressing a wide range of environmental and social challenges. We take concrete actions to support the achievement of sustainable development goals, leveraging our corporate influence to create a future where technology and sustainability thrive together.







Sustainable Strategy Blueprint





Aspects	Sustainable Environment (E)	Happy Enterprise (S)	Corporate Governance (G)
Corresponding SDGs	  	    	 
Objectives	Enhance core skills, conduct resource inventory, and assist clients in achieving low-carbon transformation, moving towards environmental sustainability.	Fulfill the mission of being a "cross-industry ESG sustainable development system integra-tor" by strengthening the cultivation of core talents suitable for the enterprise.	Uphold integrity in business operations, improve information transparency, deepen industry ecosystem alliances, and promote the industry on the international stage.
Long Term Goal (2030)	Achieve net-zero emissions by 2050.	Annual training expenditure reaching 7.5 million TWD.	Improve corporate governance evaluation to rank between 21 - 35% .
Mid-Term Goal (2027)	<ul style="list-style-type: none"> Continuously pass environmental ISO certifications. Saved 1% of annual electricity consumption; saved 1% of annual water consumption; in-creased waste recycling rate by 1%. 	<ul style="list-style-type: none"> Conduct internal and external training sessions annually for 8,000 participants, with an ed-ucation and training budget of approximately 7.2 million TWD. 	<ul style="list-style-type: none"> Maintain corporate governance evaluation ranking between 36 - 50%. Achieve 100% completion rate of integrity management indicators.
Short Term Goal (2025)	<ul style="list-style-type: none"> Continuously pass environmental ISO certifications. Saved 1% of annual electricity consumption; saved 1% of annual water consumption; in-creased waste recycling rate by 1%. 	<ul style="list-style-type: none"> Conduct internal and external training sessions annually for 7,500 participants, with an ed-ucation and training budget of approximately 7 million TWD. 	<ul style="list-style-type: none"> Maintain corporate governance evaluation ranking between 36 - 50%. Achieve 99% completion rate of integrity management indicators.
Achieved Goals (2024)	<ul style="list-style-type: none"> Saved 1% of annual electricity consumption; saved 1% of annual water consumption; in-creased waste recycling rate by 1%. Implemented ISO14064-1 internal verification mechanism. 	<ul style="list-style-type: none"> A total of 7,422 employees participated in internal and external training, with an investment of approximately NT\$6.89 million in training costs. 	<ul style="list-style-type: none"> Maintain corporate governance evaluation ranking between 36 - 50%. Achieve 98.66% completion rate of integrity management indicators.
Strategic Development Approaches	Respond to climate change and sustainable resource use issues, support the government's "Low-Carbon Sustainable Homeland" policy, implement energy conservation and carbon reduction, promote resource utilization, develop related products, and reduce office emis-sions to enhance carbon reduction efficiency and minimize environmental impact.	Formulate employee training plans based on the [Education and Training Management Mechanisms] to enhance employee work capabilities and explore employee potential, in-cluding AI knowledge management and successor training (Youth Think Tank Program).	Ensure all employees and operations comply with relevant laws and regulations by estab-lishing a governance organization and implementing an internal control mechanism.
Strategic Development Issues	Environmental management system, greenhouse gas inventory, green procurement.	Employee welfare and health care, occupational safety and health management, diverse and equal workplace, education and training, social participation.	Industry and value chain, integrity management and legal compliance, information security and personal data protection.







SYSCOM's Corresponding Actions to SDGs

SDGs	SDG Targets	Actions	Chapter
	1.2 Reduce poverty by at least 50%	<ul style="list-style-type: none"> Implement workplace diversity, providing equal, inclusive, and diverse-friendly workplaces and safe work environments. From 2022-2024, employed 18 individuals with disabilities. Actively engage in public welfare activities, including donations to doghome.org, Ruifu Foundation for the Intellectually Disabled, and the Childhood Cancer Foundation of ROC. 	VIII. Happy Workplace - Diverse and Equal Workplace
	1.3 Implement nationally appropriate social protection systems		
	1.4 Equal rights to ownership, basic services, technology, and economic resources		IX. Social Participation
	2.1 Universal access to safe and nutritious food	<ul style="list-style-type: none"> Actively engage in public welfare activities, including donations to the Down Syndrome Foundation ROC, Taipei Municipal Qizhi School Caoshan Ganata Percussion Orchestra, Yu Cheng Social Welfare Foundation, the Association for the Blind and Visually Impaired, Genesis Foundation, and the Taiwan Foundation for the Blind. 	IX. Social Participation
	3.2 End all preventable deaths under five years of age 3.4 Reduce mortality from non-communicable diseases and promote mental health 3.7 Universal access to sexual and reproductive care, family planning and education 3.8 Achieve universal health coverage	<ul style="list-style-type: none"> Provide group insurance, for beneficiaries include employees, their spouses, and children. Insurance benefits cover term life insurance, accidental injury insurance, hospitalization in-surance, and cancer insurance. Numerous child-care friendly initiatives ensure that employees can raise their children without worries, encouraging them to nurture the next generation without concern. In 2024, a total of 15 employees have applied for parental leave. Hold general safety and health on-the-job training sessions every three years. Within the recent three years, in 2023, these sessions had 1,266 participants, totaling 3,798 hours. Through diverse health lectures and educational information, employees and managers can better understand their health status, with a total of 1,035 participants. Invested 6,377,000 TWD in employee health checkups within 2022 to 2024, covering 3,184 employees, in-cluding 608 new employees. 	VIII. Happy Workplace - Compensation and Benefits, Occupational Safety and Health Management
	4.3 Equal access to affordable technical, vocational, and higher education	<ul style="list-style-type: none"> Offer pre-employment scholarships to students in the Smart Automation Engineering pro-gram at National Taipei University of Technology, with 2 recipients in 2024. Collaborate with nearby universities such as Chinese Culture University, Feng Chia University, Yuan Ze University and National Taipei University of Technology, providing in-ternships to 29 students. 	IX. Social Participation



SDGs	SDG Targets	Actions	Chapter
	5.1 End discrimination against women and girls 5.5 Ensure full participation in leadership and decision-making	<ul style="list-style-type: none"> • Ensure equal promotion opportunities for all employees, with 31.02% female employees, and 20.15% are female among managerial staff. 	VIII. Happy Workplace - Diverse and Equal Workplace
	7.3 Double the improvement in energy efficiency	<ul style="list-style-type: none"> • Developed the “GreenMaker Smart Power Monitoring System,” creating an energy-saving platform with smart management mechanisms for optimized power usage in buildings. 	VII. Sustainable Environment
	8.6 Promote youth employment, education and training 8.8 Protect labour rights and promote safe working environments	<ul style="list-style-type: none"> • Develop comprehensive training programs, a sound human resource structure, and a suc-cession plan, providing thorough professional training for employees. • Provided internal and external training to 7,422 participants, with an education and training budget of approximately 6.89 million TWD. • Obtained 1,466 certificates for 430 certified engineers, including MCSE, MCDDBA, HL7, and CCIE. • Provide a safe and comfortable work environment, equipped with health monitoring, emergency, and fire equipment, regularly disinfecting the workplace to protect employee health and safety. • Conduct semi-annual CO2 concentration monitoring and drinking water tests, bi-annual building disinfection, and monthly floor waxing. • Implement facial recognition access control and 24-hour surveillance to ensure personal safety. • Cooperate with the fire department twice a year to provide building fire protection training and building escape routes road drills; conduct routine fire escape drills and related educa-tion for employees every year education and training courses to reduce the chance of fire. 	VIII. Happy Workplace - Training and Development, Occupational Safety and Health Management
	9.4 Upgrade all industries and infrastructures for sustainability	<ul style="list-style-type: none"> • Accumulated 94 trademarks in 2024, 62 domestic trademarks and 32 foreign trademarks were approved. • Held 80 patents in 2024, including invention patents, design patents, and utility patents. Among them, 51 invention patents have been granted with 6 pending, 4 design patents have been granted, and 18 utility patents have been granted, with 1 pending. 	IV. Corporate Governance - Intellectual Property Management

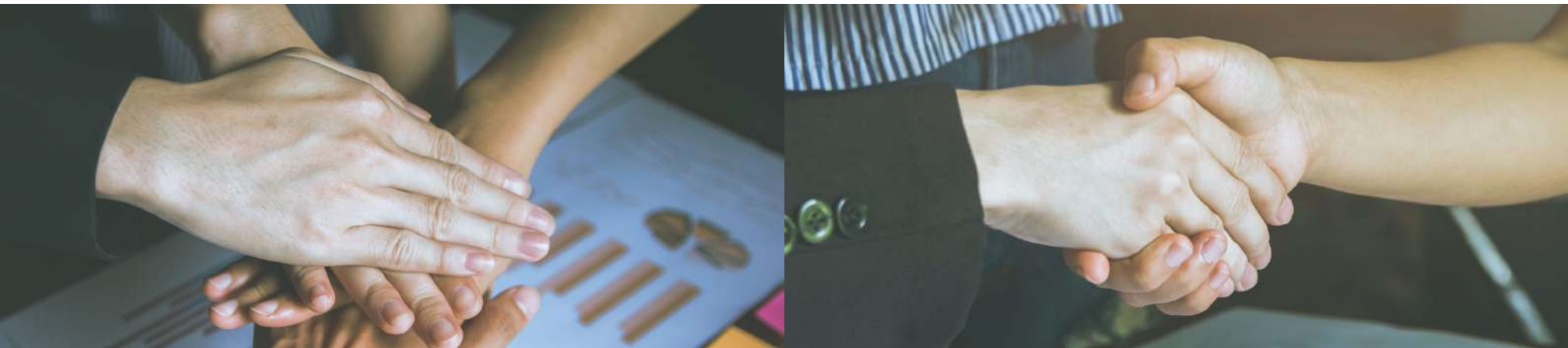


SDGs	SDG Targets	Actions	Chapter
	10.3 Ensure equal opportunities and end discrimination	<ul style="list-style-type: none"> Sponsored scholarships and various activities for academic institutions, continuing support in 2024 with donations to the Cheng Dien Cultural and Educational Foundation (40,000 TWD), National Dong Hwa University (40,000 TWD), and Tamkang University (50,000 TWD). 	IX. Social Participation
	13.1 Strengthen resilience and adaptive capacity to climate-related disasters 13.3 Build knowledge and capacity to meet climate change	<ul style="list-style-type: none"> Implemented ISO 14064-1 internal verification mechanism and the third party verification. Actively joined the Taiwan Climate Partnership, contributing to sustainable value through practical actions. 	VII. Sustainable Environment - Greenhouse Gas Inventory
	16.6 Develop effective, accountable and transparent institutions	<ul style="list-style-type: none"> In 2024, a total of 5,290 participants received 6,455 hours of training on topics such as the "promotion of ethical management policies", "business ethics and anti-corruption training for partners", "Personal Information Management System (PIMS)", "information security", "human rights protection", and internal control. 	IV. Corporate Governance - Integrity Management
	17.16 Enhance the global partnership for sustainable development Target 17.17 Encourage effective partnerships	<ul style="list-style-type: none"> Within the recent three years, procured 2,493,880 TWD in government database registered green products. Established the Future Committee Alliance to assist other alliance members in introducing solutions to clients and providing free exhibition booths, connecting with domestic and international markets, offering over 70 startups free booths, and facilitating 1,000+ client interactions. Participated in activities of the National Quality & Sustainable Excellence Alliance, with President Ruilong Liu taking on the role of president in 2023, leading past award winners in experience sharing and promoting excellent business management, green economy, green innovation, value creation, and business opportunities. 	VII. Sustainable Environment - Green Procurement IX. Social Participation



4. Material Topics Analysis and Stakeholder Engagement GRI 2-13, GRI 2-16, GRI 2-25, GRI 2-26, GRI 2-29, GRI 3-1, GRI 3-2, GRI 3-3

Identification		Ranking		Analysis	Tracking
Stakeholder Identification and Agreement Mechanism	Sustainable Issues Confirmation and Identification of Material Topics	Sustainable Issues Analysis and Application	Sustainable Issues Materiality Analysis	Determination Standard of Material Topics	Sustainability Planning and Management Policies
<ul style="list-style-type: none">Following the five aspects of the AA1000SES Stakeholder Engagement Standard principle: Dependency, Responsibility, Tension, Influence, and Diverse Perspectives; and referencing the GRI 2021 GRI3 guidelines, we identify SYSCOM's stakeholders.SYSCOM's stakeholders in 2024 include employees, shareholders (directors), suppliers, customers, government agencies, media, and communities.	<ul style="list-style-type: none">Referencing GRI, SASB, and the information service industry's sustainable issues, we categorize them based on their relevance to SYSCOM's operations into three major categories: environmental, social, and governance.	<ul style="list-style-type: none">The company's relevant departments regularly (twice a year) sent out stakeholder opinion questionnaires to the 7 major stakeholder groups they interact with during business operations.	<ul style="list-style-type: none">Under the principle of considering economic, environmental and human impacts, we start from the four aspects of "excellent talents, customer satisfaction, sustainable growth, and sustainable operation" to measure the impact of each issue on the economy, environment, and people. Considering also the concerns of stakeholders, we analyze the results to determine the materiality matrix.	<ul style="list-style-type: none">The materiality of each issue is regularly (twice a year) ranked based on two dimensions: stakeholder concern and internal assessment of impact.The focus in 2024 is on 8 major topics including: integrity management and legal compliance, labor/management relations, talent cultivation and development, operating performance, information security and personal data protection, product and service quality, innovative product, marketing development and marketing. The material topics are the same as last year (2023).	<ul style="list-style-type: none">We will continue to pay attention to other important issues, and the Sustainability Development Committee will regularly supervise and review the implementation of various material topics. We will disclose relevant concrete actions and results to stakeholders through the Market Observation Post System and the annual sustainability report.





(I) Stakeholder Identification and Agreement Mechanism

SYSKOM places great importance on communication with stakeholders, considering their voices and expectations as essential foundations for driving the company's sustainable development. Our company follows the 2021 edition of the GRI Standards and the GRI 3 "Material Topics" identification process, incorporating the AA1000 Stakeholder Engagement Standard (AA1000 SES). Based on five key principles—Dependency, Responsibility, Tension, Influence, and Diverse Perspectives—we have identified seven main categories of core stakeholders: employees, shareholders (including directors), suppliers, customers, government agencies, the media, and the community (such as management committees). The company actively engages with stakeholders through diverse and effective communication channels to better understand and address their concerns, thereby enhancing corporate transparency and trust.

(II) Sustainable Issues Confirmation and Identification of Material Topics

Our company regularly conducts a stakeholder survey every two years to gather key concerns on sustainable issues from various parties, which serves as the basis for identifying material topics. During the 2023-2024, questionnaires were distributed to the seven key stakeholder groups mentioned above, resulting in 171 valid responses. The survey covered three main areas: environmental, social, and governance aspects, and initially identified 16 sustainable issues. Based on the questionnaire results, the Sustainability Development Committee conducted a dual-axis analysis of "concern stakeholder" and "business impact" to create a materiality matrix, identifying the material topics that SYSKOM should prioritize in management and disclosure.

(III) Sustainable Issues Analysis and Application

Through this materiality analysis, SYSKOM has gained insight into how various stakeholders prioritize sustainable issues and has systematically identified topics closely linked to the company's operations. This serves as the foundation for developing sustainability strategies and planning information disclosure. The outcomes of key issues have been integrated into the company's sustainable management and decision-making processes, enhancing its ability to respond to global sustainability challenges and building organizational resilience, while ensuring all efforts align with stakeholder expectations to create long-term value together.

(IV) Sustainable Issues Materiality Analysis

SYSKOM follows the GRI 2021 Standards for identifying material topics and evaluates their positive and negative impacts on the economy, environment, and society (human). The Sustainability Development Committee conducts a systematic analysis of these issues. Analyze and evaluate the four key management strategies—"excellent talents, customer satisfaction, sustainable growth, and sustainable operation"—as the core focus. Assess the potential impact intensity of each issue and incorporate feedback from stakeholder surveys. Using the two dimensions of "external attention" and "internal impact," create a materiality matrix for sustainable issues to identify which topics the company should prioritize addressing.

Stakeholder Interest Topics and Impact Levels

Topic	Operational Performance	Market Development and Marketing	Innovative Products	R&D	Product and Service Quality	Supply Chain Management	Information Security and Personal Data Protection	Integrity Management and Legal Compliance	Labor/ Employment Relations	Talent Cultivation and Development	Occupational Health and Safety	Energy and Resource Usage	Waste Management and Environmental Protection	Greenhouse Gas Management	Climate Change Response	Social Participation
Degree of Concern (Max 5)	3.62	3.52	3.60	3.48	3.95	3.14	4.01	3.97	3.63	3.69	3.47	3.14	2.96	2.87	2.92	3.18
Impact Level (Max 5)	3.50	3.75	4.00	4.25	4.00	3.25	4.50	3.50	3.50	3.50	3.25	2.75	3.25	2.00	2.00	2.25

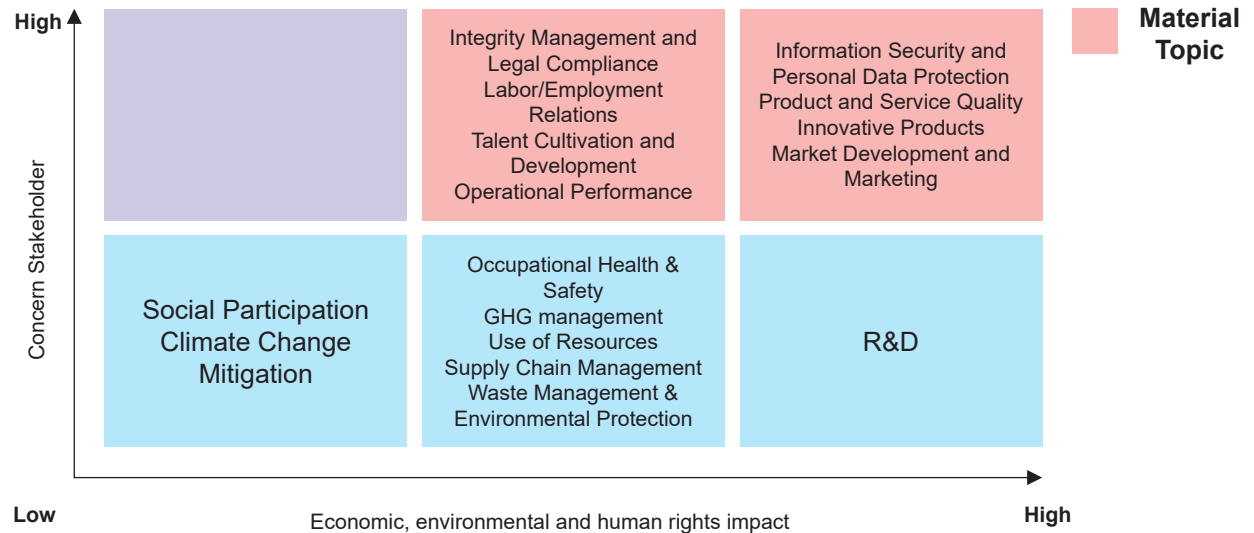


(V) Determination and Analysis of Material Topics

SYSCOM, according to the ranking of sustainable issues in the materiality analysis matrix, has chosen topics that are “highly concerned by external stakeholders” and have a “medium or high impact based on internal assessment” as the material topics for the 2024 sustainability report, consistent with those in 2023. Eight material topics were ultimately identified. This outcome not only reflects the expectations and concerns of stakeholders but also closely corresponds to the actual operational risks and opportunities faced by the company.

(VI) Sustainability Planning and Management Policies

For the eight material topics in 2024, SYSCOM has developed concrete sustainable management policies, outlined potential impacts, set medium- to long-term goals and performance indicators, and established corresponding communication mechanisms with stakeholders. The Sustainability Development Committee will regularly monitor and review the progress of related issues, integrating this oversight into the corporate governance process and tracking any necessary adjustments through internal meetings. Furthermore, the company consistently and proactively shares the outcomes and specific measures of material topics through channels like its official website, the Market Observation Post System, and the annual sustainability report, showcasing its dedication to sustainability and transparent governance.

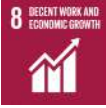



Materiality Matrix for Sustainability Issues





System Material Topics Impact Descriptions

● Direct Impact ○ Indirect Impact — No Impact

Material Topic	Corresponding GRI	Corresponding SDGs	Stakeholders						Material Topics Impact
			Employees	Stockholders (Board)	Suppliers	Clients	Government Agencies	Media (Community)	
Operational Performance	GRI 201		○	●	●	○	○	—	The company actively collaborates with cross-disciplinary and international partners to expand market opportunities and improve market insights. At the same time, by promoting industry development, helping businesses expand into new markets, and boosting market share, it further drives growth in sales and profits. Additionally, the company advocates for AI equality, highlighting the accessibility and fairness of artificial intelligence technology. It also actively engages in various associations and industry events to strengthen industry connections and collaboration, thereby boosting overall competitiveness. These measures help to spread risk and lessen the impact of external economic factors like interest rate changes, exchange rate fluctuations, and inflation on the company's operations and financial results.
Market Development and Marketing	GRI 2-6	 	○	○	●	●	●	—	The company continuously invests in developing its own products and innovative services, strengthens its technical expertise, and actively expands international partnerships. Through participation in global exhibitions and diverse marketing initiatives, it boosts brand recognition and corporate credibility. This measure helps maintain high-quality products and services, lowers project operating costs, and effectively enhances customer satisfaction and loyalty. In response to rapid technological advancements, rising information security risks, and changes in industry structure and market returns, the company is simultaneously enhancing its flexible response mechanisms to ensure stable operations and sustainable development.
Innovative Products	GRI 2-6		○	○	●	●	●	—	The company embraces service design thinking in its product development process, prioritizing customer needs at its core. It continuously invests in developing its own innovative products and has been repeatedly recognized with prestigious awards both domestically and internationally. This measure not only helps maintain high product quality and reduce overall project costs, but also enhances marketing efficiency and brand value. At the same time, by implementing a comprehensive and forward-thinking product layout, we help customers accelerate their intelligent transformation and avoid the risk of the industry falling into homogeneous competition. If government subsidies can be secured in the future, the company will further enhance its innovation capabilities, expand the effectiveness of product promotion, boost overall industry competitiveness, and strive towards sustainable development.



● Direct Impact ○ Indirect Impact — No Impact

Material Topic	Corresponding GRI	Corresponding SDGs	Stakeholders						Material Topics Impact
			Employees	Stockholders (Board)	Suppliers	Clients	Government Agencies	Media (Community)	
Product Quality Management	-		○	○	●	●	●	—	The company continuously strengthens design quality thinking, aiming to move from competing on price to creating value, thereby increasing the added value of its products and services. To ensure consistent quality and maintain international competitiveness, the company actively adopts various international standard certifications and develops highly integrated, differentiated solutions tailored to customer needs, thereby boosting customer satisfaction and market trust. The company has received numerous national awards and industry accolades, which not only enhance its brand image but also boost employee morale, reinforce commitment to quality and corporate mission, and collectively drive sustainable business development.
Integrity Management and Legal Compliance	GRI 2-27 GRI 205		●	●	●	●	●	○	The company upholds integrity as its core value, viewing it as the foundation for sustainable development and enhanced operational efficiency. Fully aware that involvement in anti-corruption activities can result in financial losses and reputational damage from legal actions, as well as increased compliance costs and a loss of competitive advantage in the market. Moreover, any unethical incidents could severely damage the long-term trust and support that colleagues and partners have in the company. To this end, the company has established the "Anti-Corruption and Business Ethics and Conduct Guidelines," dedicated to fostering a culture of integrity and compliance, ensuring financial transparency, safeguarding shareholders' rights, and continuously enhancing corporate governance mechanism to become a trusted and sustainable brand.



● Direct Impact ○ Indirect Impact — No Impact

Material Topic	Corresponding GRI	Corresponding SDGs	Stakeholders						Material Topics Impact
			Employees	Stockholders (Board)	Suppliers	Clients	Government Agencies	Media (Community)	

Information Security and Personal Data Protection

GRI 418

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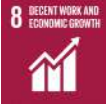



In response to growing cybersecurity threats and stricter international regulations, the company remains committed to protecting customer information by building a comprehensive and continuously improving information security and personal data protection mechanism. As an agent of key international products and actively engaging in the research/development and application of its own products, the company has implemented various international cybersecurity standards and control frameworks. We regularly perform system updates and risk assessments to minimize the impact of potential cybersecurity incidents on our customers' operations. By implementing robust cybersecurity governance and protection measures, we not only strengthen customer trust but also support business growth and sustainable development.





● Direct Impact ○ Indirect Impact — No Impact

Material Topic	Corresponding GRI	Corresponding SDGs	Stakeholders						Material Topics Impact
			Employees	Stockholders (Board)	Suppliers	Clients	Government Agencies	Media (Community)	
Labor/ Employment Relations	GRI 2-6 GRI 401	 	●	○	—	—	—	—	The company prioritizes building and maintaining strong labor-management relations by creating a transparent and efficient communication mechanism that fosters mutual understanding and cooperation. By establishing formal labor-management meetings, employee feedback channels, and communication platforms, we effectively understand employee needs and suggestions, leading to increased employee satisfaction and loyalty. A strong trust-based relationship between labor and management not only helps minimize human resource risks but also boosts corporate competitiveness and secures market position. It also reflects the company's commitment to social responsibility and employee well-being, thereby enhancing its overall corporate image.
Talent Cultivation	GRI 404	  	●	○	—	—	—	—	The company actively fosters leadership development and builds a strong talent pipeline, aiming to create a stable and sustainable talent pool that supports the company's long-term development. Offer "tailored" professional training and career development opportunities for employees with different roles and potentials to boost their engagement and work efficiency, reduce labor costs, strengthen R&D innovation capabilities, and further expand market reach. This initiative helps prevent organizational gaps caused by challenges in recruiting and retaining talent, while also ensuring the company's ongoing technological R&D and innovation. It strengthens overall industry competitiveness and fulfills the core objective of sustainable business management.



Management Policies for SYSCOM's Material Topics

Material Topic	Policy / Commitment	Responsible Unit	Management Mechanism / Tracking and Review Mechanism	Evaluation Goals / Indicators
Operational Performance	Ensure sustained growth potential, profitability, long-term competitiveness, and a strong work environment.	• Business Groups	<ul style="list-style-type: none"> • Board of Directors • Monthly business group budget meetings • Business meetings • Product department monthly meeting (monthly) 	<ul style="list-style-type: none"> • 2024: 10.14% profit growth. • 2025: Positive growth in operational profits. • 2030: Positive growth in operational profits.
Market Development and Marketing	Provide reliable services, pursue service quality, enhance service standards, and meet customer needs. <ul style="list-style-type: none"> • Company annual goals and policies • Annual marketing and promotion plan 	• Market and Product Marketing Business Group	<ul style="list-style-type: none"> • Annual kick-off meeting • Monthly business group budget meetings • Monthly Future Committee Alliance meetings • Weekly self-developed product committee meetings • Product department monthly meeting (monthly) 	<ul style="list-style-type: none"> • 2024: Regular exchanges through information communication platforms with key domestic startups via the Future Committee Alliance. • 2025: Maintain interaction and exchange through the Future Committee Alliance. • 2030: Maintain interaction and exchange through the Future Committee Alliance.
Innovative Products	Ensure that each R&D product meets market demands and is executed on time and with quality. <ul style="list-style-type: none"> • Self-owned R&D product evaluation management measures, • Self-owned R&D products sales management measures • Patent incentive measures 	<ul style="list-style-type: none"> • Self-Developed Product Committee • Product Business Center 	<ul style="list-style-type: none"> • Weekly product R&D review meetings • Weekly self-developed product committee meetings • Product department monthly meeting (monthly) 	<ul style="list-style-type: none"> • 2024: Accumulated 80 patents. • 2025: Accumulated 85 patents. • 2030: Accumulated 90 patents.
Product Quality Management	Develop high-value products, pursue high-quality services, create high-profit markets through full participation in quality management system documents (quality policy, quality management manual, project monitoring and measurement procedures, etc...)	<ul style="list-style-type: none"> • Quality Management Review Committee • Process Improvement Team • R&D Center • Technical Center 	<ul style="list-style-type: none"> • Bi-annual management review meetings • Process Improvement Meeting (monthly) • Research and Development Center (RSDCDO) Meeting (monthly) • Technical Center (TCCDO) Meeting (monthly) • Weekly high-level technical supervisor (CDO) meetings 	<ul style="list-style-type: none"> • In 2024, the quality procedure was certified to meet ISO/IEC 20000-1:2018 standards. • 2025: Maintain relevant quality certifications. • 2030: Maintain relevant quality certifications.



Material Topic	Policy / Commitment	Responsible Unit	Management Mechanism / Tracking and Review Mechanism	Evaluation Goals / Indicators
Information Security and Personal Data Protection	Establish an information security culture, implement information security systems, enhance information security protection, and reduce operational risks to create an environment of confidentiality, integrity, and availability, achieving the organization's information security management goals. <ul style="list-style-type: none">• Quality management system documents• SYSCOM information security control and management measures	<ul style="list-style-type: none">• Information Security Committee• Quality Management Review Committee	<ul style="list-style-type: none">• Annual kick-off meeting• Monthly business group budget meetings• Monthly Future Committee Alliance meetings• Weekly self-developed product committee meetings• Product department monthly meeting (monthly)	<ul style="list-style-type: none">• In 2024, we successfully passed ISO 27001:2022, 27701:2019, ISO/IEC 20000:2018, and BS10012:2017 certifications, along with information security training, with no incidents of data leakage• In 2025, we continue to maintain the above certifications, obtain ISO 27017:2015 and ISO 27018:2019 certifications, and complete information security training, ensuring no data breach incidents occur• In 2030, we continue to maintain the above certifications and complete information security training, ensuring no data breach incidents occur
Integrity Management and Legal Compliance	Establish a sound corporate governance system, honestly disclose any violations to maintain sustainable operations. <ul style="list-style-type: none">• Integrity management code• Integrity management procedures and conduct guidelines• Anti-Corruption and Business Ethics and Conduct Guidelines• Code of ethical conduct• Employee work rules• Whistleblowing and complaint procedures	<ul style="list-style-type: none">• Business Groups• Administrative Planning Office	<ul style="list-style-type: none">• Board of Directors• Monthly business group budget meetings• Business meetings• Product department monthly meeting (monthly)	<ul style="list-style-type: none">• 2024: Achieve 98.66% completion rate of integrity management indicators.• 2025: Achieve 100% completion rate of integrity management indicators.• 2030: Maintain 100% completion rate of integrity management indicators.



Material Topic	Policy / Commitment	Responsible Unit	Management Mechanism / Tracking and Review Mechanism	Evaluation Goals / Indicators
Labor/ Employment Relations	<p>Create a happy, friendly workplace, including salary benefits and talent development, ensuring continuous employee contribution and growth within the organization.</p> <ul style="list-style-type: none">• Employee rewards and disciplinary measures• Anti-corruption and business ethics code• Environmental management regulations• Occupational safety and health working regulations• Safety inspection regulations	<ul style="list-style-type: none">• Business Groups• General Administration Office• Employee Welfare Committee• Labor Safety Office	<ul style="list-style-type: none">• Quarterly welfare committee meetings• Annual labor-management meetings.• Annual health check-ups and consultations for employees.• Annual visits from contracted physicians.• Supervisor briefings (three times a year)• Information dissemination via bulletin boards.	<ul style="list-style-type: none">• 2024: Provided group insurance covering employees, spouses, and children, including life insurance, accident insurance, hospitalization insurance, and cancer insurance.• 2025: Continue providing group insurance benefits.• 2030: Continue providing group insurance benefits.
Talent Cultivation	<p>Improve human resource quality and development advantages, establish education and training methods to support sustainable operations, and provide comprehensive professional training, encouraging employees to pursue professional certifications.</p> <ul style="list-style-type: none">• Annual education and training plan• Quality policy specification manual• Education and training mechanisms• Training procedures manual	<ul style="list-style-type: none">• Business Groups• General Administration Office• Training Committee	<ul style="list-style-type: none">• Bi-annual management review meetings• Process Improvement Meeting (monthly)• Monthly training committee meetings• Weekly high-level technical supervisor (CDO) Meetings	<ul style="list-style-type: none">• Each technical staff member must have three valid certifications.• Each sales staff must attend two certification courses annually.• 2024: Annual training budget: 6.89 million, 7,422 participants.• 2025: Annual training budget: 7.2 million, 7,500 participants.• 2030: Annual training budget: 7.5 million, 8,000 participants.



Stakeholder Communication Channels

Stakeholders	Stakeholder Significance to SYSKOM	Communication Frequency and Channels	Our Response	Corresponding Chapters
Employees	Employees are the company's most important partners. Talent and innovation are key to building core competitiveness and the foundation for sustainable operations.	<ul style="list-style-type: none"> • Annual health check-ups and consultations for employees. • Annual visits from contracted physicians. • Annual labor-management meetings. • Regular supervisor briefings and information dissemination via bulletin boards. • Established employee grievance channels for prompt feedback. • Administrative Planning Office - HR Management Room • Phone: 02-2312-8643 • Fax: 02-2371-5231 • Email: HRD@syscom.com.tw 	<ul style="list-style-type: none"> • 1,256 employee health check-ups conducted. • 4 labor-management meetings held. • 14 occupational safety and health announcements made. • 359 health consultations by visiting physicians. • 3 supervisor briefings held. 	VIII. Happy Workplace
Stockholders (Board)	Shareholder support is a driving force for steady growth. The company aims to maximize shareholder value with transparent operations and financial disclosures.	<ul style="list-style-type: none"> • Annual general shareholders' meeting. • At least one annual investor conference. • Financial and significant information disclosed on the company website and Market Observation Post System as required. • The company website has an email address and contact number to establish a smooth communication channel between investors and the company. • Spokesperson: Deputy President Jingchuan Zeng • Deputy Spokesperson: Head of Departments Zhizhong Chen • Phone: (02)2191-6066 • E-Mail: info@syscom.com.tw 	<ul style="list-style-type: none"> • 32 significant announcements, notices, and news releases on the Market Observation Post System and company website. • 1 investor conference held. • Multiple responses to shareholder inquiries via phone or email. 	III. Sustainable Management IV. Corporate Governance



Stakeholders	Stakeholder Significance to SYSKOM	Communication Frequency and Channels	Our Response	Corresponding Chapters
Suppliers	Establish long-term partnerships with suppliers to create greater mutual benefits.	<ul style="list-style-type: none"> • Daily business communication through visits, phone calls, emails, product seminars, and meetings. • Suppliers sign commitment to corporate social responsibility. • Annual supplier evaluations. • Contact Personal: Ms. Hsu • Phone: 02-21916066#8323 • E-Mail: zoe_hsu@syscom.com.tw 	<ul style="list-style-type: none"> • 100% of new suppliers signed the supplier commitment. • 100% of project-specific customer confidentiality agreements signed. • Annual supplier evaluations conducted, with no high-risk suppliers identified. 	VI. Partnerships
Clients	SYSKOM's customers span various industries, focusing on enhancing customer experience and mutual growth.	<ul style="list-style-type: none"> • Regular communication through visits, phone calls, emails, and meetings • Customer visits to assist with software and hardware upgrade plans. • Seminars and product information sessions. • Customer service phone: (02)2191-6066 • E-Mail: info@syscom.com.tw 	<ul style="list-style-type: none"> • 175 product related posts on Facebook and the company website. • Participation in AIoT and Smart City exhibitions. 	VI. Partnerships
Government Agencies	Adherence to local government regulations at each operational site, contributing to local employment and tax revenue.	<ul style="list-style-type: none"> • Occasional participation in regulatory briefings and promotional meetings. • Responses to official documents and phone inquiries. • Regular financial and annual report announcements. • Phone: (02)2191-6066 	<ul style="list-style-type: none"> • Regular disclosure of financial reports and annual reports as required. • No regulatory violations. 	III. Sustainable Management IV. Corporate Governance
Media and Community	Media is a key channel for stakeholder communication; continually conveying the company's brand image to the public helps reach a broader audience.	<ul style="list-style-type: none"> • Irregular: Multiple forums, seminars, press releases, special interviews, and press conferences. 	<ul style="list-style-type: none"> • Company website: Sustainable Development ESG - Social Inclusion 	IX. Social Participation

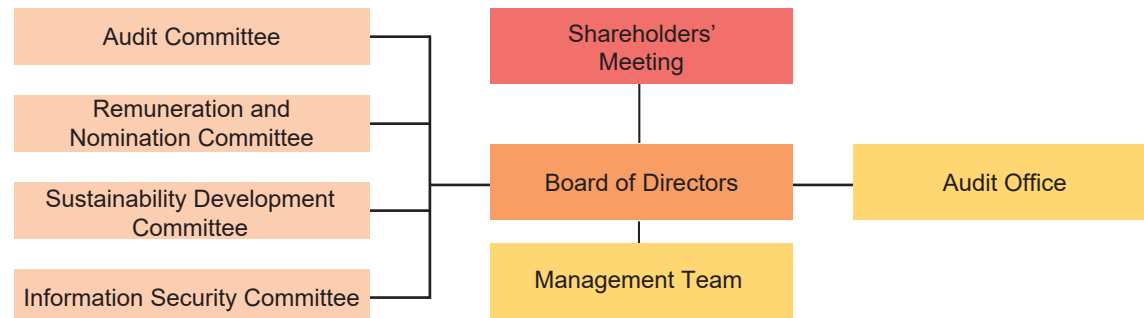


IV Corporate Governance

1. Corporate Governance Structure.....	46
2. Board Operations and Diversity	47
3. Functional Committees and Operational Mechanisms.....	51
4. Operational Performance.....	52
5. Integrity Management	54
6. Anti-Corruption.....	56
7. Internal Audit.....	58
8. Risk Management	59
9. Information Transparency and Disclosure	61
10. Intellectual Property Management ..	61
11. Information Security, Privacy and Personal Data Management.....	66



1. Corporate Governance Structure GRI 2-9, GRI 2-11



Note: The functional committee does not include the information security committee

Corporate Governance Organizational Chart

The Board of Directors is the highest decision-making and governance body. The chairperson leads the board in fulfilling its governance responsibilities, overseeing the achievement of the company's operational goals and business performance improvements, offering strategic guidance to the management team, and ensuring compliance with relevant laws and regulations. Furthermore, the chairperson's authority is granted in accordance with company laws and shareholders' meeting resolutions. The Board meets at least quarterly, and all meeting resolutions are publicly disclosed on our company's website and in the annual report, ensuring information transparency. To enhance governance effectiveness and ensure professional division of responsibilities, the Board of Directors has set up functional committees. Both the Audit Committee and the Remuneration and Nomination Committee are made up entirely of independent directors, who leverage their independence and expertise to support the Board in effective oversight and decision-making.

Additionally, the company has non-functional committees, including the Sustainability Development Committee, Information Security Committee, and Environmental Committee, which help promote corporate sustainable development and strengthen risk management. On March 18, 2021, the Board approved the establishment of a "Corporate Governance Officer". The main responsibilities of this role include providing necessary information for directors to execute their duties, organizing Board and shareholder meetings in accordance with the law, handling company registration and changes, preparing meeting minutes, assisting directors with onboarding and continuous education, ensuring directors' compliance with laws and regulations, enhancing the Board's functionality, and protecting stakeholders' rights and ensuring equal treatment of shareholders. The company has established "Standard Operating Procedure for Handling Directors' Requests" to improve the effectiveness and transparency of its governance mechanism and to strengthen its corporate governance culture.

2. Board Operations and Diversity GRI 2-10, GRI 2-11, GRI 2-15, GRI 2-17, GRI 2-18, GRI 2-19, GRI 2-20, GRI 205-2

(I) Board Operations

The selection and nomination of the members of SYSCOM's Board of Directors are conducted in accordance with SYSCOM's "Articles of Incorporation," the "Board Selection Procedures," the "Corporate Governance Code," and relevant legal regulations. Directors are elected through a candidate nomination system, where candidates are nominated by the Board or shareholders holding a specified proportion of shares. Nominations and qualifications are reviewed according to the regulations and then submitted to the shareholders' meeting for election.

SYSCOM ensures diversity and independence in the Board, considering the perspectives of stakeholders, and planning the appropriate composition and candidates for the Board. According to Article 20 of SYSCOM's "Corporate Governance Code," the number of directors who concurrently serve as company managers shall not exceed one-third of the total number of board seats. In addition, the Board shall formulate appropriate diversification policies based on its own operations, including but not limited to the following two major aspects:



To achieve the ideal goal of corporate governance, the Board as a whole should possess the following abilities: operational judgment, accounting and financial analysis, management capability, crisis management, industry knowledge, international market perspective, leadership, and decision-making.

SYSCOM's Board consists of 7 members (including 3 independent directors), with a term of three years, from June 12, 2024 to June 11, 2027. In 2024, the Board met 7 times with an average actual attendance rate of 97.96%. All independent directors attended in person.



(II) Board Diversity and Independence

SYSKOM's Board of Directors consists of seven directors, including three independent directors and two directors who concurrently serve as company managers. The ratio of directors concurrently serving as managers is 29%, which does not exceed one-third of the total number of board seats. There are no instances of more than half of the directors having a spousal or second-degree kinship relationship. Independent directors make up 43% of the Board, with one having served for 3 to 9 years and two for less than 3 years. The Board members' ages are as follows: two are over 71 years old, three are between 61 and 70, and two are between 51 and 60. Our company has three female directors, making up 43% of the board, thereby ensuring that directors of each gender hold at least one-third of the seats.

To ensure the independence of directors and avoid conflicts of interest, the three independent directors appointed by SYSKOM have continuous tenures not exceeding nine years. Additionally, according to SYSKOM's "Rules of Procedure for Board Meetings," directors and managers who have conflicts of interest with the matters discussed in the meeting, either personally or on behalf of the legal entities they represent, shall disclose the important details of their conflicts of interest and recuse themselves from discussions and voting. They are also not allowed to represent other directors in exercising their voting rights. For proposals submitted to the Board of Directors, SYSKOM has clearly recorded in the meeting minutes the names of directors who have conflicts of interest with the proposals, either personally or on behalf of the legal entities they represent, along with a description of the important details of the conflicts and their recusal.

SYSKOM's "Regulations on the Scope of Duties of Independent Directors" explicitly stipulates that "if an independent director has objections or reservations, it shall be recorded in the minutes of the board meeting," "SYSKOM shall not obstruct, refuse, or evade the performance of duties by independent directors," and "independent directors may request the Board of Directors to assign relevant personnel or hire experts to assist in the performance of their duties when deemed necessary." These measures are in place to enable independent directors to fulfill their responsibilities effectively, thereby enhancing the operation of the Board of Directors and SYSKOM's overall performance. The diversity, independence, and expertise of the related board members are detailed on pages 7 to 9 of the 2024 annual report.

The Corporate Governance Team proactively assists directors in complying with various laws and regulations and practical codes of conduct, and also helps arrange training courses for directors:

Director Training Courses

Training Course	Participants	Hours
2024 Legal Compliance Seminar on Insider Equity Transactions	1	3
2024 Insider Trading Prevention Seminar	4	12
2024 WIW Forum Keynote Speech: "Digital Finance and Sustainable Finance in the Era of the AI Boom"	1	3
2024 Cathay Sustainable Finance and Climate Change Summit	1	6
Corporate Environmental Management and Social Reporting	7	21
Net Zero Carbon Emission Seminar	2	6

※ 2024 courses



(III) Board Performance Evaluation

SYSCOM has established the “Board Performance Evaluation Measures” to conduct board performance evaluations. At least once a year, the Board of Directors, individual board members, and functional committee members (including the Remuneration Committee and Audit Committee) undergo performance evaluations to ensure the effectiveness of board operations and assess the performance of directors. The implementation of the 2024 board performance evaluation is outlined.



2024 Board Performance Evaluation

Cycle	Conducted annually
Period	January 1, 2024 to December 31, 2024
Scope	Board members, functional committees
Method	Performance evaluations are conducted through internal self-assessments by the Board and functional committees (including the Remuneration Committee and Audit Committee), as well as individual self-assessments by board members.
Content	<ol style="list-style-type: none"> 1. Board performance evaluation metrics include: level of participation in company operations, enhancement of board decision-making quality, board composition and structure, director selection and continuing education, and internal control. 2. Individual director self-performance evaluation metrics include: understanding of company goals and tasks, awareness of director responsibilities, level of participation in company operations, internal relationship management and communication, director professionalism and continuing education, and internal control. 3. Audit Committee performance evaluation metrics include: level of participation in company operations, understanding of Audit Committee responsibilities, enhancement of Audit Committee decision-making quality, Audit Committee composition and member selection, and internal control. 4. Remuneration Committee performance evaluation metrics include: level of participation in company operations, understanding of Remuneration Committee responsibilities, enhancement of Remuneration Committee decision-making quality, Remuneration Committee composition and member selection, and internal control.
Results	In the first quarter of 2025, a comprehensive self-assessment of the performances of the Board of Directors, Audit Committee, Remuneration Committee, and individual board members of 2024 was conducted through questionnaires. The results were reported to the Board of Directors, and all performance indicators exceeded the standards, demonstrating the sound overall operation of SYSCOM's Board of Directors, Audit Committee, and Remuneration Committee.



(IV) Board Reporting on ESG Issues

SYSCOM's reporting to the Board of Directors covers material ESG issues, including: business performance reports, financial status reports, internal audit reports, sustainable development progress, information security management, intellectual property management, risk management, implementation of ethical business practices, board performance evaluation, greenhouse gas inventory



(V) Remuneration Policies

SYSCOM has established a Remuneration and Nomination Committee responsible for formulating and periodically reviewing the performance goals, remuneration policies, systems, standards, and structures for SYSCOM's directors and managers. The committee also regularly assesses the achievement of performance goals to ensure a sound remuneration system for directors and managers. The remuneration of directors and managers is primarily based on SYSCOM's Articles of Incorporation, the "Remuneration System for Directors, Functional Committees, and Managers," SYSCOM's salary approval regulations, and other relevant provisions, and has been reviewed and approved by the Remuneration and Nomination Committee.

1. The remuneration of SYSCOM's chairman and directors is authorized by the Board of Directors, taking into consideration the extent of their participation in SYSCOM's operations, their contribution value, and the prevailing industry standards. All directors may receive travel allowances based on actual circumstances.
2. Currently, directors only receive fixed monthly remuneration, travel allowances, or attendance fees, and do not receive variable remuneration.
3. The performance evaluation and remuneration of directors and managers shall reference the prevailing industry standards, considering factors such as individual time commitment, responsibilities, personal goal achievement, performance in other positions, SYSCOM's remuneration for similar positions in recent years, as well as the achievement of SYSCOM's short-term and long-term business goals, financial status, and the rationality of the relationship between individual performance, company performance, and future risks.
4. The remuneration of managers includes fixed salary based on educational background, work experience, professional skills, and job responsibilities. The calculation principles for non-fixed salary (such as Manager's bonus) mainly refer to "Department/business group performance management indicator KPIs" and depend on individual performance achievement rates, departmental performance indicators, and SYSCOM's overall operating performance, financial situation and operation situation. The remuneration system is reviewed, taking into account external competitive environments, industry development trends, and future risk correlations, at any time, depending on the actual operating conditions and relevant laws and regulations.
5. Manager performance goals are all linked to "risk control." Besides taking into account the company's current financial condition, operating results, and future capital needs for comprehensive planning, evaluations of sustainable management and risk control are also included to ensure that potential risks within their responsibilities are properly managed and mitigated.
6. The 2024 performance evaluation of directors and functional committees, as well as the remuneration of managers, have been reviewed and approved by the Remuneration Committee and discussed and approved by the Board of Directors.



3. Functional Committees and Operational Mechanisms

(I) Audit Committee Operations

SYSCOM established an Audit Committee on July 29, 2021, in accordance with the law. All independent directors serve as members of the Audit Committee, operating under the "Audit Committee Charter." The committee convenes at least once per quarter to oversee the quality and integrity of the company's accounting, auditing, financial reporting, and financial controls, thereby continuously enhancing the effectiveness of the Board of Directors and fostering a sound corporate governance culture.

In 2024, the Audit Committee held a total of four meetings, with a 100% attendance rate for all committee members. Details of the matters reviewed are provided in the annual report.

(II) Remuneration and Nomination Committee Operations

To ensure a sound remuneration system for directors and managers, SYSCOM has established a Remuneration Committee. The committee convenes at least twice a year. In 2024, it held two meetings, with a 100% attendance rate for all committee members. Details of the discussions and resolutions of the Remuneration Committee in 2024 can be found in the annual report. On May 9, 2025, our company renamed the Remuneration Committee to the Remuneration and Nomination Committee and established the "Remuneration and Nomination Committee Organizational Regulations."



Audit Committee Composition and Supervisory Authority

Composition	<ul style="list-style-type: none"> Composed of all independent directors, with at least one member possessing accounting or financial expertise. The term of each committee member is three years, and re-election is permitted.
Purpose	<ul style="list-style-type: none"> Fair presentation of the company's financial statements. Appointment (and dismissal) of certified public accountants, and oversight of their independence and performance. Effective implementation of the company's internal controls. Managing SYSCOM's compliance with relevant laws and regulations. Management of the company's existing or potential risks.
Supervisory Authority	<ul style="list-style-type: none"> Establish or revise internal control systems in compliance with Article 14-1 of the Securities and Exchange Act. Evaluation of the effectiveness of the internal control system. Procedures for managing significant financial activities—including acquiring or disposing of assets, trading derivative products, lending funds, endorsing on behalf of others, or providing guarantees—as established or revised under Article 36-1 of the Securities and Exchange Act. Matters involving the director's personal interests. Transactions involving significant assets or derivative products. Providing substantial loans, endorsements, or guarantees. Raising, issuing, or privately placing equity-type securities. Appointment, dismissal, or compensation of the CPA. Appointment and dismissal of supervisors in finance, accounting, or internal audit. Annual financial reports signed or stamped by the chairperson, managers, and accounting supervisors, as well as second quarter financial reports that require audit certification by accountants. Other significant matters prescribed by the company or relevant authorities.

Remuneration and Nomination Committee Composition and Supervisory Authority

Composition	<ul style="list-style-type: none"> The committee consists of 3 members, appointed by the Board of Directors, with a majority being independent directors. Currently, the committee is composed of 3 independent directors.
Supervisory Authority	<ul style="list-style-type: none"> Regularly review the committee's regulations and propose amendments. Establish and periodically review the policies, systems, standards, and structures for the annual and long-term performance goals and remuneration of the company's directors and managers. Regularly evaluate the achievement of performance goals by the company's directors and managers, and determine the content and amount of their individual remuneration.



4. Operational Performance GRI 3-3, GRI 201-1, GRI 201-4

Over the past three years, driven by rapid changes from the global pandemic, war, and inflation, companies have accelerated their digital transformation, increased investment in cloud and IT services, and leveraged innovative technologies to boost organizational resilience and tackle the fast-evolving challenges in their industries and environments. SYSKOM adapts to market trends by actively expanding cross-sector collaborations, partnering with international allies to broaden market presence, and strengthening its understanding and insight into industry trends.

The company is committed to technological innovation and high-quality service, leveraging its strengths in software and hardware integration. Grounded in CMMI quality processes and high production efficiency, it continuously introduces next-generation industrial solutions and actively expands into key areas like smart manufacturing, smart healthcare, and government cloud services. These strategies not only boost overall competitiveness but also effectively expand market presence, driving steady growth in revenue and profits, showcasing SYSKOM's robust capabilities and growth momentum amid the digital economy wave.

(I) Financial Performance and Economic Value

Financial Performance in the Past 3 Years

Unit: TWD thousand

Category	Item	2022	2023	2024
Financial Performance	Operating Revenue	5,950,524	6,383,820	6,932,729
	Operating Gross Profit	1,518,500	1,660,878	1,788,960
	Operating Profit / Loss	264,405	285,459	314,886
	Net Profit Before Tax	304,656	329,507	370,422
	Net Profit	244,945	276,638	304,683
	Earnings Per Share (NT\$)	2.51	2.78	3.06

Unit: TTWD thousand

Economic Performance	Item	Definition	2022	2023	2024
Direct Economic Value Generated (A)	Operating Revenue	It includes operating income, non-operating income	5,990,775	6,427,868	6,988,265
Economic Value Distributed (B)	Operating Costs (Note 1)	Commercial operation costs	3,782,088	4,084,249	4,480,753
		Commercial operation expenses	239,515	270,255	277,374
	Employee Salaries and Benefits	Employee Salaries and Benefits (Note 2)	1,662,989	1,742,081	1,858,163
	Payments to Investors	Cash dividends paid during the year	190,000	220,000	240,000
	Payments to Government (Note 3)	Income tax expenses	59,711	52,869	65,739
	Community Investments	Donations	618	852	604
Economic Value Retained (C) (Note 4)			55,854	57,562	65,632

Note: 1. Operating costs includes commercial operation costs and commercial operation expenses, excluding employee salaries and benefits.

2. Employee salaries and benefits are calculated as total salaries plus total benefits, excluding training expenses, director remuneration, and travel expenses.

3. Payments to government are disclosed as income tax based on corporate income tax paid during the year.

4. Economic value retained is calculated as A - B = C



(II) Tax Information

SYSCOM incorporates tax assessments into all major company decisions, with approval levels elevated to the highest managerial personnel. Based on the three pillars of mutual trust, information transparency, and regulatory compliance, SYSCOM interacts with tax authorities in an honest, upright, respectful, and fair manner. The company proactively raises significant tax issues to ensure both parties focus on the efficient use of resources.

Through government subsidies for research and development, SYSCOM can concentrate its resources on R&D, accelerating development progress and stabilizing quality. This enables the company to meet market demands promptly and expand into new markets. In 2024, SYSCOM received NT\$31,637 thousand in subsidies for innovative industrial development from relevant government agencies such as the Ministry of Transportation and Communications and the Ministry of Digital Affairs.

(II) Business Information

SYSCOM adheres to the principle of deepening its core business while expanding into new areas. Its service scope ranges from front-end planning, design, execution, overall project management, consulting services, and integrated information system services. In response to industry developments and customer needs, SYSCOM continues to develop new businesses, such as intelligent power consumption monitoring and energy-saving systems, and generative AI solutions, effectively applying them to energy conservation, carbon reduction, and digital transformation.



5. Integrity Management

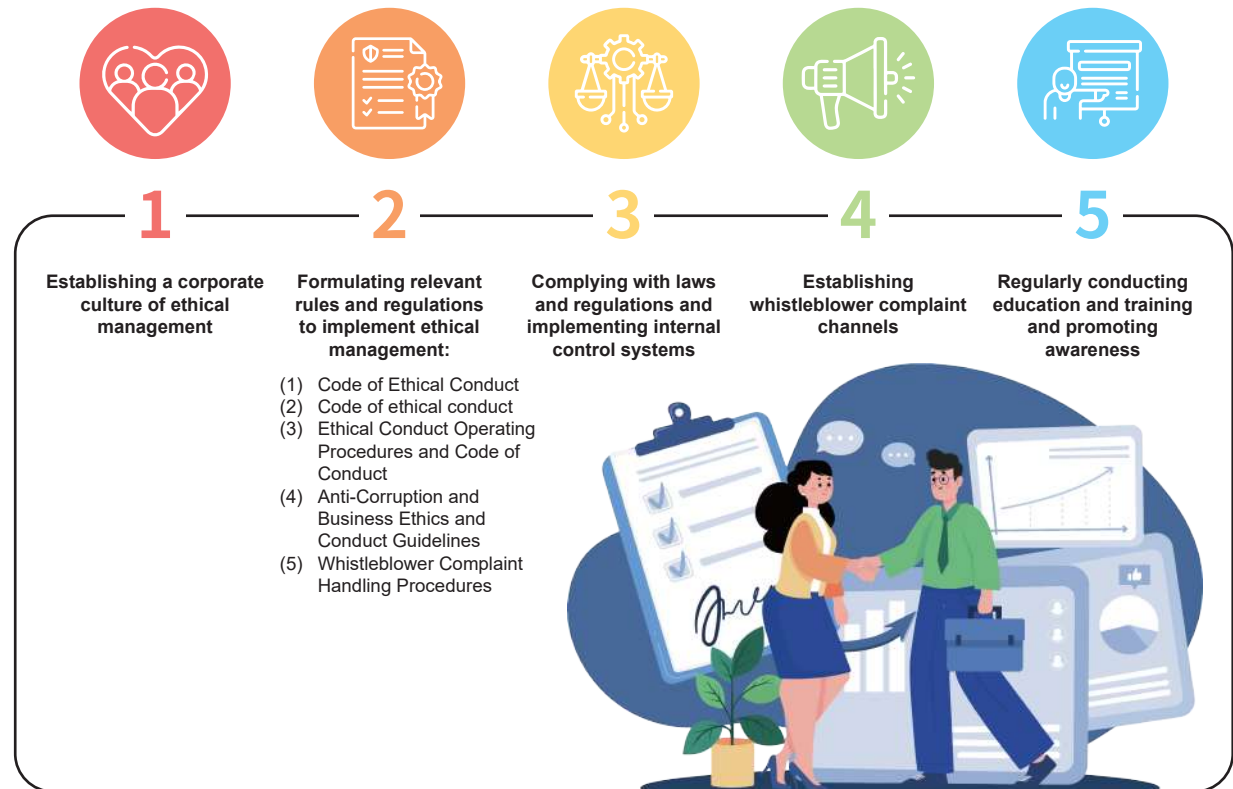
GRI 2-23, GRI2-24, GRI 2-27

SYSCOM has established In accordance with the regulations of the Ethical Corporate Management Best Practice Principles for Listed and OTC Companies, the Ethical Corporate Management Best Practice Principles, Procedures for Ethical Management and Guidelines for Conduct, and Code of Ethical Conduct were established and approved by the Board of Directors. These documents clearly state the policies and practices of ethical management, along with the commitment of the Board of Directors and senior management to actively implement these management policies, ensuring the proactive execution of the company's ethical management practices. The Administrative Planning Department serves as the dedicated unit for promoting ethical corporate management. It is responsible for formulating and overseeing the implementation of ethical management policies and preventive measures, and reports to the Board of Directors on the implementation status at least once a year

(I) Concrete Practices for Promoting Ethical Management Policies

1. Establishing a corporate culture of ethical management
2. Formulating relevant rules and regulations to implement ethical management:
 - (1) Code of Ethical Corporate Management
 - (2) Code of Conduct
 - (3) Ethical Conduct Operating Procedures and Code of Conduct
 - (4) Anti-Corruption and Business Ethics and Conduct Guidelines
 - (5) Whistleblower Complaint Handling Procedures
3. Complying with laws and regulations and implementing internal control systems
4. Establishing whistleblower complaint channels
5. Regularly conducting education and training and promoting awareness

Concrete Practices for Promoting Ethical Management Policies





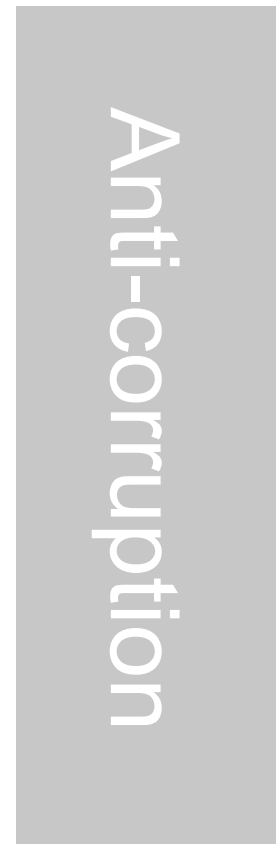
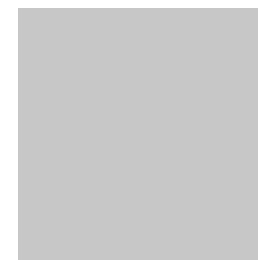
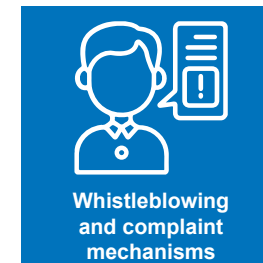
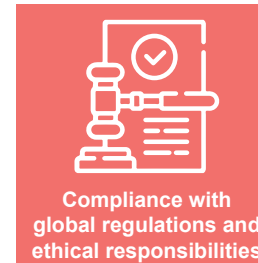
(II) Implementation Status

1. All SYSKOM personnel shall strictly abide by the company's ethical management policies and relevant regulations when engaging in business activities. They shall explicitly refuse to directly or indirectly offer, promise, demand, or accept any form of improper benefits, including rebates, commissions, or other means of providing or receiving improper benefits. To ensure that all company personnel adhere to these regulations, the company has established the "Whistleblower Complaint Handling Procedures" to prevent violations.
2. In conducting all business activities, SYSKOM adheres to the principles of compliance with the Company Act, Securities Exchange Act, Business Accounting Act, Political Donations Act, Anti-Corruption Act, Government Procurement Act, Public Servants Conflict of Interest Avoidance Act, relevant regulations for listed and OTC companies, and other laws and regulations related to business conduct.
3. In addition to contractually requiring suppliers, contractors, or other partners not to engage in any illegal business activities or provide improper benefits or bribes to employees, SYSKOM may terminate or cancel contracts at any time in the event of unethical behavior by these parties.
4. SYSKOM assesses the integrity records of its business partners and includes ethical conduct clauses in contracts signed with them.
5. Regarding conflicts of interest, internal employees can report to their direct supervisors or directly to the management department supervisor.
6. To implement ethical management policies, SYSKOM reviews all transaction accounts in accordance with accounting principles and conducts special audits for unusual or questionable cases. The Audit Department conducts regular and irregular audits of various departments to implement supervision mechanisms and control various risk management aspects.
7. SYSKOM has established ethical management operating procedures to ensure that employees clearly understand the concepts and norms of ethical management. The company regularly holds supervisor talks and occasionally conducts training sessions related to ethical management, promoting the principles of ethical conduct and requiring their implementation.
8. The Company's "Employee Work Rules" stipulate disciplinary actions for unethical behavior. SYSKOM has also established "Anti-Corruption and Business Ethics and Conduct Guidelines" that require all employees to comply with relevant anti-corruption laws. To date, no incidents of unethical behavior have occurred.
9. SYSKOM's "Whistleblower Complaint Handling Procedures" clearly define the procedures for handling various whistleblower complaints and relevant confidentiality mechanisms. To date, no whistleblower complaints have been received.
10. In 2024, a total of 5,290 participants received 6,455 hours of training on topics such as the "promotion of ethical management policies", "business ethics and anti-corruption training for partners", "Personal Information Management System (PIMS)", "information security", "human rights protection", and internal control.
11. Based on the Taiwan Stock Exchange Corporation's procedures for verifying and publicly handling major events of listed companies, no major violations occurred in 2024.

6. Anti-Corruption GRI 2-27, GRI 205-1, GRI 205-2, GRI 205-3

To prevent corruption risks and uphold integrity, our company conducted a comprehensive review and revision of the “Anti-Corruption and Business Ethics and Conduct Guidelines” in 2024. We have strengthened our anti-corruption management system and internal procedures, and through training and awareness campaigns, enhanced all employees’ understanding and commitment to ethical conduct, ensuring these standards are effectively applied across all operational sites and daily management. The original manufacturer started reviewing documents in 2024, completed the related revisions by March 2025, and plans to finish the final re-examination within 2025 to ensure that the company’s systems and implementation meet the high standards and expectations of international partners for anti-corruption.

- (I) All employees are required to comply with the Taiwan Government Procurement Act, the U.S. Foreign Corrupt Practices Act (FCPA), and all relevant anti-corruption laws. This not only means complying with the law but also acknowledging and fulfilling ethical responsibilities when conducting business activities. If the law is less stringent than this guideline, the guideline must be followed. Conversely, if Taiwan law is stricter than this guideline, Taiwan law must be followed.
- (II) SYSCOM employees must not directly or indirectly offer, attempt to offer, propose, or induce kickbacks to obtain or reward any preferential treatment related to transactions. All employees must not directly or through third parties (e.g., partners or manufacturers) give money or other valuable items to government officials, private company employees, or their spouses, children, or other relatives. They must not engage in corrupt practices to influence or reward the actions or decisions of government officials or private company employees, or to seek any improper benefits, nor may they grant, offer, promise, or give relevant money or valuable items. Employees applying for business hospitality are responsible for fully and accurately completing any reimbursement or purchase requisition forms and must obtain prior company approval. The nature of the business hospitality provided, the names and titles of each recipient, the number of recipients attending the meal or meeting, or the number of recipients receiving gifts must be disclosed.
- (III) SYSCOM employees must not directly or indirectly accept, attempt to accept, propose, or induce kickbacks to obtain or reward any preferential treatment related to transactions. All employees must not directly or through third parties (e.g., partners or manufacturers) receive money or other valuable items to obtain any improper benefits.





2024 Anti-Corruption Training Attendance and Percentage - By Employee Category

Personnel category	Number of Employees	Attendance	Attendance Percentage
Technical Personnel	613	442	72%
R&D Personnel	388	278	72%
Management Personnel	95	93	98%
Sales Personnel	158	125	79%
Administrative Personnel	87	77	89%
Total	1,341	1,015	76%

2024 Anti-Corruption Training Attendance and Percentage - By Region

Region	Number of Employees	Attendance	Attendance Percentage
Taipei	1,128	845	75%
Taoyuan	13	12	92%
Hsinchu	17	9	53%
Taichung	118	93	79%
Tainan	35	31	89%
Kaohsiung	30	25	83%
Total	1,341	1,015	76%

- (IV) SYSCOM employees should understand that regardless of their location, they must not engage in unfair competition or deceptive practices, including but not limited to illegal bidding methods, illegal borrowing, resale price maintenance, activities that restrict or hinder fair competition, counterfeiting of others' goods or services, making false or misleading representations in goods or advertisements, damaging the business reputation of others, and other deceptive or unfair acts that may affect the transaction order.
- (V) In case of violation of the above regulations, in addition to compensating the company for all damages suffered, the employee shall bear all civil and criminal liabilities, and the company may impose disciplinary actions in accordance with the "Employee Work Rules."
- (VI) SYSCOM employees are strictly prohibited from exchanging benefits with vendors. If employees discover any incidents that violate laws, regulations, or business ethics, they must report them in accordance with the "Whistleblower Complaint Handling Procedures."
- (VII) SYSCOM has not had any incidents related to violations of ethical management, nor have there been any incidents of corruption, leaks, conflicts of interest, anti-competitive behavior, or money laundering.
- (VIII) SYSCOM, as a leader in the information service industry, places great importance on legal compliance and adherence to market mechanisms in business operations. The company has established the "Internal Material Information Handling and Insider Trading Prevention Management Procedures." To enhance employees' understanding of relevant regulations and strengthen their legal compliance awareness, SYSCOM conducts annual training sessions for employees on insider trading, including concept explanations, legal regulations, and case studies, to reinforce the prevention of insider trading and establish effective preventive measures.
1. New managers receive training on insider trading prevention upon joining the company, covering relevant legal regulations and case studies. They also undergo tests to strengthen their understanding of insider trading prevention and establish effective preventive measures. In 2024, 13 people spent a total of 10 hours.
 2. In 2024, directors participated in the "Legal Compliance Seminar on Insider Equity Transactions" and "Insider Trading Prevention Seminar" organized by regulatory authorities, totaling 5 participants and 15 hours of training.
 3. There were no corruption incidents in 2024.

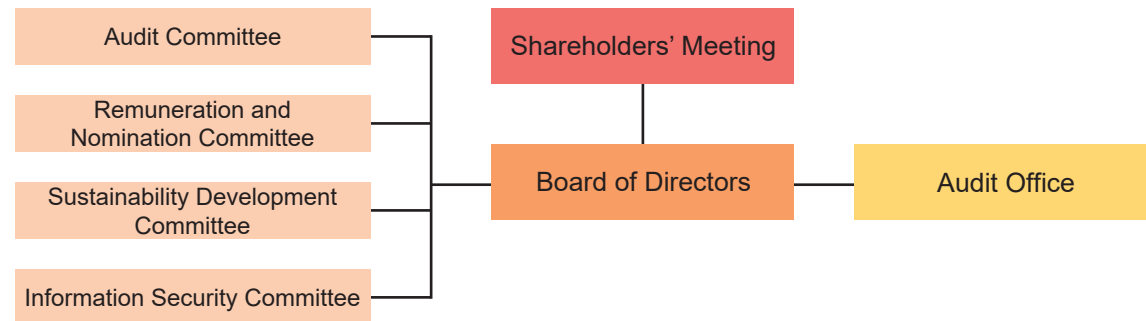


7. Internal Audit

SYSKOM has established an Audit Department that reports directly to the Board of Directors. The department assists the Board and managers in inspecting and reviewing deficiencies in internal control systems, assessing operational effectiveness and efficiency, and providing timely improvement recommendations to ensure the continuous and effective implementation of internal control systems and serve as a basis for reviewing and revising internal control systems. The Audit Department operates with independence and objectivity, executing annual audits and special audits based on the annual audit plan. The audit supervisor regularly reports the implementation status of audit operations to the Audit Committee and the Board of Directors. In 2024, the audit results based on the audit plan did not reveal any internal control deficiencies or abnormalities. Additionally, the Audit Department supervises each unit in conducting self-assessments, establishing a self-monitoring mechanism for the company, and using the self-assessment results as a basis for recommending the issuance of an internal control statement by the company's Board of Directors and President.

Main Responsibilities of the Audit Office:

- (I) Promotion, formulation, amendment, and implementation of internal control and internal audit systems.
- (II) Establishment, revision, and implementation of internal audit implementation rules.
- (III) Planning, review, and online reporting of audit operations.
- (IV) Planning, implementation, review, improvement, tracking, and online reporting of self-assessments.
- (V) Preparation and online reporting of internal control statements.
- (VI) Evaluation and improvement recommendations based on the implementation status of the company's established systems, regulations, plans, and policies.
- (VII) Regular reporting of audit operations to the Audit Committee and the Board of Directors.
- (VIII) Conducting audits based on the annual audit plan, preparing audit reports upon completion, attaching relevant documents, presenting identified deficiencies and improvement suggestions, and continuing to track the improvement progress.
- (IX) Other ad-hoc audit tasks as assigned.
- (X) No major events occurred in internal audit in 2024.



Note: The functional committee does not include the information security committee

Audit Department Organizational Chart



8. Risk Management

(I) Management policies and structure

To strengthen corporate governance and enhance the company's risk management mechanism, SYSCOM has established a "Risk Management Policy," which was approved by the Board of Directors on November 10, 2020, to implement risk management and system of checks and balances.

SYSCOM adopts a risk management approach, systematically identifying and categorizing potential risks according to overall business policies, and has established a comprehensive mechanism for risk assessment, monitoring, and control. By continuously enhancing risk awareness among all employees, we ensure that all risk controls remain within acceptable or manageable limits, thereby reasonably securing the successful achievement of the company's strategic objectives.

The company's risk management framework is as follows:

1. The Board of Directors is the highest decision-making authority for risk management, responsible for approving risk management policies and structure, regularly reviewing and supervising the execution to ensure the effectiveness and appropriateness of risk management mechanisms
2. The scope of risk management includes: market risk, operational risk, strategic risk, financial risk, legal risk, information security risk, and other potential risks that may cause significant losses to the company.

SYSCOM will continuously enhance its risk management system and establish a robust operating environment to effectively address rapidly changing external conditions and internal challenges.

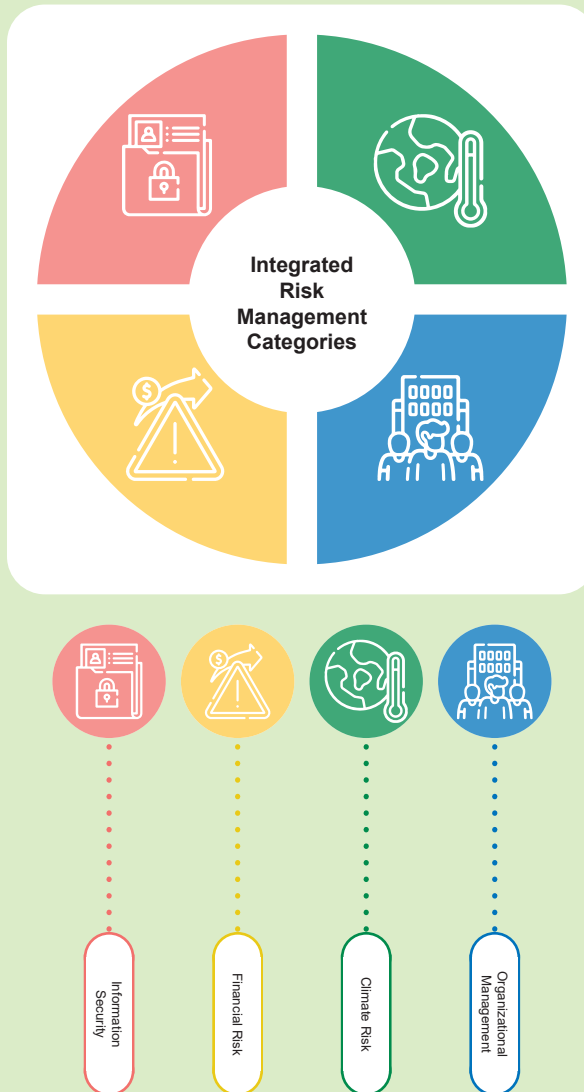
Each risk working group conducts risk management based on the issues under its purview. Risk management for various operations is handled by relevant departments according to the nature of their business. The primary management units responsible for risk management of each operation are described as follows:

Main Management Units for Operational Risk Management

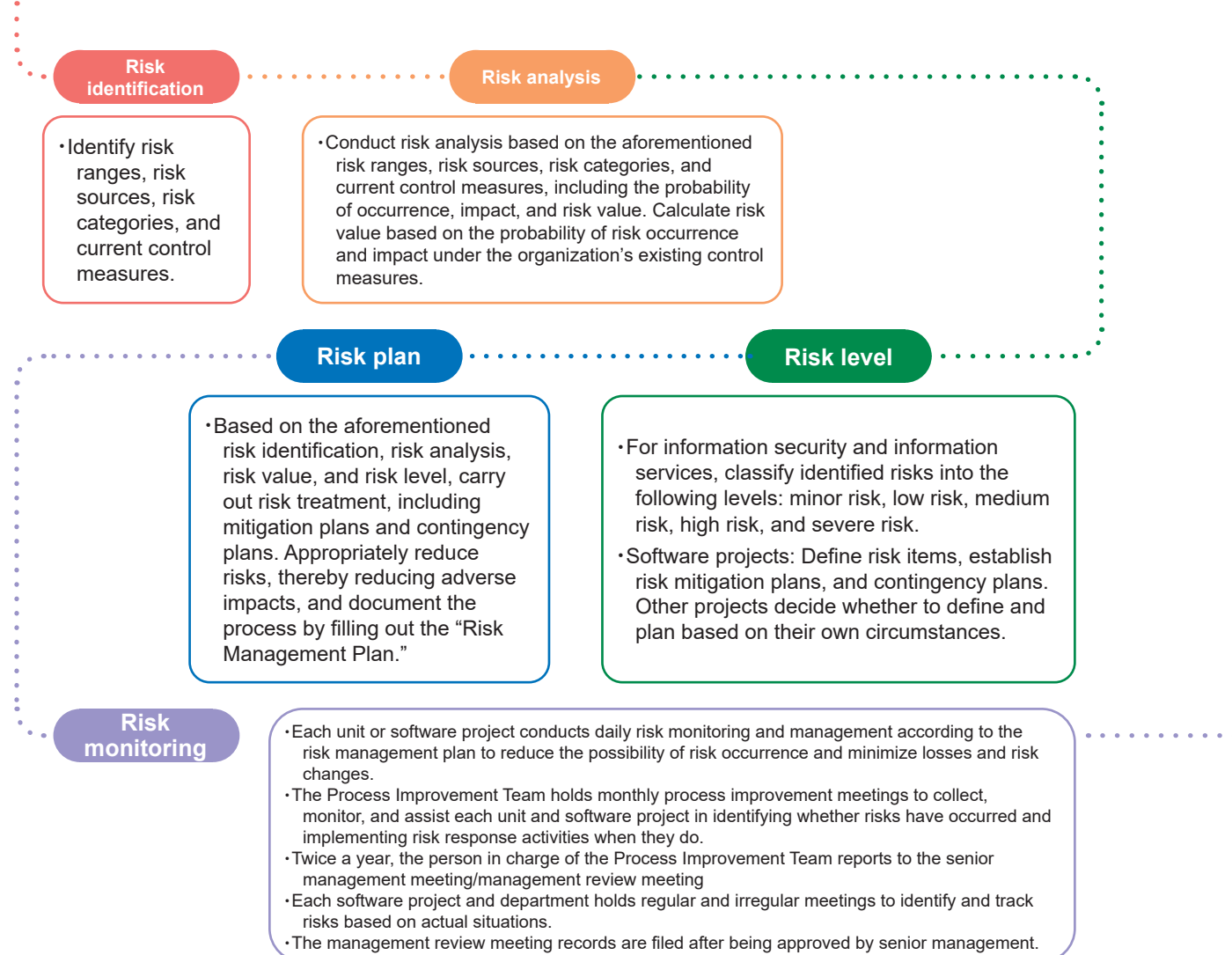
Responsible Unit	Responsibilities
Market Department	Responsible for formulating company market strategies, product strategies, product pricing, and market information collection and establishment to reduce strategic and operational risks.
Administrative Planning Department	Responsible for human resource management, asset protection management, promoting corporate social responsibility, and integrity management (including setting related policies, systems, and risk assessments) to reduce related risk losses.
Finance Department	Responsible for financial fund allocation and utilization, responding to exchange rate and interest rate changes, and timely use of hedging mechanisms to reduce financial risks.
Computer Center	Responsible for information security control and protective measures to reduce information security risks.
Audit Office	Responsible for auditing the implementation of internal control systems related to business, finance, and operations of each unit to strengthen the internal control system functions.
Various Execution Units	Responsible for analyzing and monitoring the business risks of their respective units to ensure the effective implementation of risk control mechanisms and procedures.



Risk Management Categories



Risk Management Process



9. Information Transparency and Disclosure

SYSCOM utilizes multiple channels to promptly and proactively disclose important company information to stakeholders, facilitating communication and interaction, and listening to their feedback and suggestions. This includes appointing a spokesperson and deputy spokesperson, holding annual shareholder meetings and investor conferences, and conducting irregular forums with institutional investors. Additionally, the company leverages its official website's "Investor Relations," "Partners," and "News & Events" sections, as well as the "Sustainability ESG" section, to disclose important information in a timely manner. Furthermore, SYSCOM publishes financial statements, annual reports, and sustainability reports annually to strengthen communication with stakeholders and enhance corporate information disclosure.

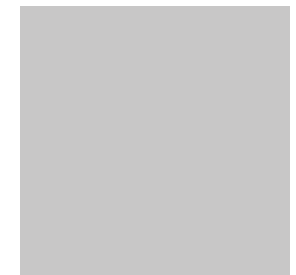
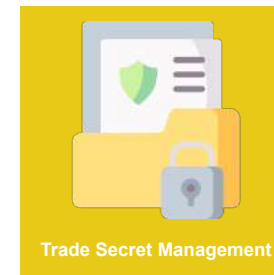
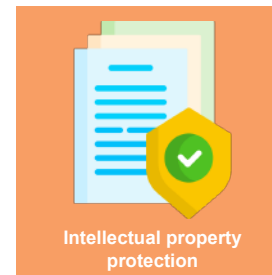


10. Intellectual Property Management

(I) Intellectual Property Policy

The intellectual property policy is formulated with reference to the company's short-term and long-term development strategies, including:

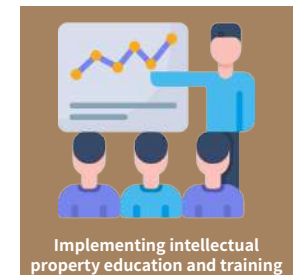
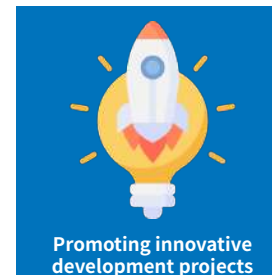
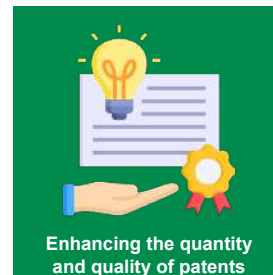
1. Enhancing research and development and innovation capabilities to strengthen the company's competitiveness.
2. Ensuring the protection of the company's intellectual property while respecting the intellectual property of others.
3. Strengthening trade secret management.



(II) Intellectual Property Goals

Based on the intellectual property policy, the following goals are set:

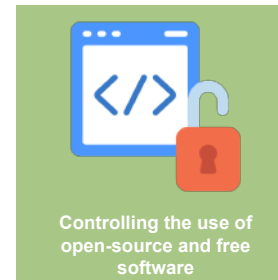
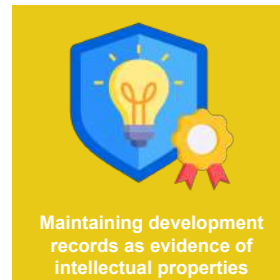
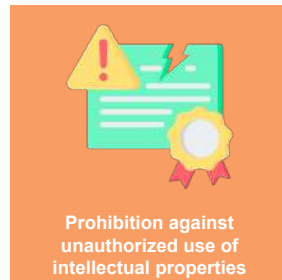
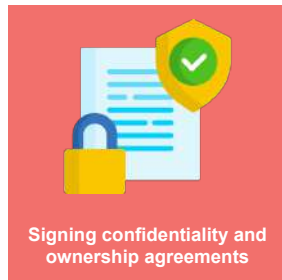
1. Continuously accumulating patents and improving patent quality.
2. Actively planning innovative research and development projects for new products/technologies.
3. Encouraging employees to actively innovate.
4. Conducting irregular training sessions on intellectual property management to enhance employees' professional understanding of protecting company intellectual property information and relevant laws and regulations.



(III) Acquisition, Protection, Maintenance, and Utilization of Intellectual Property

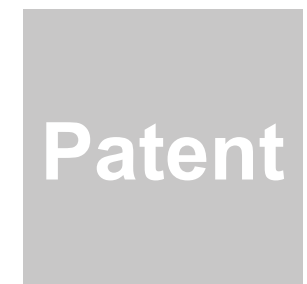
1. Copyright Management

- (1) The company requires the signing of confidentiality agreements and agreements on intellectual property ownership for any activities involving the company's intellectual property, such as project execution, technical cooperation, outsourcing R&D, or commissioning external firms for patent applications. Contract reviews are also conducted.
- (2) SYSCOM upholds the obligation to protect the intellectual property rights of others and will not quote or use any trade secrets or copyrights exclusively owned by the rightful owner without their written authorization.
- (3) Employees engaged in R&D work should properly preserve reports or records of intellectual property generated during the R&D process. These reports or records should be managed following the company's quality management system and relevant operational plans, serving as evidence in intellectual property disputes if they arise in the future.
- (4) SYSCOM has established the "Free and Open Source Software Usage Management Measures" for effective management, which aims to reduce or avoid situations that may lead to legal violations or breaches of contract, or harm the interests of departments/organizations, and ensure the protection of customers' intellectual property rights.
- (5) New employees are required to sign a "Labor Contract" upon joining the company, agreeing to comply with intellectual property-related agreements, including confidentiality obligations, protection of the company's intellectual property rights and the intellectual property rights of others.
- (6) Departing employees follow the resignation procedures to complete their departure formalities. If departing employees are involved in important intellectual property, the unit supervisor may confirm the complete handover of such property in accordance with the relevant provisions of the labor contract.



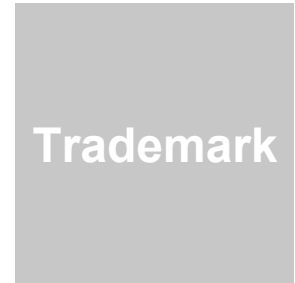
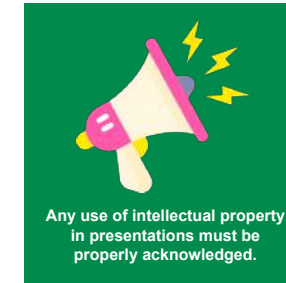
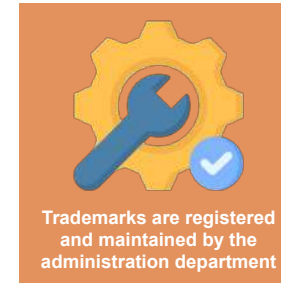
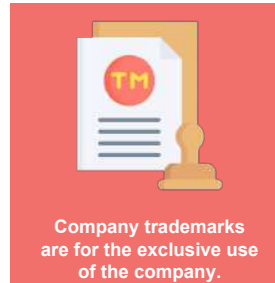
2. Patent Management

- (1) To encourage employee innovation and facilitate the filing of patent applications for R&D results with domestic and international patent authorities, SYSCOM has established the "Patent Incentive Measures." Through departmental incentives, R&D units and employees are encouraged to actively file patent applications.
- (2) Patent applicants must be SYSCOM employees, and the patent owner for patent incentive applications must be SYSCOM.



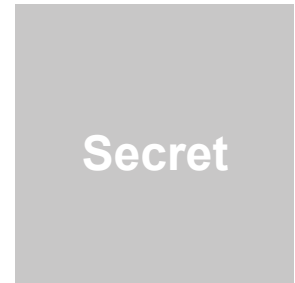
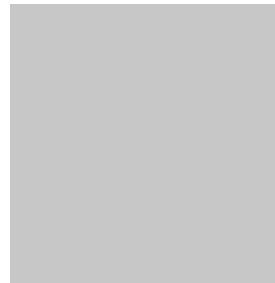
3. Trademark Management

- (1) The use of the company's trademarks should be limited to SYSCOM and its related businesses.
- (2) The Administrative Planning Department is responsible for trademark applications and maintenance.
- (3) Trademark and patent markings should be included in product presentations to assert the company's intellectual property rights.



4. Trade Secret Management

- (1) Employees must not disclose, inform, deliver, or transfer company or third-party trade secrets to others during their employment (including but not limited to information obtained through their duties). They are also not allowed to sell or utilize products they have developed without authorization.
- (2) The ownership of all documents, data, charts, or other media containing trade secrets belongs to the company.



(IV) Supervision, Evaluation, Analysis, and Improvement

SYSCOM plans and implements the necessary supervision, evaluation, analysis, and improvement processes to ensure that intellectual property management operates in line with the company's expected results and continuously improves the effectiveness of the intellectual property management system.



(V) Assessment and Analysis of Potential Intellectual Property Risks and Countermeasures

1. The company should take countermeasures against the risk of infringing on others' intellectual property rights when purchasing products or outsourcing development. If necessary, require external suppliers' intellectual property management systems to meet the company's requirements.
2. When the company's intellectual property rights are challenged by third parties or infringed upon by others, the company should take countermeasures including evidence collection, identification of infringers, assessment of infringement possibilities, and relevant legal procedures. The developers of the company's intellectual property should also assist the company in legal defense to ensure the legitimate rights and interests of the company and stakeholders.



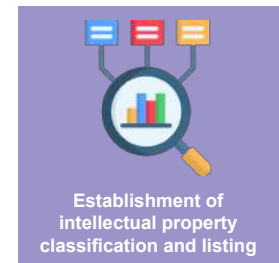
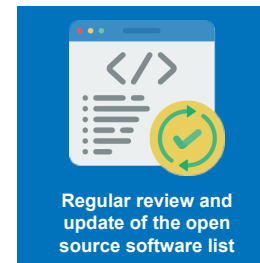
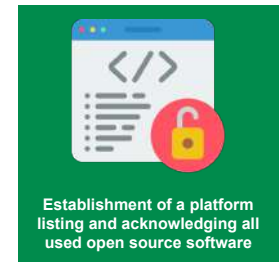
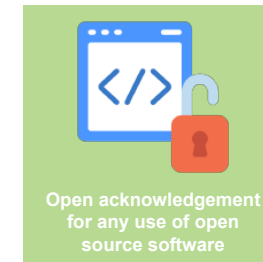
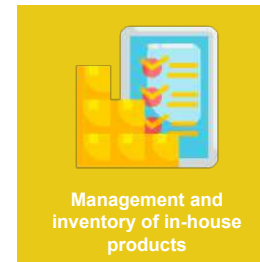
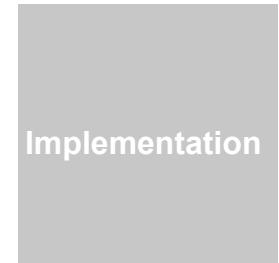
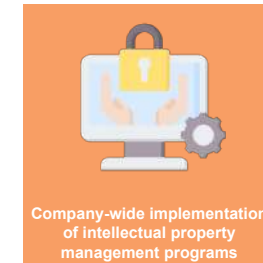
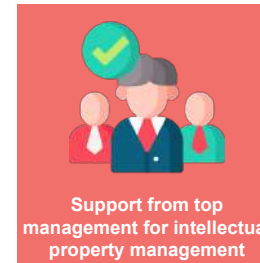


(VI) Intellectual Property Implementation Status

SYSKOM has been promoting intellectual property management since 2002. The main implementation status in 2024 reported to the Board on December 19, 2024 is as follows:

1. Implementation Status:

- (1) Senior management provides sufficient resources for the effective implementation and maintenance of intellectual property management.
- (2) Implementation is carried out according to the intellectual property management plan, including copyrights, patents, trademarks, and trade secrets, and applies to the entire company.
- (3) According to the “Self-Developed Product Evaluation and Management Measures,” the company currently has 9 self-developed products and 15 licensed products.
- (4) For self-developed products that use open-source software, the company discloses a list of open-source software.
- (5) SYSKOM has established a common platform to publicly disclose the open-source software list, ensuring the protection of the company’s intellectual property and respecting the intellectual property of others.
- (6) The company follows the “Free and Open Source Software Usage Management Measures” to change and review the list of open-source software commonly used by the organization, maintaining the relevance and accuracy of the list. The open source software list is updated once a year, and the latest version is the 13th edition.
- (7) Trade secret protection has been included in the information security seed personnel training.
- (8) Intellectual property is classified and listed (or stored in a database), and records are regularly updated and maintained.
- (9) To implement the use of free and open-source software in projects, in addition to the CDO’s routine monthly random checks of two projects for open-source software usage declarations, a system of automatic audits has been fully implemented since August 2023 to enhance execution efficiency.
- (10) Five information security seed meetings were held this year, with 29 departments participating, including R&D and technical departments. The meetings are about training on promoting and using the latest free and open-source software and protecting intellectual property rights.
- (11) Enhance and promote the fundamental concepts of open source software licenses, along with risk identification and management. In 2022, the basic concepts of software terms were made mandatory courses for R&D and technical departments. Include practical case studies in the 2024 curriculum and incorporate technical certification electives to ensure that colleagues in R&D and technical departments understand the fundamental concepts of open source software licenses.





2. Implementation Results

In 2024, the following intellectual property list and achievements were obtained:

- (1) As of November 2024, the cumulative number of trademarks reached 94.
- (2) 62 domestic trademarks and 32 foreign trademarks were approved.
- (3) In the area of patents, the cumulative number reached 80 by 2024, including invention patents, design patents, and utility model patents. Among them, 51 invention patents have been granted with 6 pending, 4 design patents have been granted, and 18 utility patents have been granted, with 1 pending.

Trademark Statistics

Trademarks

Year	Approved		Pending		Total
	Domestic Trademarks	International Trademarks	Domestic Trademarks	International Trademarks	
Accumulated Trademarks	62	32	0	0	94

Patent Statistics

Patents

Year	Invention Patents		Design Patents		Utility Patents		Total
	Issued	Pending	Issued	Pending	Issued	Pending	
2024	1	6	0	0	1	1	9
Accumulated Patents	51	6	4	0	18	1	80



11. Information Security, Privacy and Personal Data Management

GRI 3-3, GRI 418-1

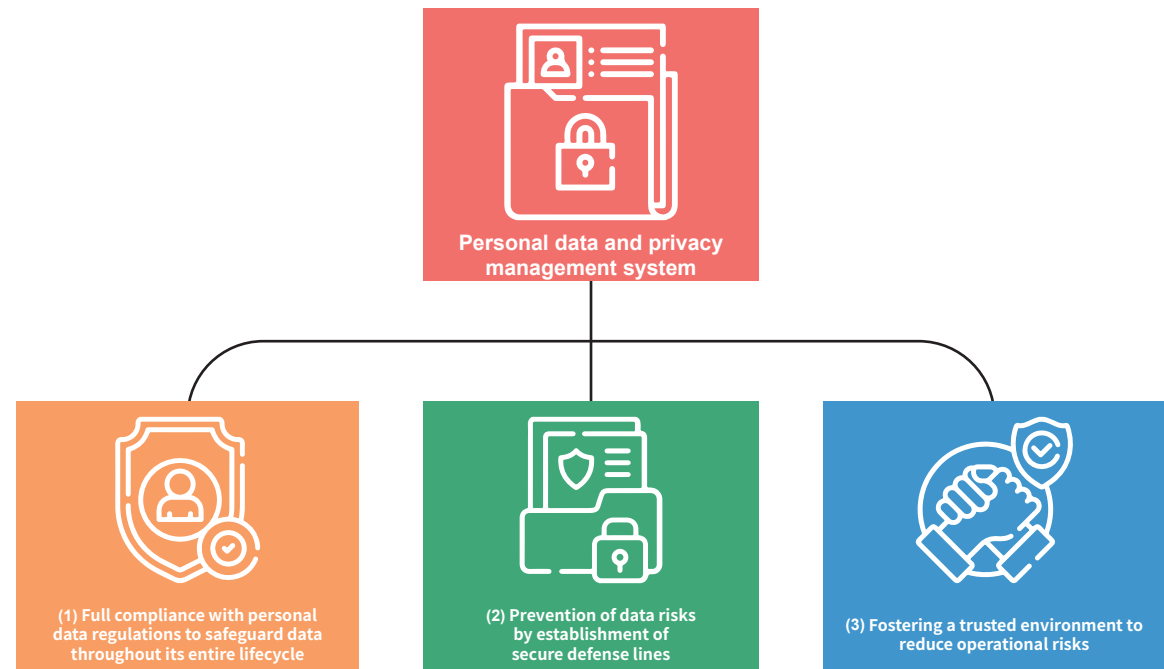
(I) Information Security Committee

1. To enhance and solidify the company's information security, ensuring sustainable business management, SYSCOM has established the Information Security Committee. This committee is responsible for decision-making, managing, and promoting information security matters. The committee includes a convener, co-convener, deputy convener, and key members from various business groups, centers, and general departments, or designated personnel. It has three main teams: "Information Security Policy," "Information Security Promotion," and "Risk Management," each tasked with formulating and promoting information security policies, managing information security affairs, and controlling and evaluating information security risks.
2. The committee holds regular meetings every two weeks, with monthly meetings held every four weeks, and quarterly meetings every quarter. These meetings focus on reviewing and advancing the company's information security protection, monitoring, and alert incident handling, as well as the operational mechanisms of information security. The progress of various information security enhancement measures and control items is comprehensively managed, with meeting records and control items reported to the Chief Information Security Officer and President as required. All relevant committee members and personnel are continuously informed and follow up on the execution through the Secretary Office.
3. The Information Security Committee reports to the Board of Directors at least once a year on the execution of information security measures. The 2024 report was presented to the Board on December 19, 2024.
4. Responsibilities:
 - (1) Establishing and supervising information security policies and management principles.
 - (2) Protecting and supervising information assets.
 - (3) Monitoring, recording, and investigating information security incidents.
 - (4) Coordinating the division of responsibilities for information security matters among various units.
 - (5) Planning and promoting the execution of information security tasks.
 - (6) Conducting annual assessments of information security risk statuses.



(II) Information Security Policy

1. SYSCOM aims to provide a reliable information security operating environment to ensure the continuous normal operation of its business. The information security policy is established to “create a security culture, implement security systems, strengthen security protection, and reduce operational risks,” thereby establishing an environment of confidentiality, integrity, and availability in information security. This makes information security a natural part of daily activities for employees, supporting trust among all internal and external participants.
2. To ensure the protection and management of personal data and comply with the Personal Data Protection Act, the following policies are established:
 - (1) Protecting the collection, processing, use, storage, transmission, and destruction of personal data in accordance with the Personal Data Protection Act and its Enforcement Rules.
 - (2) Ensuring the security of personal data related to company business, protecting it from external threats or improper internal management and use, which could result in theft, alteration, damage, loss, or leakage.
 - (3) Enhancing the ability to protect and manage personal data, reducing operational risks, and creating a trustworthy environment for personal data protection and privacy.

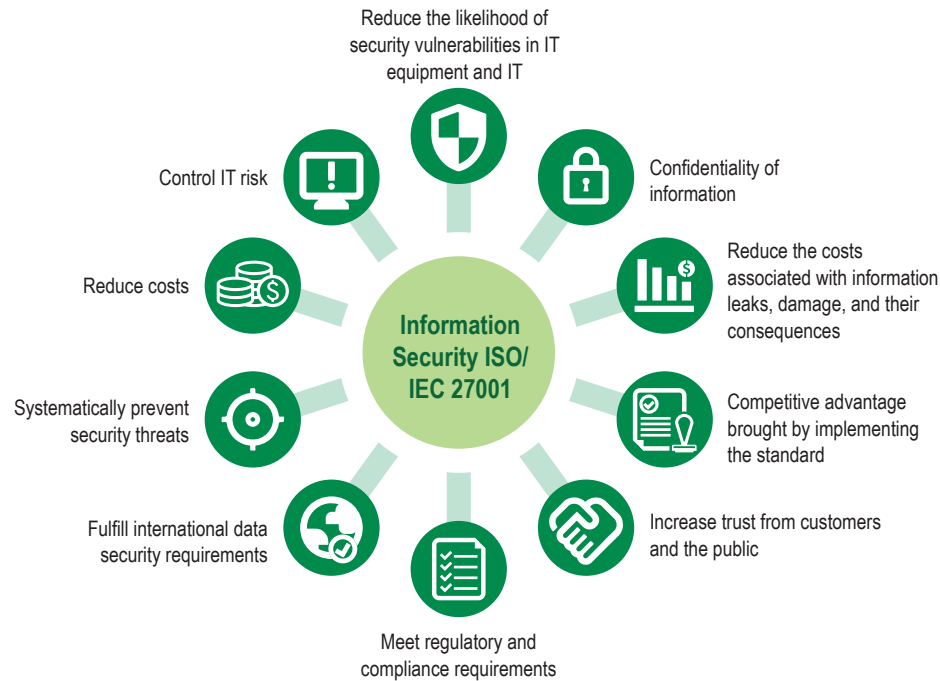




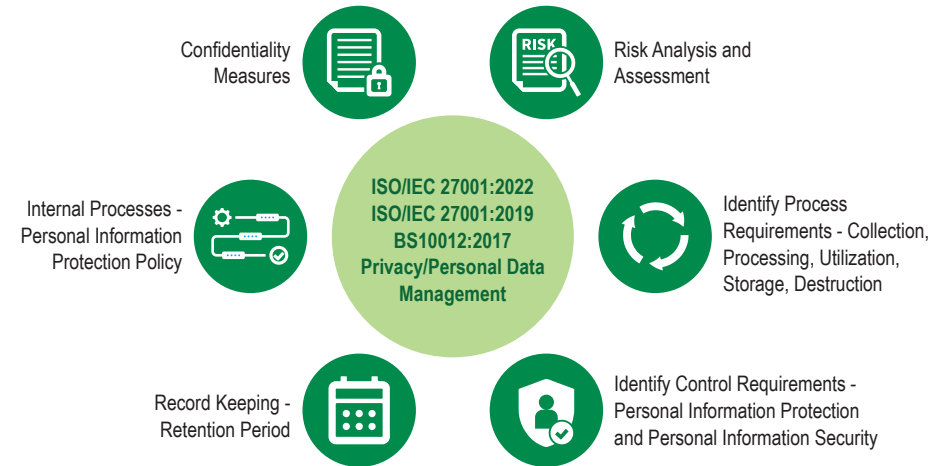
(III) Management Systems

For information security management, SYSCOM has implemented the Information Security Management System (Adhering to ISO 27001:2022), the Personal Data Management System (Adhering to BS 10012:2017), the Information Management System ISO 20000:2018 and the Privacy Information Management System (Adhering to ISO 27701:2019).

1. Information Security Management System: Adhering to ISO 27001:2022
Implemented in 2016 and obtained certification. In 2019, the certification scope was expanded to include the Technical Center, R&D Center, Computer Center (CMPC), SDPM, and the Information Security Monitoring Center (SOC). The ISO 27001:2022 version was implemented in 2024, with annual effectiveness audits performed by a third party. The current certificate is valid from 2025/2/14 - 2026/1/9.
2. Personal Data Management System: Adhering to BS 10012:2017
Our company implemented the Personal Data Management System company-wide in 2012 (Adhering to BS 10012) to manage and protect personal data, and obtained third-party certification. In 2018, the system was updated to comply with the latest BS 10012:2017 version and obtained third-party certification, with annual effectiveness audits performed by a third party. The current certificate is valid from 2025/1/20 - 2028/1/20.
3. Information Service Management System: Adhering to ISO 20000:2018
SYSCOM's information management system, certified under ISO 20000, has well-developed information service management processes covering demand management, change management, deployment management, incident management, problem management, capacity management, and availability management. ISO 20000:2018 was implemented in 2019, with annual effectiveness audits performed by a third party. The current certificate is valid from 2023/1/17 - 2026/1/17.
4. Privacy Information Management System: Adhering to ISO 27701:2019
Our company implemented Privacy Information Management System in 2021 (Adhering to ISO 27701) to manage and protect personal data and privacy, obtaining third-party certification, with annual effectiveness audits performed by a third party. The current certificate is valid from 2025/2/14 - 2026/1/9.
5. To enhance the information security management of cloud services, improve business resilience and customer trust, the plan is to implement the international standards ISO/IEC 27017 and ISO/IEC 27018 in 2025, establishing robust cloud security operation guidelines.



ISO/IEC 27001:2013 Information Security Management System



ISO/IEC 27001:2022, 27701:2019, BS10012:2017 Privacy/Personal Data Management System



(IV) Specific Management Plans

SYSKOM continues to strengthen information security defenses and establish a joint defense mechanism. The specific technical enhancements and management measures include:

1. Implementing Next-Generation Security Monitoring and Joint Defense Mechanism
2. Conduct system functionality verification for the self-developed “Smart Security Integrated Service Platform,” including the integration of endpoint and network visibility tools and the establishment of automated collaboration mechanisms. Collaborate with the Information Security Institute and threat intelligence sharing platform vendors for early warning detection and joint defense to enhance overall company information security.
3. Enhancing Internal Information Security
4. Continuously inventory and upgrade security protection mechanisms, planning to add EDR (Endpoint Detection and Response) protection, conduct internal attack and defense drills to identify and address security vulnerabilities.

(V) Annual Information Security Risk Execution Status

1. Continuous maintenance and improvement of ISO 20000, ISO 27001, ISO 27701, and BS 10012 management systems. In 2024, a total of 31 third-party audits were arranged, covering 29 departments. Effectiveness audits were completed by the end of 2024.
2. Promotion and implementation of the “Big Intranet Project,” sequentially upgrading the company’s external and backbone networks, implementing intranet and extranet segregation, and strengthening various information security protections.
3. Gradual implementation of Group Configuration Baseline (GCB) for computer security settings, with initial testing completed in some departments.
4. Strengthened information security control measures for laptops used in major projects, collaborating with the Industrial Technology Research Institute (ITRI) to implement network and program whitelisting control mechanisms, enhancing operational security for various major projects.
5. Mandatory installation of endpoint antivirus systems, security forensics tools, and computer security configuration settings, combined with network access control and security protection monitoring, to strengthen basic security requirements for devices connected to the company’s intranet and extranet.
6. In 2024, SYSKOM conducted information security training courses through online sessions, totaling 1,150 people (as of 11/14). When reaching a total of 4,025 people-hours, the goal was to enhance employees’ attitudes, values, norms, and practices regarding information security, making it a natural part of their daily activities and building trust among internal and external stakeholders.
7. The company’s 2024 social engineering drill was completed on November 15. Out of 1,361 tested accounts, approximately 470 (34.53%) opened the email. We will enhance social engineering awareness and cybersecurity training accordingly.
8. In 2024, there were no violations of privacy rights and breaches of customer privacy.





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

GRI 3-3, GRI 201-2

1. Governance	72
2. Strategy	73
3. Risk Management.....	77
4. Accounting Metric	77



1. Governance

In recent years, the global impact of climate change and extreme weather events has become increasingly severe. The 2023 stakeholder survey analysis highlights climate change response as a critical issue for enhancing corporate operations and sustainable development. SYSCOM deeply recognizes the significant operational risks posed by climate change and has accordingly added a dedicated chapter on climate change in its 2024 sustainability report to proactively address the associated risks and potential opportunities.

Our board of directors has established a Sustainability Development Committee tasked with developing, implementing, and improving our sustainable development related policies and systems. At least annually, the execution plan and results will be reported to the board of directors, encompassing climate change risk assessments, mitigation measures, and related issues. Based on the implementation status, the board will review existing strategies and, if necessary, guide adjustments to ensure the effectiveness of sustainable governance.

SYSCOM will adopt the Task Force on Climate-related Financial Disclosures (TCFD) framework to identify climate change risks and opportunities, enabling effective response and management strategies.

Identifying climate change risks and opportunities through review by the Sustainability Development Committee and external consultants, with decisions reported and resolved during the committee's working meeting. Establish measurement indicators and targets based on risk identification, develop and implement mitigation strategies to manage climate-related risks, effectively minimize their financial impact on business operations, and provide annual performance reports to the board of directors.

SYSCOM will continuously enhance its climate change management strategies to align with international sustainability standards and market expectations, ensuring the company maintains a competitive edge throughout its low-carbon transformation.

In response to the current extreme climate changes and potential risks, SYSCOM has established the "Environmental Management Measures" document based on industry characteristics to implement energy-saving policies. The company's environmental policy is primarily centered on "compliance with environmental regulations, conservation of global resources, and fulfilling social responsibilities." In addition to establishing an Environmental Sustainability Group within the Sustainability Development Committee, responsible for environmental protection, green initiatives, energy conservation, and carbon reduction, the company also regularly focuses on identifying climate-related risks and opportunities, as well as corresponding strategies and goals, planning and implementing relevant response action plans to address the potential financial impact of climate-related risks and opportunities.

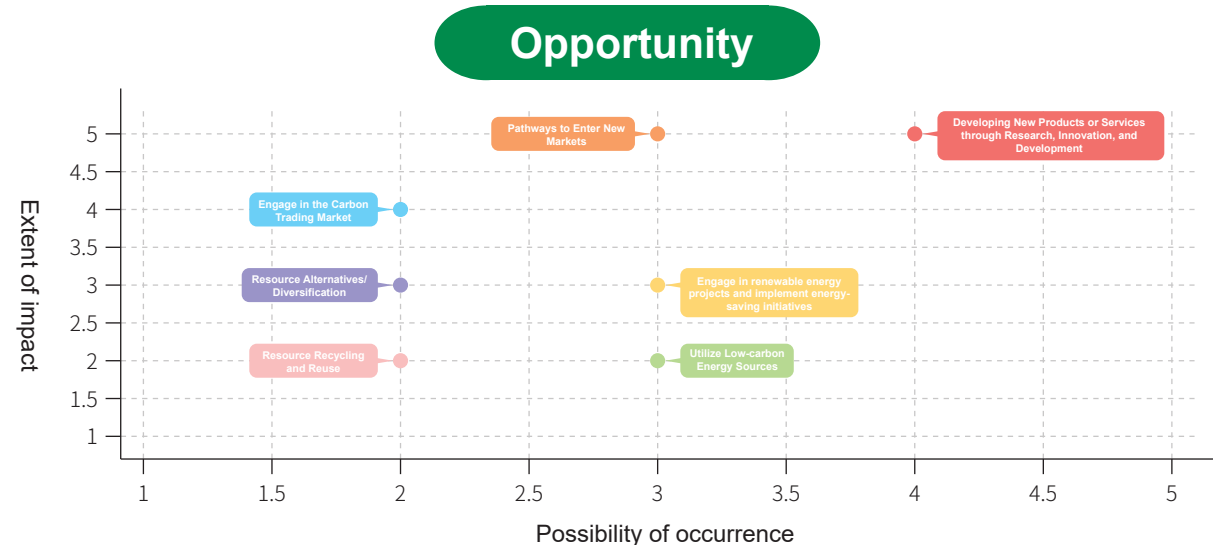
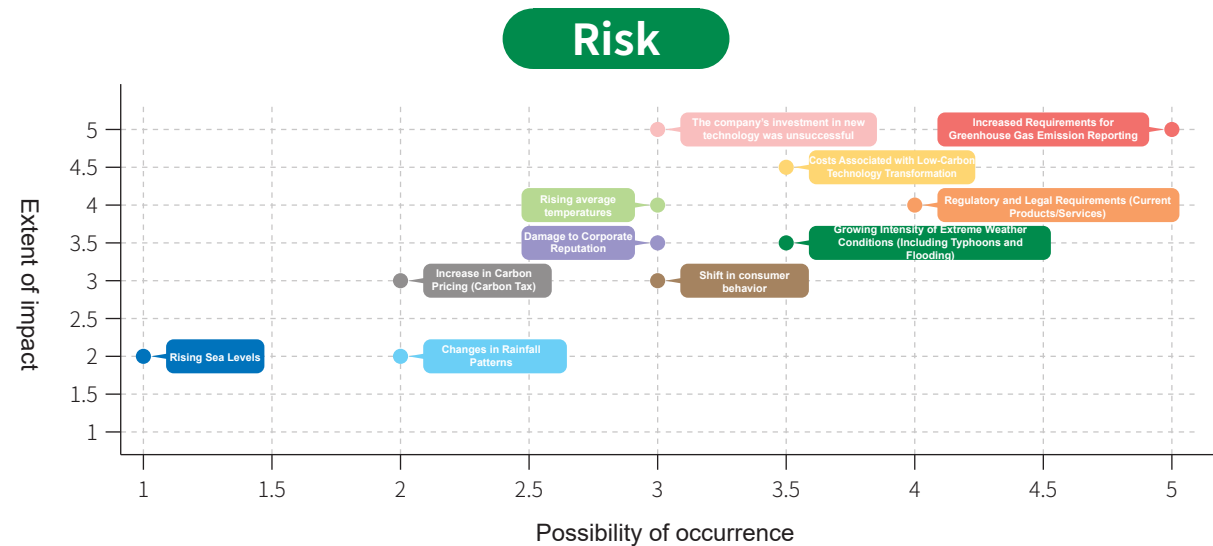


2. Strategy

To enhance climate governance and environmental management, the company has created an “Environmental Sustainability Group” under the Sustainability Development Committee, tasked with coordinating and advancing climate change initiatives. Every two years, the Environmental Sustainability Group conducts an assessment of climate-related risks and opportunities. Based on these evaluations, they develop corresponding strategies and management objectives, planning and implementing action plans to mitigate potential climate change impacts and capitalize on emerging opportunities for transformation. Based on the TCFD (Task Force on Climate-related Financial Disclosures) framework, the company categorizes climate-related risks and opportunities into transformation risks, physical risks, and climate opportunities. These are further segmented into short, medium, and long-term management periods according to their expected timeframe, providing a reference for planning and resource allocation.

By utilizing a “Climate-Related Risks and Opportunities Identification Matrix”, the company systematically evaluates potential financial impacts and develops corresponding management strategies across various climate scenarios, thereby strengthening risk management resilience and identifying green transformation opportunities.

To systematically understand the potential risks and impacts of climate change on the company's operations, SYSKOM identifies and evaluates climate-related risks and opportunities based on the TCFD framework. Initially gathered 12 climate-related risk themes and 8 climate-related opportunity themes, encompassing transformation risks, physical risks, policy and regulatory aspects, technological factors, market dynamics, and reputational considerations. Subsequently, internal stakeholders were invited to perform a dual-axis evaluation assessing the “degree of impact” and “likelihood of occurrence” for each theme.





SYSCOM confronts significant climate-related risks, primarily driven by demands from key stakeholders such as regulatory bodies, customers, and investors for greenhouse gas emissions reduction. Meanwhile, opportunities arising from climate change are most prominent in the realm of products and services. The short-term strategy focuses on continuously enhancing our internal emergency response capabilities and mitigating potential financial losses through insurance coverage. Our medium-term strategy focuses on continuously enhancing supplier management. Long-term strategic incorporates supply chain challenges induced by climate change into production and sales strategies.

Description of the impacts of major climate issues and potential financial impacts, along with management approaches, are outlined below:

Type	Climate Issue	Impact Explanation	Potential Financial Impacts	Impact scope			Time Impact Factor	Response Action Plan
				Upstream	The Organization itself	Downstream		
Policies and Legal Frameworks	Regulatory and Legal Requirements (Current Products/ Services)	<ul style="list-style-type: none"> Compliance with government regulations, customer, and manufacturer certification requirements is crucial, as failure to meet these standards could result in potential project/plan losses. Key clients demand carbon footprint certification, with failure to obtain it potentially resulting in project losses. 	<ul style="list-style-type: none"> Compliance with regulatory and customer disclosure requirements has led to increased operational expenses due to additional certification costs and fees. 	✓	✓		Short-term 1 year	To mitigate such impacts, we plan to establish a tracking mechanism for regulatory compliance and customer requirements, evaluate the feasibility of implementing product carbon footprint assessments, and progressively secure third-party certification.
	Increased Requirements for Greenhouse Gas Emission Reporting	<ul style="list-style-type: none"> In 2022, the Financial Supervisory Commission released the "Sustainable Development Roadmap for TWSE/TPEX Listed Companies," mandating that these enterprises conduct carbon emissions inventories for both individual and consolidated companies within specified timeframes, depending on their capital scale, and obtain third-party verification. 	<ul style="list-style-type: none"> In compliance with the "Greenhouse Gas Reduction and Management Act", the implementation of mechanisms for "total emissions caps with carbon penalties" or a "carbon tax" would lead to increased financial costs. Additionally, the overseas location of the subsidiary and inconsistent regulations will lead to higher capital expenditures and operational costs. 	✓	✓		Short-term 1 year	We completed our greenhouse gas inventory in 2023, integrating internal data and establishing robust systems while continuously improving data quality and verification processes. In March 2025, we obtained official verification from a third-party organization, which highlights our carbon management's transparency and credibility, and sets the groundwork for future carbon reduction initiatives and sustainable reporting.

Aspects

Transition risks



Aspects

Transition risks

Physical risk

Type	Climate Issue	Impact Explanation	Potential Financial Impacts	Impact scope			Time Impact Factor	Response Action Plan
				Upstream	The Organization itself	Downstream		
Technology Risk	The company's investment in new technology was unsuccessful	<ul style="list-style-type: none">Developing innovative technological solutions for climate change challenges, but facing investment losses due to unclear strategic positioning, poorly defined investment targets, or misaligned timing of product development with market needs.	<ul style="list-style-type: none">R&D and equipment investment costs, including non-recoverable research expenses and equipment purchases, result in financial losses.		✓		Medium term 3 ~ 5 years	Leverage internal group or strategic customer sites as experimental grounds for product introduction and field testing. By continuously gathering feedback from actual usage environments, we iteratively refine feature design and service workflows to improve product market fit, enhance customer experience, and ensure that innovative outcomes are both practical and commercially viable.
	Costs Associated with Low-Carbon Technology Transformation	<ul style="list-style-type: none">Establishing a low-carbon information center and installing renewable energy equipment proved ineffective due to the limited scale and poor performance in the company's location, resulting in investment losses.	<ul style="list-style-type: none">High investment costs are driving up operational expenses.		✓		Medium term 3 ~ 5 years	The company adopts a progressive approach to implementing renewable energy infrastructure. By comprehensively evaluating technical capabilities, financial considerations, and operational needs, we select specific factory sites for internal energy usage and feasibility assessment to ensure the optimal balance between resource investment and green energy benefits.
Long-term	Rising average temperatures	<ul style="list-style-type: none">As global temperatures continue to rise, Taiwan's summer temperatures are progressively increasing. The information service industry heavily depends on data centers, and with rising temperatures, the demand for cooling systems grows, resulting in higher energy consumption.	<ul style="list-style-type: none">Excessive cooling equipment load can potentially impair server performance and raise operational expenses.		✓		Medium term 3 ~ 5 years	To support the low-carbon transformation policy and enhance operational resilience, the company is progressively replacing high-energy equipment with new energy-efficient devices and smart management systems. These efforts aim to improve energy efficiency, reduce carbon emissions, and optimize resource utilization, ultimately delivering environmental and business benefits.



Aspects

Opportunities

Type	Climate Issue	Impact Explanation	Potential Financial Impacts	Impact scope			Time Impact Factor	Response Action Plan
				Upstream	The Organization itself	Downstream		
Energy Sources	Engage in the Carbon Trading Market	<ul style="list-style-type: none"> To reduce carbon emission costs, we are implementing energy-efficient technologies, including improving energy efficiency, utilizing green electricity, and adopting carbon management software, which impacts our operational approach. 	<ul style="list-style-type: none"> The intelligent management platform enables both internal teams and customers to easily meet energy efficiency targets, reduce expenses, and boost product profitability. 	✓	✓	✓	Medium term 3 ~ 5 years	Through its proprietary R&D solutions like Green Maker, NETCenter, and OMFLOW, the company enhances digital transformation centers by improving energy efficiency, streamlining operational processes, and digitalizing carbon management, ultimately reducing carbon emissions and increasing operational effectiveness.
Products and services	Developing New Products or Services through Research, Innovation, and Development	<ul style="list-style-type: none"> The company has developed proprietary R&D products and equipment to create an electricity consumption prediction model. This allows us to forecast future electricity usage, optimize contract capacity, and detect abnormal electricity consumption. By identifying issues stemming from improper usage or equipment malfunctions, we provide comprehensive electricity usage analysis, ranking, and recommendations. It is currently used for in-house field testing, reducing internal energy expenses, with potential to develop low-carbon products and generate new business opportunities. 	<ul style="list-style-type: none"> The intelligent management platform enables both internal teams and customers to easily meet energy efficiency targets, reduce expenses, and boost product profitability. 	✓	✓	✓	Medium term 3 ~ 5 years	The company has established a Product Self-Development Committee that conducts regular product review meetings. These meetings focus on optimizing functionality, expanding application areas, and addressing market demands. Through systematic management, the company aims to enhance product quality, improve customer service, boost market competitiveness, and accelerate digital innovation.
Marketplace	Pathways to Enter New Markets			✓	✓	✓	Medium term 3 ~ 5 years	



3. Risk Management

To strengthen corporate governance and enhance the company's risk management mechanism, SYSCOM has established a "Risk Management Policy," which was approved by the Board of Directors on November 10, 2022, to implement risk management and control mechanisms.

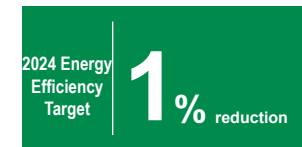
The Board of Directors has established a Sustainability Development Committee tasked with developing and overseeing sustainability policies and systems. The committee provides an annual report to the Board, which includes assessments of climate change risks, potential mitigation strategies, and identified opportunities. The board will assess and adapt strategic direction according to implementation progress, ensuring effective sustainable governance. Led by the Environmental Sustainability Group, a climate change risk and opportunity assessment is conducted biennially. Based on the evaluation results, corresponding strategies and management objectives are developed, with specific action plans implemented to mitigate potential impacts and seize transformation opportunities.

4. Accounting Metric

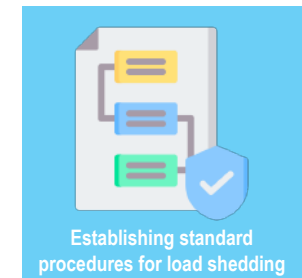
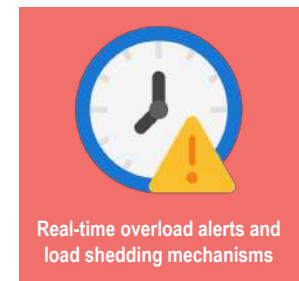
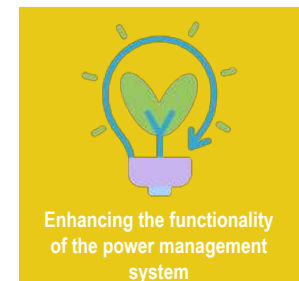
To enhance climate risk management, SYSCOM developed [Energy Management Operational Guidelines for Planned Electricity] in 2024. The guidelines include comprehensive energy management plan forms covering intelligent comfort temperature energy-saving schemes, winter cooling management strategies, and five-year energy management target overviews. These documents serve as a foundational framework for controlling energy usage and greenhouse gas emissions. By implementing this approach, we can introduce an electricity usage indicator monitoring system to effectively track energy consumption trends, enhance energy efficiency, and reduce carbon emissions, thereby advancing our sustainable management objectives.

The specific energy-saving target for 2024:

1. Set Energy Management Goals: The energy-saving target for 2024 is to reduce electricity consumption by 1%.
2. Energy Management Performance Status:
 - (1) Optimize self-developed power management systems - GreenMaker. Add planned power usage functions include: electricity usage prediction, planned power usage settings, and setting warnings and alerts based on planned power usage.
 - (2) Implement immediate alerts and load reduction measures when exceeding planned power usage.
 - (3) Establish standard operating procedures for design load reduction, and periodically review and adjust them.



Current Performance





VI Partnerships

- 1. Suppliers..... 79
- 2. Clients..... 82



1. Suppliers

GRI 414-1

SYSCOM views suppliers as essential partners and strives to maintain long-term cooperative relationships with both domestic and international suppliers, working together to build a stable and sustainable supply chain. In addition to ensuring the quality, delivery time, and price of suppliers' products, SYSCOM also urges suppliers to implement environmental protection, improve safety and hygiene, and respect human rights, thus jointly fulfilling their corporate social responsibilities and implementing risk management and business continuity plans.

SYSCOM has incorporated 610 suppliers into its management, which can be mainly categorized as core product suppliers, agents, and general suppliers.

(I) Supplier Management Policy

SYSCOM has established the "Supplier Management Measures" as the basis for supplier management, incorporating issues such as supplier environmental sustainability, occupational safety and health, and labor rights into supplier regulations. The main policies and regulations are as follows:

1. Suppliers must meet the company's requirements for environmental protection, safety, and health. In addition to evaluating suppliers based on quality, technology, finance, price, delivery time, and service, SYSCOM assesses their environmental and social impact records to avoid transactions with suppliers whose practices conflict with the company's social responsibility policy.
2. Suppliers are required to sign a "Supplier Commitment Letter" in accordance with company regulations, adhering to ethical business practices, environmental sustainability, and upholding fundamental human rights, thereby jointly complying with relevant corporate social responsibility norms.
3. SYSCOM's supplier evaluation criteria include an assessment of sustainable development, encouraging cooperative suppliers to adhere to relevant corporate social responsibility norms, exert corporate social influence, and promote a balance and sustainable development of the economy, society, and environment.
4. Once a cooperative relationship is established between SYSCOM and a supplier, both parties maintain a stable partnership based on mutual trust and benefit. For major projects, a contract should stipulate the rights and obligations of both

parties, and suppliers are required to comply with corporate social responsibility policies and relevant laws and regulations, including those concerning environmental protection, safety, and health. If necessary, suppliers may be asked to provide declarations or relevant certifications. If a supplier violates corporate social responsibility policies or has a significant impact on the environment and society, SYSCOM reserves the right to terminate or cancel the contract at any time.

5. As SYSCOM primarily distributes and represents international brand-name products, the company strives to ensure that these products comply with various international standards and EU regulations. SYSCOM also includes whether suppliers provide relevant certifications as part of its supplier evaluation criteria. Major certifications include ISO 9001 Quality Management System certification, ISO 27001 Information Security Management System certification, ISO 14001 Environmental Management System certification, Occupational Safety and Health Management System certification, and energy management certifications.
6. SYSCOM collaborates with suppliers to jointly implement sustainable development.



Evaluating supplier social and environmental responsibilities



Signing supplier commitment letters



Including sustainability development criteria in supplier evaluation



Maintaining stable cooperation and CSR compliance



Assessing supplier international certifications



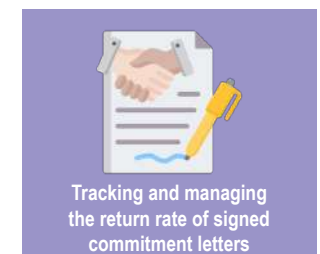
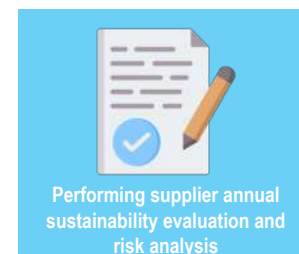
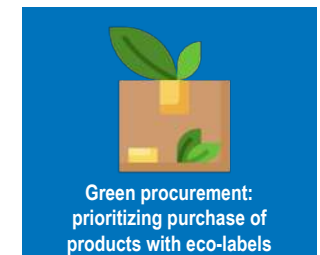
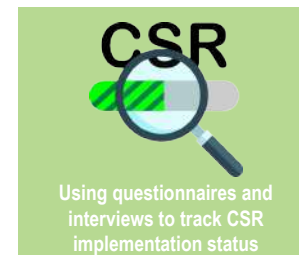
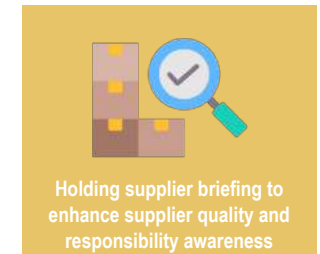
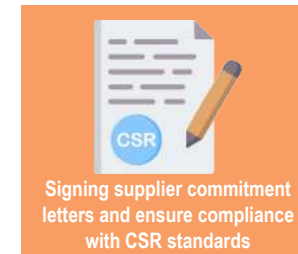
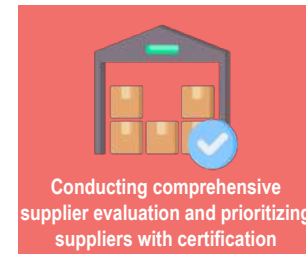
Promoting sustainable development jointly with suppliers



(II) Supplier Sustainability Management Measures and Implementation

1. For new suppliers, Syscom conducts relevant evaluations through the procurement and product departments. The evaluation criteria include quality, technology, finance, price, delivery time, service, and sustainability. Suppliers who have obtained relevant certifications such as ISO 9001 Quality Management System, ISO 27001 Information Security Management System, ISO 14001 Environmental Management System, and Occupational Safety and Health Management System certifications are prioritized as business partners.
2. Suppliers are required to comply with the Supplier Code of Conduct and other relevant regulations, and sign a "Supplier Commitment Letter" in accordance with company regulations, adhering to ethical business practices, fulfilling corporate social responsibilities, promoting environmental sustainability, upholding fundamental human rights, and complying with relevant laws and regulations regarding sustainable development practices.
3. Syscom holds various communication meetings through different channels to enhance supplier quality, technology, environmental protection, and strengthen safety and health practices.
4. In conjunction with various transaction scopes with suppliers, Syscom conducts telephone interviews or questionnaires when necessary to understand suppliers' awareness and implementation of corporate social responsibility.
5. Suppliers must agree that contracts signed with Syscom may include clauses related to compliance with corporate social responsibility policies, labor rights and human rights, labor health and occupational safety and health, environmental protection, and ethical business practices.
6. For green procurement items, priority is given to purchasing environmentally friendly or green-labeled products. Suppliers must provide green building materials, environmental protection, or energy-saving labels or certifications.
7. Syscom conducts supplier evaluations at least once a year, selecting suppliers for annual evaluation based on factors such as procurement amount and the importance of purchased items. The evaluation criteria include "product quality," "technical capabilities," "delivery and construction schedule," "cooperation," "price and payment terms," and "fulfillment of corporate social responsibility." The company assesses supplier sustainability risks through self-assessment questionnaires, focusing on "environmental sustainability assessment," "supplier human rights policy," and "creating a safe workplace." Suppliers who have obtained relevant certifications such as ISO 9001, ISO 27001, ISO 14001, and Occupational Safety and Health Management System certifications receive additional points.

8. SYSCOM continues to prioritize the following aspects in supplier management and implements supplier evaluations to strengthen collaboration with suppliers on environmental, safety, health, and corporate social responsibility management, including integrity management, confidential data protection, environmental sustainability and upholding fundamental human rights.
9. All 610 Syscom suppliers are included in the management system, with 582 suppliers having signed and returned the commitment letter, resulting in a 95% return rate.



(III) Supplier Evaluation

- In 2024, SYSCOM conducted supplier evaluations based on the "Supplier Management Measures" for suppliers whose annual purchase amount and the importance of purchased items met the evaluation criteria. The evaluation process included self-assessments by suppliers and assessments by relevant internal departments. Suppliers with annual transaction amounts of NT\$1 million or less were exempt from the evaluation; core product and agent suppliers were evaluated every three years; and general suppliers were evaluated annually.
- Supplier sustainability risk assessment was conducted through a "Corporate Social Responsibility Supplier Self-Assessment Form" filled out by suppliers. The self-assessment content mainly included "environmental sustainability assessment," "supplier human rights policy," and "creating a safe workplace." The internal assessment content included the following:
 - (1) Product quality
 - (2) Technical capability
 - (3) Delivery and construction schedule
 - (4) Cooperation
 - (5) Price and payment terms
 - (6) Fulfillment of corporate social responsibility
 - (7) Certifications such as ISO 9001 Quality Management System, ISO 27001 Information Security Management System, ISO 14001 Environmental Management System, and Occupational Safety and Health Management System certifications.

The evaluation results serve as a reference for the replenishment and procurement units in their purchasing activities. Suppliers with unsatisfactory evaluation results are listed as terminated partners.
- Evaluation Grades and Management Measures
- Based on the 2024 annual supplier evaluation results, there were no high-risk suppliers.

Evaluation Grades and Management Measures

Evaluation Grade	Risk Level	Management Measures
Good (80 points and above)	Low	Prioritized as preferred vendor
Moderate (60 - 79 points)	Medium	Continue normal interactions and provide guidance for improvement
Non-compliant (below 60 points)	High	Reduce or cease interactions





2. Clients GRI 3-3

SYSKOM upholds the principle of forward-looking demand planning, fully utilizing the accumulated intellectual resources of the enterprise. It provides specialized and dedicated technical personnel and system integration, computer hardware and software and communication technology integration, computer system planning, design, implementation and maintenance services, as well as consulting and overall IT outsourcing services. By combining and leveraging the core competitive advantages of customers, SYSKOM enables them to truly enjoy satisfactory professional services.

(I) **Corporate Brand Management**

A brand represents a company's commitment to the quality and performance of its products and services. An "excellent brand" signifies winning in two critical moments. The first is when customers choose and sign a contract after comparing the advantages and disadvantages of all competing products. The second is whether customers are satisfied after using and experiencing the brand. Brands that continuously win in these two critical moments will occupy a place in the hearts of customers, increasing the likelihood of repeat purchases. The customer trust value established between brand promise and brand experience often becomes the cornerstone of a company's sustainable success.

SYSKOM is a leading large-scale system integration company in Taiwan. Established for nearly 50 years, its corporate brand has been widely recognized by customers, with stable revenue and sound financial performance. Its service areas cover financial securities, telecommunications, medical institutions, government and police, transportation, high-tech manufacturing, and smart retail. Major customers include leading companies in various industries. Many of these customers have been cooperating with SYSKOM for over two or three decades, forming strong alliances for mutual benefit and win-win situations.

SYSKOM boasts a robust professional service portfolio with numerous successful implementations. Over the years, the company has been honored with prestigious awards, including the Ministry of Economic Affairs' "Outstanding Information Software Award", CIO Taiwan's "2022 and 2024 Outstanding Service Provider Award", and the "27th National Quality Award - Best Practice for Industrial Support". Their notable achievements include the Su-Hua Corridor Anti-Congestion Longitudinal Line Intelligent Transportation System, which earned the "2025 Intelligent Transportation System (ITS) Application Award" from the "Intelligent Transportation Society of Taiwan". Additionally, we leveraged AI and drove innovation with Carrefour's "Home Delivery - Smart Recipe" project, winning the "Grand Jury Prize" at the 2024, Future Business Exhibition and have also received the Chunghwa Telecom Supplier Gold Quality Award.



—Brand Excellence—



First Timing

When the brand is selected and a transaction contract is signed



Second Timing

After the customer uses and experiences the brand product



(II) Customer Relationship Management

SYSCOM, engaged in system integration, assists enterprises and organizations in providing information services, ranging from information automation, operational system establishment and maintenance to digital transformation. The overall sales cycle is longer than that of typical trading businesses, involving numerous customer stakeholders. The company is committed to customer value proposition, grasping market trends to enhance customer experience, and promoting cooperation and prosperity among stakeholders.

1. Business Promotion

- (1) SYSCOM participates in the “Smart City Exhibition” organized by the Taipei Computer Association and the “AIoT Exhibition” by the Taiwan Electrical and Electronic Manufacturers’ Association. These events showcase the company’s annual development focus, enhance customer experience, and optimize marketing effectiveness. SYSCOM also organizes various seminars and workshops to grasp market trends, share advanced trends, discuss hot topics, and discover potential customers and business opportunities. The company systematically follows up on potential business opportunities and interested customers.
- (2) The sales cycle for large-scale information system procurement is long, involving demand planning, budget allocation, system verification, and tendering. SYSCOM analyzes historical data from past successful sales to identify potential business opportunities. Through the collaborative efforts of sales personnel and software/hardware engineers, the company builds trust and transforms potential opportunities into concrete project contracts.
- (3) In recent years, cloud services have matured, and market acceptance has increased. Government common supply contracts have also gradually included cloud services. SYSCOM is dedicated to promoting subscription-based services, listing its self-developed products and solutions on government cloud marketplace platforms, allowing government agencies and small and medium-sized enterprises to select services independently, leveraging digital technology tools to develop innovative business models and increase overall company revenue.

Business Promotion

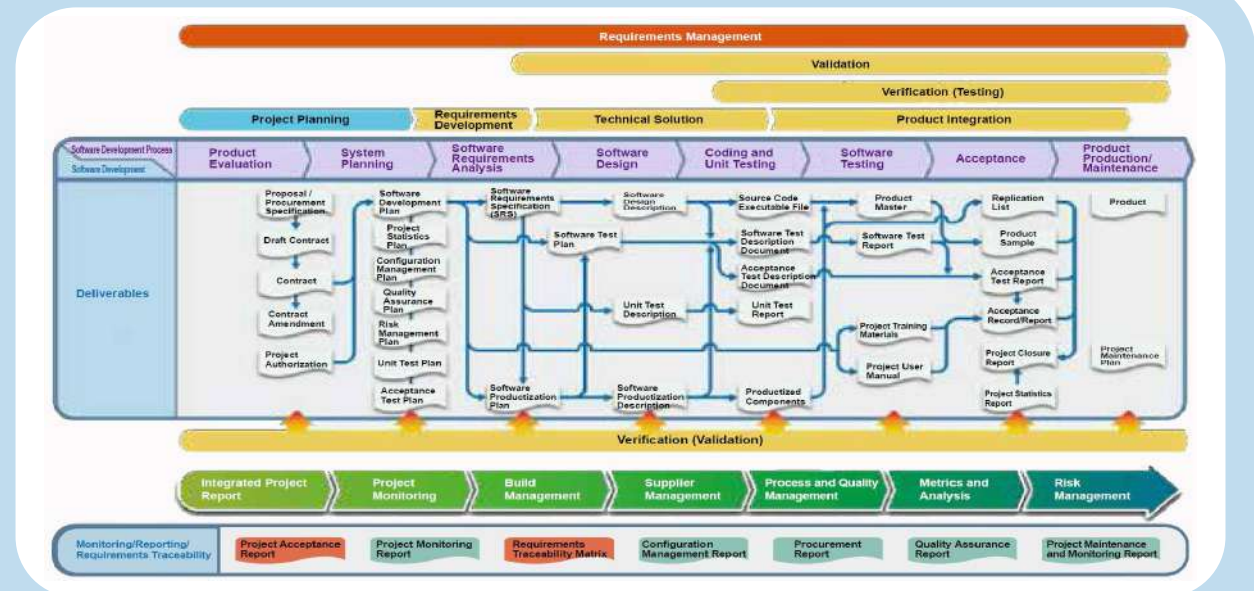




2. Customer Service

With outstanding talent, extensive technical experience, high-quality service, and exceptional technical support, SYSCOM upholds the principle of “Our customers’ success is our responsibility” and remains committed to providing customers with comprehensive solutions as its business direction. Therefore, the company has invested significant effort in software planning, hardware maintenance, technology transfer, and customer training. The experience accumulated over nearly five decades in assisting or undertaking projects for clients has become SYSCOM’s most valuable asset.

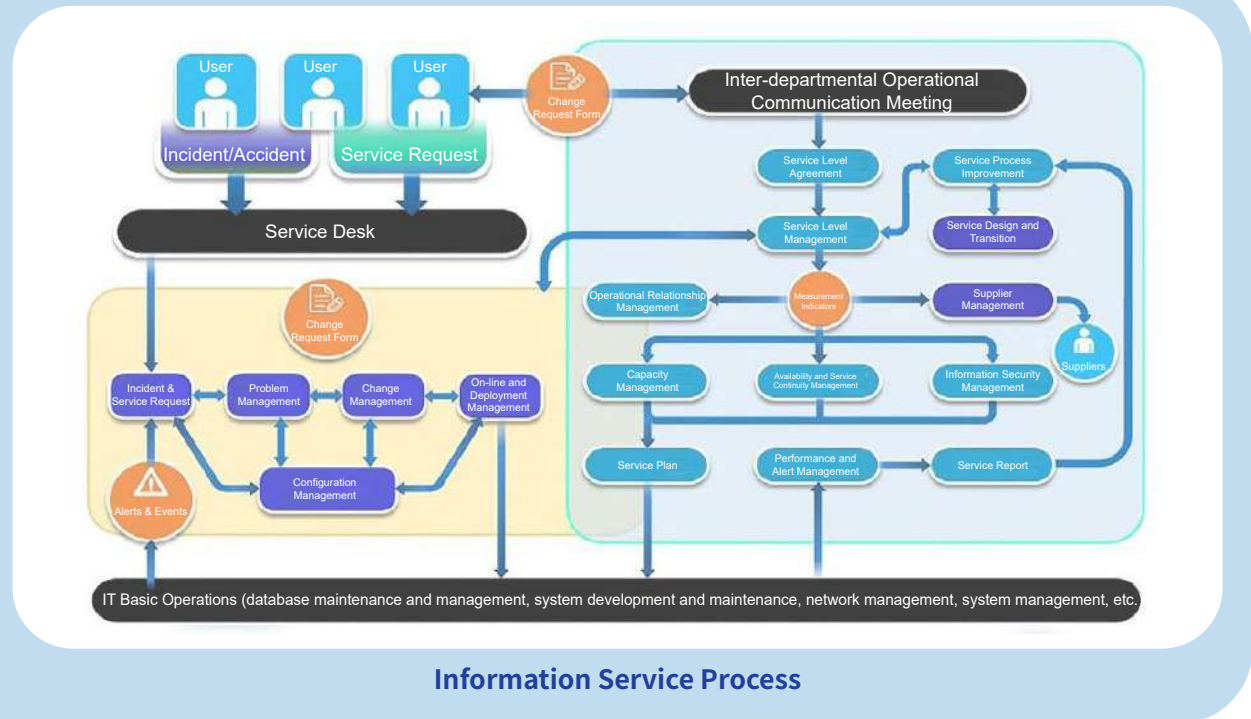
- (1) In system integration services, the rigor and smoothness of project execution significantly impact customer satisfaction. The overall project management mechanism is illustrated in the following diagram. Through regular project audits, key checkpoints are established to effectively monitor project execution quality. Daily audits are also conducted, verifying that all operations adhere to prescribed procedures through daily record forms and system execution record checks, ensuring the implementation of various project tasks.



Project Management Plan Diagram



- (2) For system maintenance or maintenance contracts, the service level agreement (SLA) stipulated in the contract is followed to ensure system availability, etc. During the project period, customers can contact SYSCOM through phone, fax, email, or written notice. The customer service process is illustrated in the following diagram:

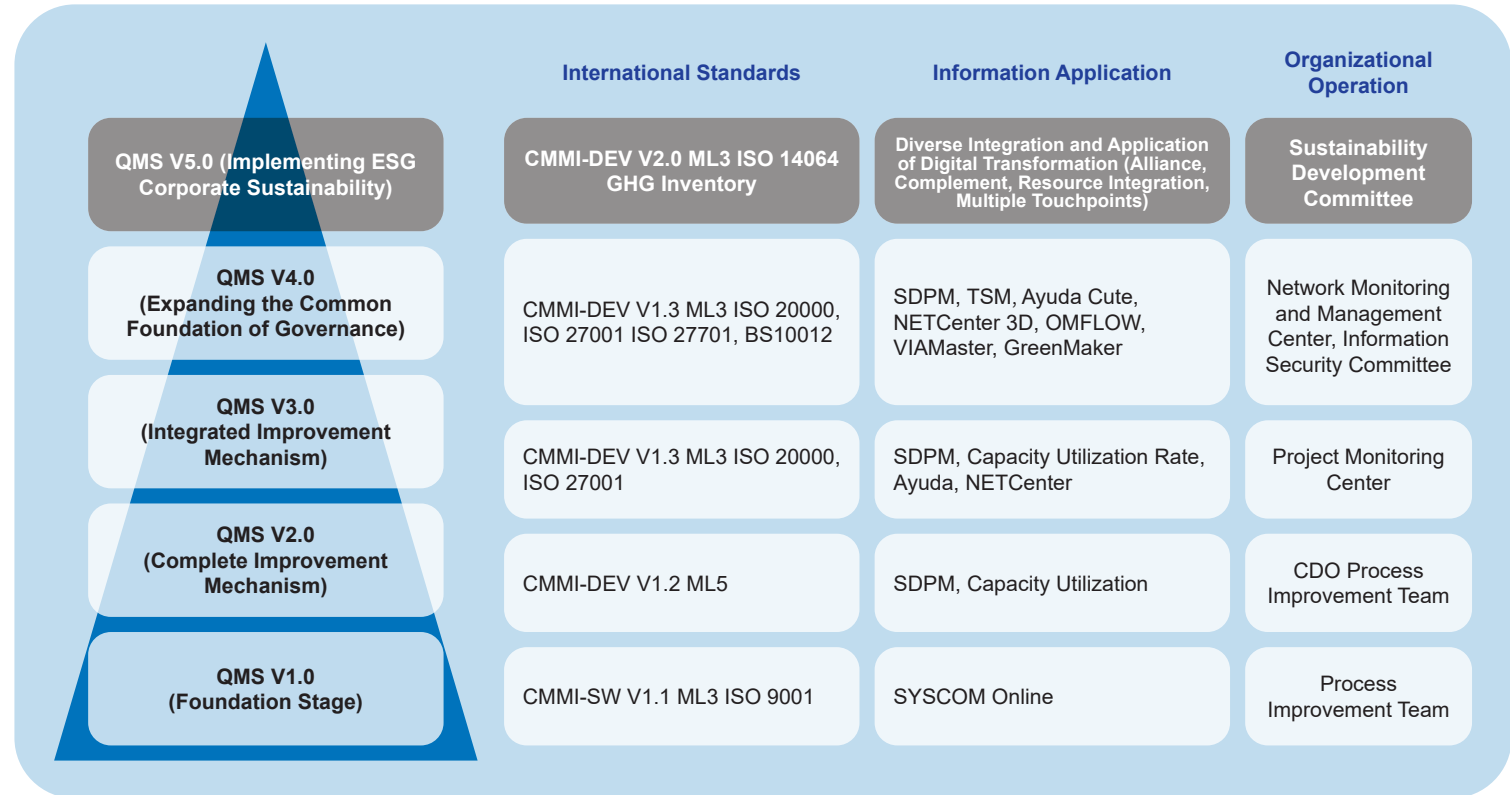


- (3) In addition to its headquarters in Taipei, SYSCOM has branches or offices in Taoyuan, Hsinchu, Taichung, Tainan, and Kaohsiung, enabling the company to provide prompt and comprehensive services to users in various locations.
- (4) To comply with information security regulations and meet users' needs for mobile form access, SYSCOM has developed and upgraded the "Real-time Customer Service System" based on a cloud platform. This system allows engineers to create customer issue tickets, assign tasks, and report progress in real-time through mobile devices, enhancing the quality and speed of customer issue resolution.



3. Project, Quality, and Resource Management

SYSCOM has always adhered to the quality policy of “developing high value-added products, pursuing high-quality services, creating high-profit marketing markets, and achieving these through full employee participation.” Therefore, the company has continuously implemented ISO series and CMMI international standards to build a “SYSCOM Quality Management System” for continuous improvement, and has passed relevant certifications and the highest level of evaluation. To achieve standardization of execution, quantification of management, and optimization, SYSCOM has independently developed and established the SDPM (Software Development Process Master) system, which complies with software development and operation standards, and the TSM (Technical Service Management) system, which complies with hardware system construction service standards. Furthermore, the company has adopted the concept of “capacity utilization” from the manufacturing industry and combined it with the aforementioned system information to create a capacity utilization module applicable to software and system services, effectively managing resources and performance to achieve quality policies and goals. This has been a cornerstone for the company’s two-time National Quality Award.



SYSCOM Quality Management System



4. SDPM (Software Development Process Master) System

This system internalizes CMMI standard procedures, implementing them in all SYSCOM software development projects. Through standardized procedures for project development (project estimation, authorization, planning, monitoring, defect management, closure, performance analysis, feedback to organizational database), the system aims to enhance project management quality.

- (1) The SDPM's EVM (Earned Value Management) module predicts project costs and schedules, which are linked to the department's future capacity utilization and profit/loss forecasts, providing department managers with relevant project responses and manpower planning.
- (2) The project monitoring module automatically generates early warnings for projects, enabling early formulation of response strategies.
- (3) The self-developed OMFLOW process workflow engine is used for reporting and tracking all work, issues, events, and incidents.

專案名稱	PM	開始日期	結束日期	預計驗收日	專案狀態	客戶	進度	人力	計劃	專案金額	實際進度
L120052 智慧製造系統開發計畫	陳建宏	2022/12/21	2025/12/20	2023/01/19	保固中	台積電	✓	✓	✓	1,200,000	100
L120053 智慧製造系統開發計畫	陳建宏	2022/11/26	2025/12/31	2022/11/30	保固中	台積電	✓	✓	✓	1,200,000	100
M01007G 智慧製造系統開發計畫	陳建宏	2023/12/21	2024/12/20	2024/01/02	保固中	台積電	✓	✓	✓	1,200,000	100
M01008R 智慧製造系統開發計畫	陳建宏	2023/04/13	2026/11/23	2027/12/25	開發中	台積電	✓	✓	✓	1,200,000	38
M0100EG 智慧製造系統開發計畫	陳建宏	2024/05/01	2025/04/30	2025/04/30	開發中	台積電	✓	✓	✓	1,200,000	34
M02006M 智慧製造系統開發計畫	陳建宏	2022/10/26	2025/10/24	2022/11/18	保固中	台積電	✓	✓	✓	1,200,000	99
M020081 智慧製造系統開發計畫	陳建宏	2024/05/17	2024/12/31	2024/12/31	開發中	台積電	✓	✓	✓	1,200,000	60
M020082 智慧製造系統開發計畫	陳建宏	2023/10/21	2024/12/31	2023/10/31	保固中	台積電	✓	✓	✓	1,200,000	100
M0300BV 智慧製造系統開發計畫	陳建宏	2022/12/27	2024/12/31	2023/01/19	保固中	台積電	✓	✓	✓	1,200,000	97
M0300GW 智慧製造系統開發計畫	陳建宏	2023/11/23	2024/11/22	2024/01/31	保固中	台積電	✓	✓	✓	1,200,000	100

SDPM System - Project List



5. TSM (Technical Service Management) System

TSM replicates the success of the SDPM system and incorporates ISO 20000 information service processes into hardware and system service project management. Projects follow TSM's standard procedures for planning, execution, and monitoring. This includes:

- (1) Planning and executing equipment installation work (IJ orders) based on contracts, conducting maintenance planning and execution (MJ orders) based on maintenance contracts, and handling customer service requests (QJ orders), while also completing customer satisfaction surveys.
- (2) The TSM system provides real-time reminders/alerts during the execution of various planned tasks to comprehensively improve the quality of customer service.
- (3) Based on manpower planning and work progress, the system can predict project costs and schedules, which are linked to the department's future capacity utilization and profit/loss forecasts, providing department managers with relevant responses and manpower planning.
- (4) Similar to SDPM, TSM also utilizes the self-developed OMFLOW process workflow engine to complete relevant workflow tasks.

服務類別	客戶問題	定期維護	客戶安裝	合計
待處理(無異常)	4	104	5	113
處理中(無異常)	357	297	9	663
合約到場時間預告	1	0	0	1
合約完成時間預告	0	0	0	0
合約到場時間逾期	0	0	0	0
合約完成時間逾期	75	0	0	75
延遲(非違約)	95	0	0	95
合計	532	401	14	947

TSM System - Service Status Summary





6. Capacity Utilization Rate

The capacity utilization rate utilizes the aforementioned systems and internal MIS systems to analyze the status of human resources, efficiency, and cost input for different levels of departments and business groups. This analysis provides insights into both current month and cumulative data, comparing them with the same period last year or the organizational average. Furthermore, it predicts the situation for the next three months and the entire year. Through meetings such as the Research and Development Center (RSDCDO) meeting and the Technical Center (TCCDO) meeting, resource allocation and analysis are conducted to review the overall cost utilization, aiming to achieve optimal management and application.

(1) By using our self-developed product OMFLOW process engine, we completed the process related tasks.



Capacity Utilization Rate - Dashboard

7. Client Relationship Maintenance

- (1) SYSCOM participates annually in two major exhibitions, the "Smart City Exhibition" and the "AIoT Exhibition." The company also hosts four large-scale seminars and four golf fellowship events each year. Additionally, various online or physical exchange and sharing sessions are held based on market trends. The overall satisfaction rate for these activities exceeds 90%.
- (2) SYSCOM's official website regularly publishes the latest company news and industry information, showcases self-developed products, and sends out regular e-newsletters on computer technology, SYSCOM FUN e-newsletters, and electronic greeting cards. The company also shares news about events or awards on Facebook to share its achievements with employees and customers.



(III) Customer Satisfaction

SYSKOM has been a pioneer in the domestic industry in providing outsourced operation and maintenance services, starting with the establishment of specialized technical project teams to undertake computer system maintenance for non-profit organizations. Since 1994, the company has been operating the Taipei and Kaohsiung Medical Information Centers for the Department of Health, Executive Yuan, establishing large-scale mainframe systems and undertaking the outsourced operation and maintenance services for the “Health Information Network (HIN) Exchange Center,” while also obtaining ISO 9000 international certification for outsourced quality services. Furthermore, SYSKOM has continued to provide outsourced services for the “Ground Control System” of the “Formosat-1” satellite for the National Space Organization (1996 to present). In 2003, the company undertook the outsourced planning and service maintenance project for the Taiwan Stock Exchange’s information system, and in the same year, it also took on the “National Archives Information System Service Outsourcing and Maintenance Project” for the National Archives Administration. SYSKOM’s professional and outstanding performance has been recognized by various organizations, resulting in high customer satisfaction and loyalty, with a renewal rate exceeding 99%. The company’s outstanding performance has consistently attracted new clients, including notable achievements such as the National Center for High-Performance Computing’s outsourced services since 2018, the Ministry of the Interior’s Information Center operation outsourcing project in 2021, and the CIO Taiwan “2022 Outstanding Service Provider Award,” and the “27th National Quality Award - Best Practice for Industrial Support”. The Su-Hua Corridor Anti-Congestion Longitudinal Line Intelligent Transportation System earned the “2025 Intelligent Transportation System (ITS) Application Award” from the “Intelligent Transportation Society of Taiwan”. Additionally, we leveraged AI and drove innovation with Carrefour’s “Home Delivery - Smart Recipe” project, winning the “Grand Jury Prize” at the 2024 Future Business Exhibition and have also received the Chunghwa Telecom Supplier Gold Quality Award.

SYSKOM upholds the principle of “Our customers’ success is our responsibility” and remains committed to providing customers with comprehensive solutions as its business direction. Therefore, the company has invested significant effort in software planning, hardware maintenance, technology transfer, and customer training. With a “service-oriented” philosophy, SYSKOM has assisted over 800 domestic customers in achieving successful informatization, enabling both the company and its customers to grow and thrive in this highly competitive environment.

The principle of customer satisfaction surveys is that all services are included in the survey scope, including installation, maintenance, and repair services. Customer satisfaction survey methods:

1. On-site form completion: Engineers create service forms that allow customers to complete satisfaction questionnaires on-site after completing services at the customer’s location.
2. Telephone interview form completion: “Repair” items are targeted for telephone interviews, with service records filtered for “repair” items. The customer’s end-user is contacted to assess their satisfaction with the service and identify areas for improvement, which are then entered into the system.

In the past three years, the average customer satisfaction score has been above 4.9 (out of 5).



**Took the lead in
investing in outsourced
operation and
maintenance services**



**High renewal
rates and
customer trust**



**Comprehensive
services and
satisfaction
management**

**Continuously enhancing
service quality to
achieve high customer
satisfaction**

Average customer
satisfaction over the past
three years

out of 5

4.9
or above



VII Sustainable Environment

1. Environmental Management System.....	92
2. Green Procurement	93
3. Greenhouse Gas Inventory	94
4. Energy Conservation and Carbon Reduction Measures.....	95



1. Environmental Management System

With the environmental policy goal of “Complying with environmental regulations, conserving global resources, and fulfilling social responsibilities,” SYSKOM actively promotes various energy conservation, carbon reduction, and waste reduction management measures. The company also collects relevant environmental protection laws and regulations information in a timely manner to ensure that its business activities comply with legal requirements.

In response to climate change mitigation and adaptation, as well as sustainable resource use issues, net-zero carbon emissions have become a global trend. SYSKOM actively supports the government’s “Low-Carbon Sustainable Homeland” policy by implementing energy conservation, carbon reduction, and promoting resource utilization. The company is committed to developing related products, reducing greenhouse gas emissions from offices, and increasing carbon reduction benefits to minimize environmental impact. At the same time, SYSKOM promotes electronic official documents, implements paper recycling, avoids unnecessary resource waste, and prioritizes the use of green, environmentally friendly, and energy-saving labeled products.

To ensure a high-quality office environment and enhance management effectiveness, the Administrative Planning Department and General Affairs Office have collaboratively developed a supervisory framework, officially launching the “Environmental Committee” on May 16, 2024. Future efforts will focus on supporting area environmental committee members and staff to enhance office space utilization and overall management effectiveness.

Responsibilities of the Environmental Committee are as follows:

- (1) Managing office floor operations, including reporting environmental needs and proposing space modifications to ensure smooth functionality.
- (2) Each environmental committee member is responsible for energy conservation and safety control measures in each area, including access control, emergency response, and crisis management that may disrupt company operations.
- (3) Environmental committee members/(general) secretaries will conduct irregular and unscheduled inspections across office areas, documenting their findings in the environmental inspection form.

Climate change has become a critical issue for both investors and businesses. SYSKOM conducts risk assessments related to climate change, establishes corresponding measures, and reports regularly to the Board of Directors. The company recognizes that reducing greenhouse gas emissions through energy conservation and carbon reduction can mitigate environmental impacts and climate change. For details of the measures implemented, please refer to the Task Force on Climate-related Financial Disclosures section in the report.

Environmental Management System

**Regulatory compliance,
resource conservation,
and ensure performance of
responsibilities**



Actively implementing energy efficiency and carbon reduction initiatives

Promoting carbon reduction measures, developing low-carbon products, adopting a paperless office system, reusing resources, and practicing green procurement.

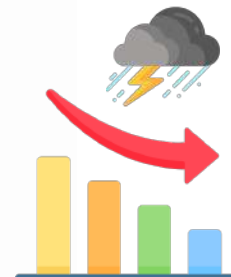


Establishing an Environmental Committee

- Strengthening cross-departmental supervisory mechanisms
- Clear responsibilities: environmental needs, energy efficiency and safety management, and regular inspections

Actively implementing energy efficiency and carbon reduction initiatives

- Conducting climate change risk assessments
- Implementing energy efficiency and carbon reduction measures and reporting regularly to the Board of Directors



2. Green Procurement

To advance environmental sustainability, SYSKOM actively supports the Environmental Protection Agency's "Green Procurement Policy" by dedicating efforts to fostering an internal culture of green procurement. The company mandates that procurement and related departments prioritize products and services with minimal environmental impact, creating a "Green Procurement Guide" to serve as a reference for implementing sustainable procurement principles across all units. Green procurement measures encompass various practical dimensions, such as: promoting the use of public transportation for business travel; equipping offices with energy-efficient office equipment; utilizing paper products certified by international sustainable forest management systems like FSC and PEFC; choosing recyclable toner cartridges and other eco-friendly consumables to minimize resource consumption and environmental impact. The company has prioritized green procurement as a key annual initiative, consistently enhancing the proportion and variety of green procurement, progressively expanding our procurement achievements to demonstrate our commitment to environmental protection. Here are the achievements of green procurement initiatives over the past three years:

Green Procurement Amount in Recent Three Years

Year	Procurement Amount (TWD)
2022	629,400
2023	905,500
2024	958,980

By implementing systematic, standardized, and data-driven management, SYSKOM has integrated green procurement into its sustainable operating strategy. In the future, the company will continue to enhance environmental consciousness across its supply chain, collaborating with partners to develop a green value chain and fulfill its commitment to environmental stewardship.

Green Procurement



Prioritizing the use of public transportation

Encouraging employees to take public transportation for business trips



Using energy efficient office equipment

Selecting office equipment with high energy efficiency labels



Purchasing products with eco-friendly certifications

Using paper with certification for sustainable forestry operations



Procuring recyclable consumables

Purchasing recyclable toner cartridges and consumables with eco-labels



3. Greenhouse Gas Inventory

GRI 305-1, GRI 305-2, GRI 305-3

To align with national greenhouse gas management policies and the global trend towards net-zero emissions, SYSCOM is continuously enhancing its carbon management system and conducting emission inventories in compliance with relevant greenhouse gas inventory guidelines. The greenhouse gas inventory for 2024 encompasses all offices at the Taipei headquarters, including locations in Taoyuan, Hsinchu, Taichung, Tainan, and Kaohsiung. Following an inventory, the total emissions for the 2024 were determined to be 1,996.671 tonnes of CO₂. To guarantee data accuracy and integrity, SYSCOM engaged an independent third-party organization to conduct external verification, successfully obtaining third-party verification from TÜV NORD Taiwan in March 8 2025.

Greenhouse Gas Emissions Inventory Table

Category	Emission Source Description	Emissions (tCO ₂ e)	Percentage
Category 1: Direct Discharge	Stationary combustion	0.8695	0.04%
	Mobile combustion	31.8606	1.60%
	Anthropogenic emission	12.3593	0.62%
	Total	45.0894	2.26%
Category 2: Indirect Energy Discharge	Purchased Electricity	1,438.3460	72.04%
	Total	1,438.3460	72.04%
Category 3: Indirect Discharge	Upstream Transportation and Cargo Distribution	2.0119	0.10%
	Downstream Transportation and Cargo Distribution	5.8180	0.29%
	Business Travel	196.0695	9.82%
	Total	203.8994	10.21%
Category 4: Indirect Discharge	Organizational Procurement (Energy and Fuel)	296.9811	14.87%
	Waste Disposal by Organization	12.3552	0.62%
	Total	309.3363	15.49%
Total		1,996.671	100.00%

Greenhouse Gas Direct Emissions by Seven Categories

CO ₂	CO ₂	CH ₄	N ₂ O	HFCs	PFCs	SF ₆	NF ₃	Direct Discharge Equivalent
Emissions by Gas Type (TCO ₂ e/year)	31.4569	0.3084	0.9648	12.3593	-	-	-	45.0894
Percentage Distribution by Gas Type (%)	69.77%	0.68%	2.14%	27.41%	0.00%	0.00%	0.00%	100.00%

4. Energy Conservation and Carbon Reduction Measures

GRI 305-4

The following outlines the energy conservation and carbon reduction achievements and policies of the past two years:

- (I) In 2024, the carbon emissions from purchased electricity were 1,438.3460 metric tons, an decrease of approximately 3.03% compared to 2023. In 2025, SYSCOM will continue to reduce unnecessary lighting electricity consumption and implement various energy-saving measures (air conditioning management, etc.), aiming for a 1% electricity reduction. The primary focus will be on reducing purchased electricity usage. The specific energy-saving target for 2025 is to reduce electricity consumption by 1%. The approach is as follows:
 1. Power Usage Items for the Development Plan
 - (1) Upgrade the self-developed power management system - GreenMaker. Add planned power usage functionality.
 - (2) Planned power usage functions include: electricity usage prediction, planned power usage settings, and setting warnings and alerts based on planned power usage.
 - (3) Implement immediate alerts and load reduction measures when exceeding planned power usage.
 2. Inventory and test load reduction for equipment
 - (1) Inventory the number of devices in the company that can be subject to load reduction and the corresponding procedures.
 - (2) Test the electricity savings from load reduction for each device (within a fixed time period).
 3. Design standard operating procedures for load reduction in conjunction with planned power usage, and conduct internal training.
 4. Trial implementation of planned power usage and load reduction operations, with regular adjustments and reviews.
- (II) SYSCOM, as a professional information service provider, does not have production processes and therefore has no process emissions.
- (III) In response to low-carbon policies and greenhouse gas reduction, SYSCOM's primary measures include dedicating efforts to developing energy-saving products, procuring environmentally friendly and energy-saving equipment, and promoting awareness among employees to reduce unnecessary electricity usage and cultivate low-carbon lifestyle habits.

Energy Saving

Power Usage Items for the Development Plan

- Upgrade the self-developed power management system - GreenMaker.
- Add planned power usage functionality.
- Supporting electricity consumption forecasting and setting planned consumption values
- Immediate alert and load reduction when exceeding the power usage



Inventory and test load reduction for equipment

- Inventory the number of devices in the company that can be subject to load reduction and the corresponding procedures.
- Test the electricity savings from load reduction for each device

Design standard operating procedures for load reduction and conduct internal training

Trial implementation of planned power usage and load reduction operations, with regular adjustments and reviews





VIII Happy Workplace

1. Employee Overview.....	97
2. Compensation and Benefits	99
3. Occupational Safety and Health Management.....	100
4. Employee Healthcare	101
5. Employee Engagement and Support Mechanism.....	104
6. Employee Pension Plan	104
7. Training and Development.....	105
8. Performance and Career Development	109
9. Workplace Diversity and Equality.....	110



1. Employee Overview

GRI 2-7, GRI 2-8, GRI 401-1

At SYSCOM, employees are considered the most valuable asset and collaborative partners in value creation. The company is dedicated to fostering a harmonious work environment that balances the interests of both labor and management, offering a platform for mutual growth between employees and the company.

Given that the company's workforce primarily consists of technical and R&D personnel, we have developed a comprehensive recruitment and hiring framework. We actively attract top talent through multiple channels, including online media, campus recruitment, internal promotions, employee referrals, and staffing agencies.

SYSCOM has been actively involved in the "Digital Youth T Ambassador Program" by the Administration for Digital Industries, Ministry of Digital Affairs for an extended period. Being selected as an Honorary Master T for five consecutive terms, the company further demonstrated its commitment to nurturing young digital talent by sponsoring the special prize award for the 2024 "Digital Star Competition". The company strengthens its ties with academia and enhances its brand image through various initiatives. These include establishing the T Ambassador Scholarship, offering long-term work-study positions, organizing corporate site visits, hosting executive lectures on campus, and encouraging employees to teach part-time at colleges and universities, ultimately attracting top-tier young talent.

To expand talent acquisition channels, SYSCOM actively engages in campus recruitment events, talent matching expos, and RISE forums. By leveraging its R&D expertise, the company has implemented automated resume classification and web scraping technologies to enhance talent matching efficiency, enabling managers to identify and attract the most suitable candidates more effectively. Notably, under the R&D substitute services system of the Taiwan military service, SYSCOM has consistently distinguished itself among over 500 employers from 2009 to 2022, earning recognition as an outstanding employer unit. This achievement highlights the company's robust capabilities in technical talent development and recruitment.

To support career growth and enhance employee retention, the company offers competitive compensation and benefits, comprehensive training programs, people-oriented management practices, a safe and healthy work environment, and implements employee incentive and long-service recognition schemes that encourage staff and company to build a sustainable future together.

In 2024, SYSCOM had a total of 1,341 employees, of which 925 were male, accounting for 68.98% of the total workforce, and 416 were female, accounting for 31.02%. The company does not employ any workers without guaranteed hours. The types of employment are shown in the following tables.

Employee Overview in Recent Three Years

Year	2022	2023	2024
Total Number of Employees	1,187	1,266	1,341
Average Age	40.7	41.0	42.0
Average Years of Service	9.1	9.3	9.9

Employee Education Level Distribution in the Past Three Years

Year	2022	2023	2024
Total Number of Employees	1,187	1,266	1,341
High School/ Vocational School	17	19	18
Associate Degree	125	130	131
Bachelor's Degree	803	834	887
Master's Degree	242	282	302
Doctorate	0	1	3





Number of Full-Time Employees in 2024 - By Region and Gender

Region	Taipei	Taoyuan	Hsinchu	Taichung	Tainan	Kaohsiung	Total Number of Employees
Male	774	11	14	74	31	21	925
Female	354	2	3	44	4	9	416
Participants	1,128	13	17	118	35	30	1,341

Employee Employment Type Statistics in 2024

Employee Distribution	Full-time Employees		Part-time Employees	
	Male	Female	Male	Female
Permanent Employees (Indefinite Contracts)	925	416	0	0
Temporary Employees (Fixed-term Contracts)	0	0	0	0

Talent Structure and Proportion in Recent Three Years

Year	2022		2023		2024	
Job Category	Number Of Employees	Percentage	Number	Percentage	Number	Percentage
R&D Personnel	301	25.4%	330	26.1%	388	28.9%
Technical Personnel	552	46.5%	593	46.8%	613	45.7%
Management Personnel	148	12.5%	153	12.1%	158	11.8%
Sales Personnel	100	8.4%	102	8.1%	95	7.1%
Administrative Personnel	86	7.2%	88	7.0%	87	6.5%
Total	1,187	100%	1,266	100%	1,341	100%

New Hires and Turnover in 2024

2024		Under 30 years old				30 - 50 years old				Over 51 years old			
Gender	Number Of Employees	New Hire	Promotion Percentage	Departure	Promotion Percentage	New Hire	Promotion Percentage	Departure	Promotion Percentage	New Hire	Promotion Percentage	Departure	Promotion Percentage
Male	925	71	7.68%	30	3.24%	58	6.27%	47	5.08%	7	0.76%	5	0.54%
Female	416	35	8.41%	21	5.05%	33	7.93%	23	5.53%	6	1.44%	4	0.96%

In the face of a rapidly changing social environment, SYSCOM recognizes that attracting and developing talent is a crucial factor in deepening sustainable operations. By creating a diverse and inclusive workplace, the company empowers individuals from diverse backgrounds to unleash their full potential. SYSCOM's non-employee workers include outsourced consultants and professional technicians, totaling 58 individuals as of December 2024. The company manages these consultants and technicians based on contracts established with them and their affiliated companies, in accordance with the "Outsourcing Personnel Management Measures." They are required to sign "Confidentiality Agreements" and "Personal Data Provision Consent Forms," and adhere to the relevant provisions of the management measures in carrying out their work. When participating in relevant projects, they follow the client's contract and related requirements, and are responsible for reporting work progress regularly, while being managed by supervisors and project managers.

Furthermore, cleaning management personnel are managed according to contracts established with SYSCOM and their affiliated companies. Measures such as access control and record-keeping are implemented. The number of cleaning management personnel has remained at 10 in 2024.



2. Remuneration and Benefits GRI 401-2, GRI 401-3

SYSCOM is dedicated to fostering a positive work environment by offering competitive compensation and comprehensive employee benefits. We strictly adhere to labor laws, prioritize and protect employee rights, and maintain robust systems for salary, welfare, leave, and retirement. Our goal is to ensure that every employee receives the respect and support they deserve in the workplace.

The company offers comprehensive employee benefits, including labor and health insurance, group insurance (covering employees, their spouses and children), regular health checkups, financial support for wedding/funeral events, club activity subsidies, employee travel, birthday bonuses, and year-end celebrations, as well as distributing various employee discounts. By organizing social events like beer gatherings and club activities, the company fosters team spirit and strengthens organizational unity. Group insurance offers comprehensive coverage including term life insurance, accidental injury insurance, hospitalization insurance, and cancer insurance, providing multi-layered protection for employees and their family.

To institutionalize employee care, the company has established an Employee Welfare Committee dedicated to planning and implementing comprehensive employee benefits. In compliance with the Labor Standards Act, the company has developed clear guidelines for employee work rules, professional development, training, retirement, and employee rights. By prioritizing workplace safety and fundamental rights, the company enables employees to develop in a stable and secure environment in long term.

In terms of career development, the company has established a comprehensive education and training system, performance evaluation system, and clear career advancement pathways. By continuously enhancing talent motivation and development, employees can grow and create value together with the company.

Moreover, SYSCOM is committed to workplace diversity and gender equality. Despite being in the technical service sector, the company proactively builds a family-friendly environment by offering parental leave with job protection, childbirth subsidies, and dedicated breastfeeding rooms. These initiatives help both male and female employees balance their professional and family lives, alleviate the challenges of childcare, and effectively address the societal challenges of declining birth rates.

SYSCOM consistently prioritizes human-centered care, fostering a positive corporate culture by strategically developing systems, resources, and an supportive environment. The company is committed to long-term employee development, enabling each team member to leverage their strengths and collaborate in creating sustainable value for the company.

Statistics on Parental Leave Applications and Eligibility in Recent Three Years

Employee Distribution	2022		2023		2024	
	Male	Female	Male	Female	Male	Female
Eligible for parental leave (entitled)	31	24	32	19	33	23
Actual use of parental leave (applied)	1	12	3	14	3	12
Should return to work after parental leave (expected return in the year)	1	9	3	9	3	8
Have returned to work after parental leave (actual return in the year)	1	5	3	7	2	5
Remained employed 12 months after returning from parental leave	0	3	1	5	3	6
Return to work rate after parental leave	100.00%	55.56%	100.00%	77.78%	66.67%	62.50%
Retention rate after parental leave	0%	43%	100%	100%	100%	86%

Note: Return to work rate = Total number of employees who actually returned to work after parental leave / Total number of employees who should have returned to work after parental leave x 100%
Retention rate = Total number of employees who are still employed 12 months after returning from parental leave / Total number of employees who returned to work after parental leave in the previous reporting period x 100%.



3. Occupational Safety and Health Management GRI 401-2, GRI 401-3

SYSCOM has established the “Occupational Safety and Health Management Regulations” and, in compliance with relevant occupational safety and health laws and regulations, has formulated the “Occupational Safety and Health Work Rules” and “Safety Inspection Measures” to implement safety and health protection measures.

SYSCOM, being an information service company, does not have any high-risk machinery, tools, equipment, toxic substances, or related waste generated from production or manufacturing processes. Occupational safety and health-related risks are identified, assessed, and managed by the safety and health management unit. In the event of any accidents or unexpected situations, immediate response and handling are carried out according to responsibilities, and reports are promptly made to the representative of the workplace and the safety and health management unit. Upon receiving such reports, the safety and health management unit, together with the representative of the workplace, takes necessary actions based on the situation. Hold general safety and health on-the-job training sessions every three years. Within the recent three years, in 2023, these sessions had 1,266 participants, totaling 3,798 hours. Since its establishment until 2024, SYSCOM has not experienced any major occupational accidents or incidents.



Occupational Safety and Health Training and Disaster Prevention Drill Courses

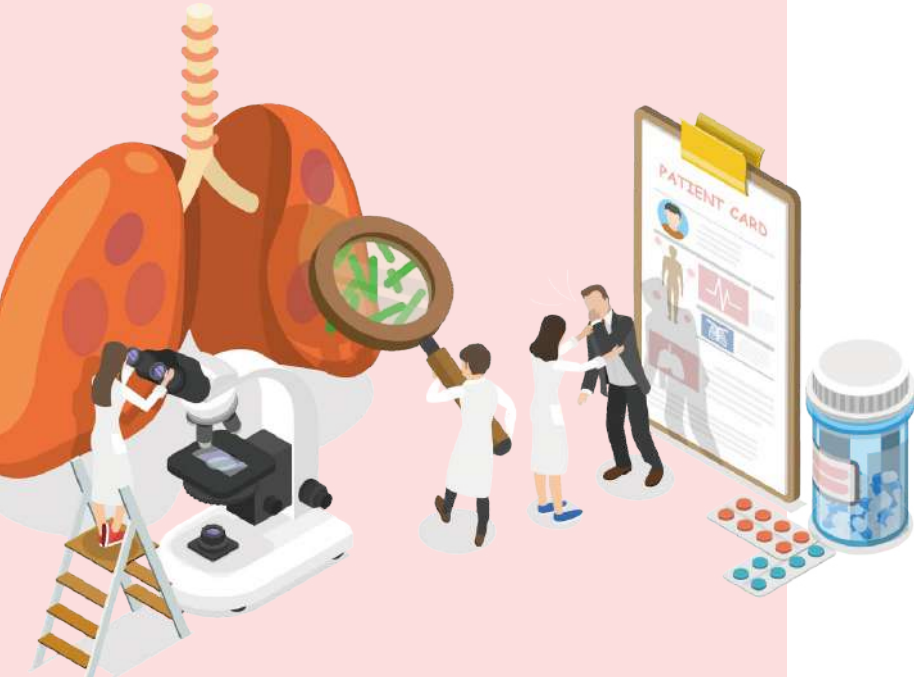
Course Topic	
Safety Management for Mobile Elevating Work Platforms	What Does an “Emergency Response Plan” Mean?
What Does “Maternal Health Protection at Work” Mean?	What Is a “Retinal Vascular Occlusion”?
Safety and Health Guidelines for Middle-aged and Elderly Workers	Did you get a medical checkup? Workers’ Health Checkup Rights and Responsibilities
Preventing Spinal Disc Herniation	How to Prevent Electrical Fires
Traffic Safety Awareness - Traffic Signals	Traffic Safety Awareness - Avoid Unpredictable Actions
Traffic Safety Awareness - Safe Driving Matters Most	Work-related musculoskeletal disorders
Safety Exercise - Evacuation Drill on Emergency Escape Routes for Each Floor	2024 Self-Defense Fire Brigade Training Course
Total	
14	





4. Employee Healthcare GRI 403-6

The company recognizes that employee well-being is crucial to maintaining long-term competitive advantage. To support this, we have developed a comprehensive health care program that offers annual health checkups to all employees, regardless of age or tenure. Our health checks go beyond legal requirements, covering 17 comprehensive examination items compared to the mandatory 7. By hosting diverse health seminars and educational activities, we empower our staff to better understand their own health status and improve their self-health management capabilities, creating a workplace that promotes physical, mental, and professional balance. The company regularly offers occupational health consultations with medical and nursing professionals, addressing both COVID-19 prevention and general health education, to maintain a safe and healthy workplace. This approach not only significantly boosts employee satisfaction and loyalty, enhances the company's internal resilience, but also infuses positive energy into the company's long-term sustainability.



Employee Health Checkup Details in Recent Three Years

Year	Employee Health Checkups	Contracted Occupational Physician/Nurse Health Consultations	Investment (TWD)
2022	New employees - 177 visits Employee health checkups - 919 visits; Executive-level health checkups - 126 visits	Occupational physician - 16 visits Occupational nurse - 273 visits (including COVID-19 and general health education)	1,767,500
2023	New employees - 228 visits Employee health checkups - 922 visits; Executive-level health checkups - 128 visits	Occupational physician - 30 visits Occupational nurse - 347 visits (including COVID-19 and general health education)	2,258,000
2024	New employees - 203 visits Employee health checkups - 973 visits Executive-level health checkups - 116 visits	Occupational physician - 38 visits Occupational nurse - 331 visits (including general health education)	2,351,500



(I) Healthcare and Wellness

To help employees prevent any physical or mental health symptoms and illnesses, SYSCOM invites contracted physicians to provide on-site services every two months. The company also employs full-time nurses and occupational safety and health management personnel to jointly safeguard the health of all employees and maintain a safe working environment. Relevant occupational safety and health information is shared in a timely manner. Additionally, a digital “Occupational Safety and Health Zone” has been established, including sections on “Occupational Safety” and “Nurse’s Corner,” offering engaging course content for employees. Interactive courses are also provided to deepen employees’ understanding of the material and promote physical and mental well-being, increasing their sense of belonging and happiness within the company.



2024 Healthcare-Related Courses

Format	Course Topic
Nurse's Health Bulletin	How to Live Safely with the Covid-19 Virus?
	Know yourself and your opponent, reverse muscle loss, and boost your vitality!
	Is Measles Really That Bothersome?
	Workplace harassment will be prosecuted, ensuring gender equality and safety in the workplace - Be careful! Avoid offending ~
	Drinking Tips and Facts: Alcohol and Health
	Diet Management - Healthy Weight Reduction
	Enjoy a Carefree Summer, Say Goodbye to Heat
	Master Your Health Code and Enhance Self-Protection Skills
	Preventing and Managing Periodontal Disease
	Eat smart, stay active, and say goodbye to fatty liver
Seminar	“Communication, Respect, Empathy” - Protecting Each Other by Stopping Bullying
	CPR and Emergency First Aid Training
	How to Lose Weight in Healthy Way





(II) Work-Life Balance Clubs

Furthermore, through organizing various club activities, employees can not only enhance their physical fitness and relieve fatigue but also achieve a balance between work and leisure. The company provides a monthly subsidy of NT\$2,000 for each club's activities.

Clubs

No.	Club Names
1	Golf Club
2	Badminton Club in Taipei
3	Yoga Club in Taipei
4	Badminton Club in Tainan
5	Happy Pickleball Club
6	Faith, Hope and Love Truth Research Club



(III) Safe Workplace Environment

SYSCOM provides employees with a safe and comfortable working environment. In compliance with relevant occupational safety and health regulations, the company has established the "Occupational Safety and Health Work Rules" and "Safety Inspection Measures" to implement safety and health protection measures. New employees receive briefings on relevant safety regulations from their department's onboarding personnel.

1. Environmental Hygiene: The office is equipped with various self-health monitoring devices, first-aid and fire-fighting equipment, and facilities for maintaining environmental health. The company regularly disinfects the environment, committed to protecting employee health and safety. This includes the following: Assigning environmental committee members in each office area and floor to supervise the cleanliness of their designated areas. Implementing tobacco control measures to maintain office hygiene and air quality, preventing health hazards from secondhand smoke. All indoor areas, including offices, meeting rooms, stairwells, restrooms, and dormitories, are designated as non-smoking areas, except for open balconies and designated smoking areas.
2. SYSCOM conducts bi-annual carbon dioxide concentration monitoring and drinking water quality testing in the office, as well as bi-annual building disinfection and monthly floor cleaning and waxing. In response to post-pandemic prevention measures, the company continues to strengthen the promotion of public health awareness and cleaning and disinfection. Employees and visitors are still advised to wear masks, have their temperature checked, and disinfect their hands when entering the company. Alcohol is provided at each floor entrance, antibacterial hand soap is available in pantries, and alcohol/antibacterial hand soap is also placed in each meeting room for use by employees and visitors.
3. In terms of access control security, a facial recognition access control system is in place. All employees are required to wear identification badges when entering and exiting the building. Also, a surveillance system is installed for 24-hour video monitoring to ensure personal safety.
4. A comprehensive fire safety system is established, including alarms, fire extinguishers, emergency lighting, exit signs, and emergency exits, and annual inspections and replacements of various equipment are conducted.
5. Regarding Fire Drill Aspects: Twice a year, the company collaborates with fire authorities to conduct building fire safety lectures and evacuation drills.
6. With comprehensive fire safety facilities in place, annual fire escape drills and relevant training courses are conducted for employees to reduce the likelihood of fire incidents.





5. Employee Engagement and Support Mechanism

To foster employee engagement and strengthen organizational unity, SYSCOM conducts periodic employee satisfaction surveys, using the results as a key resource for improving HR policies and workplace conditions. The 2023 survey covered 1,297 employees (including those from subsidiaries), with a questionnaire response rate of 56.2%. By the end of 2024, the survey expanded to 1,355 employees (including those from subsidiaries), and the response rate increased to 80.3%, demonstrating a notable rise in employee engagement. In 2025, the company analyzed the root causes of low-scoring satisfaction items and formulated targeted improvement strategies early in the year to continuously enhance employee satisfaction and organizational performance.



6. Employee Pension Plan GRI 3-3, GRI 201-3

- (I) The company's retirement system is managed in accordance with the Labor Standards Act and the Labor Pension Act. For employees subject to the old retirement pension system under the Labor Standards Act, the company contributes 2% of the employee's monthly salary to a retirement reserve fund, overseen by the company's Labor Retirement Reserve Fund Supervisory Committee. The fund is deposited in Taiwan Bank under the committee's name, responsible for handling receipts and disbursements, custody, and utilization. If, before the end of the year, the estimated account balance is insufficient to pay workers who are expected to reach retirement age in the following year, the difference will be allocated in a lump sum by the end of March of the following year. The fund is entrusted to the Bureau of Labor Funds, Ministry of Labor, for management, and the company has no right to influence investment management strategies. For employees subject to the new retirement pension system under the Labor Pension Act, the company contributes a minimum of 6% of the employee's monthly salary to their individual pension account established at the Bureau of Labor Insurance, based on the monthly wage classification table approved by the Executive Yuan.
- (II) **Contribution Status:**
For employees under the old retirement pension system of the Labor Standards Act, as of December 31, 2024, the pension liability amount is NT\$56,406 thousand, and the pension asset is NT\$198,596 thousand. The expected contribution amount within one year is NT\$2,524 thousand, with an average maturity period of 5.52 to 8.92 years. For employees under the new retirement pension system of the Labor Pension Act, the pension expense accrued in 2024 is NT\$67,165 thousand.



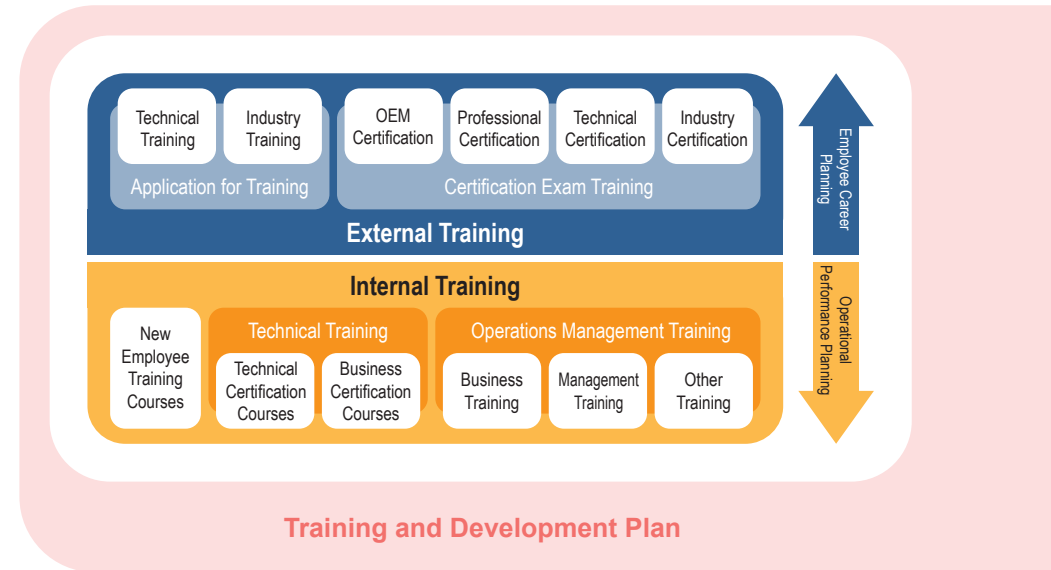


7. Education and training

GRI 3-3, GRI 404-1, 404-2

To fulfill the mission of becoming a “cross-industry ESG sustainable development system integrator,” SYSCOM deeply understands that cultivating core talent suitable for the company relies on a comprehensive employee training and development plan. Each year, the Human Resources Department formulates an employee training plan based on the “Training Management Measures,” surveying the professional training needs of each department and then offering relevant courses based on those needs to ensure that the courses enhance employees’ work capabilities and tap into their potential. Through planning comprehensive training programs, a sound human resources structure, human resource utilization, and successor cultivation systems, SYSCOM provides employees with complete professional development training and encourages them to actively participate in various professional certifications.

Moreover, each employee has a dedicated training record that comprehensively documents their training history. In addition to providing learning opportunities and resources, the company also offers various competency and career-related courses based on individual professional skills and potential performance to help employees grow smoothly and encourage them to challenge themselves, growing together with the company. Whether it’s internal training or external training, these programs positively contribute to enhancing employees’ professional and management skills, laying a solid foundation for the company’s sustainable development.



**(I) Internal Training**

Internal training programs are designed to include:

New Employee Training:
Provides new employees with training on corporate culture and relevant foundational courses to help them shorten their adjustment period and quickly overcome the initial learning curve.

Competency Training:
Focuses on strengthening employees' professional and self-management skills. The content covers various areas such as new computer knowledge and applications, management practices, and skills to meet the growth needs at different stages.

Management Training:
The company has a comprehensive promotion system where every prospective manager must pass rigorous pre-job training courses to qualify for promotion. Additionally, in-service training programs are designed for existing managers to enhance their leadership and management abilities at all levels, revitalizing organizational operations.

Number of Employees Participating in Internal Training Programs in Recent Three Years

Internal Training Items	2022		2023		2024	
	Hours	Participants	Hours	Participants	Hours	Participants
Sales Training/Certification	1,089	411	3,544	827	3,493	771
Management Training	8,734	1,754	7,044	1,324	7,877	1,573
New Employees Training Courses	300	128	507	169	465	155
Technical Training Courses	1,280	281	2,160	360	1,172	280
Employee Training	5,063	4,281	8,002	4,395	6,129	4,446
Total	16,466	6,855	21,257	7,075	19,135	7,225



Average Training Hours of Employees in the Last Three Years - By Gender and Employment Type

Year		2022			2023			2024		
		Participants	Total Hours	Average Hours	Participants	Total Hours	Average Hours	Participants	Total Hours	Average Hours
Total Employees		1,187	16,466.0	13.87	1,266	21,257.0	17.00	1,341	19,725.0	14.71
Gender	Male	818	11,104.0	13.57	872	13,706.0	15.72	925	13,331.5	14.41
	Female	369	5,362.0	14.53	394	7,821.0	19.85	416	6,393.5	15.37
Employment Type	R&D Personnel	301	3,360.0	11.16	330	6,143.0	18.62	388	5,515.5	14.22
	Technical Personnel	552	4,307.0	7.80	593	4,707.0	7.94	613	4,541.0	7.41
	Management Personnel	148	5,446.0	36.80	153	5,558.0	36.33	158	5,603.0	35.46
	Sales Personnel	100	2,791.0	27.91	102	4,252.0	41.69	95	3,804.5	40.05
	Administrative Personnel	86	562.0	6.54	88	867.0	9.85	87	261.0	3.00

Note: Average hours = Total training hours for the category in the year / Number of employees in the category at the end of the year



(II) External Training

Employees can apply for external training (including professional technical certification exams) based on their needs. Participating in external training courses allows employees to absorb new market knowledge in their professional fields and stay updated on global trends, thereby enhancing their professional skills and ensuring high-quality service to customers. With over five decades of experience in system integration, SYSCOM's technical capabilities in UNIX systems, various databases, networks, and peripheral equipment are highly recognized by customers. The company is committed to allocating training resources and selecting outstanding engineers to receive manufacturer training, aiming to provide even better service to customers. In every project, from planning to installation and maintenance, SYSCOM's most professional technical team takes charge and maintains close cooperation with manufacturers, ensuring the smooth operation of customers' computer systems.

To provide high-quality customer service, a total of 430 engineers at the company have obtained certifications such as MCSE, MCDBA, HL7, and CCIE, with a total of 1,466 certifications. This fosters the development of engineers with extensive industry knowledge and development capabilities in government, military, finance, healthcare, aerospace, telecommunications, and networks.

Number of Employees Participating in External Training and Obtaining Certifications in Recent Three Years

External Training Item	2022	2023	2024
External Training	69	66	78
Certification	110	112	122

(III) On-the-Job Training

To enhance employee quality and cultivate outstanding talent, SYSCOM encourages employees to improve their professional skills and provides opportunities for on-the-job training applications. For in-person training courses, large and small conference rooms, TV screens, video conferencing equipment, slide projectors, and microphones are available. In recent years, due to the impact of the pandemic and to enable employees to learn without time and space constraints, the company has increased the use of online training and exams through its training knowledge portal. In 2024, a total of 7,422 employees participated in internal and external training, with an investment of approximately NT\$6.89 million in training costs.

In response to the company's development plan, which includes investments in new technologies such as AI, Metaverse, 5G, cloud computing, artificial intelligence, and information security, and to expand beyond existing customers into new fields like high-speed rail and Taiwan Railways in transportation and the Ministry of the Interior cloud in cloud computing, SYSCOM continues to recruit outstanding R&D and technical talent while actively engaging in the development of its own products.

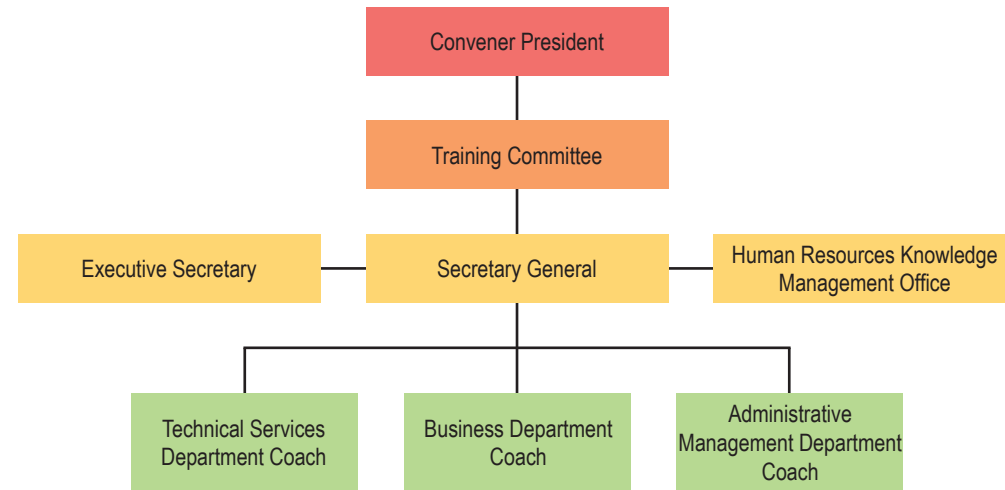


(IV) Knowledge Management

To actively and effectively manage the identification, creation, acquisition, utilization, sharing, and dissemination of explicit and tacit knowledge possessed by individuals and communities, SYSCOM has established a cross-departmental “Training Officer Committee” comprising members from administration, technology, business, and management. This committee oversees the company’s knowledge management domain to maintain interactive relationships with customers, suppliers, and competitors.

(V) Establishing a Digital Training Knowledge Website

This website provides digital sharing of training materials and common technologies, promoting self-directed learning among employees. Currently, there are 43 courses available, with more being added continuously. Since its launch in May 2021, the website has seen for 5,065 person-times.



Training Committee Organizational Chart





8. Performance and Career Development GRI 3-3, GRI 404-1, 404-2

(I) Employee Performance Evaluation System

To foster ongoing professional development and growth, our company has implemented a robust performance review and evaluation system that ensures fair and unbiased assessments, free from gender-based discrimination. The annual performance review encompasses performance evaluation across multiple dimensions, including job responsibilities, notable achievements, completed technical certification training, number of valid certifications, and a comprehensive indicator of commendations and disciplinary records. Department heads will conduct annual performance evaluations based on the mentioned criteria, adjusting salaries according to performance results to serve as a key mechanism for employee motivation and development.

(II) Employee Promotion System

To be promoted to a managerial position or from senior administrator to become a higher managerial level, employees must complete the corresponding management training courses organized by the Administrative Planning Department and obtain a certificate of completion before officially promoted. By doing so, we ensure that management personnel possess the necessary leadership and management skills to enhance the company's overall competitive strength.

Proportion of Employees Receiving Regular Managerial Performance and Career Development Reviews in the Past Three Years

Year	Gender		Employment Type				
	Male	Female	Management Personnel	R&D Personnel	Technical Personnel	Sales Personnel	Administrative Personnel
2022	818	369	148	301	552	100	86
2023	872	394	153	330	593	102	88
2024	925	416	158	388	613	95	87

Note: Evaluation indicators include: Financial indicators: linked to individual or departmental financial goals based on the unit and job nature
Non-financial indicators: established at the beginning of each year through mutual agreement between supervisors and employees

(III) Retired Employee Reemployment Policy

To foster professional expertise and enhance organizational resilience, our company actively engages retired employees as project consultants, supporting technical knowledge sharing, business development, and preserving institutional expertise. This approach not only helps businesses maintain operational stability and strategic continuity, but also enables senior employees to preserve their professional value, sustain career engagement, and maintain social connections. It demonstrates a commitment to respecting and supporting talent, embodying a human-centric and sustainable approach to human resource management.



9. Workplace Diversity and Equality GRI2-21, GRI 405-1

(I) Workplace Diversity Policy

SYSCOM is committed to providing employees with an equal, inclusive, diverse, and friendly workplace, as well as a safe working environment. Employee hiring, promotion, and compensation are primarily based on job category, education and experience, professional knowledge and skills, seniority, and individual performance. This ensures that employees are not subject to discrimination, harassment, or unequal treatment based on race, gender, religion, age, political affiliation, or other legally protected statuses.

(II) Implementation of Workplace Diversity

SYSCOM is dedicated to creating a workplace culture that embraces diversity, equality, and inclusion, guaranteeing all employees fair opportunities for recruitment, advancement, and professional growth.

Ensure equal promotion channels for all employees in the company, with 31.02% female employees, and 20.15% are female among managerial staff. To comply with legal requirements and promote social inclusion, our company actively recruits and hires individuals with disabilities and indigenous people. In 2024, the company employs 14 employees with disabilities, representing 1.04% of the workforce and surpassing the legal employment quota. Additionally, the company has 6 indigenous employees (0.45%) and 4 foreign employees (0.30%), in response to international business needs, we recruit talents from diverse backgrounds.

In terms of workforce age demographics, SYSCOM maintains a balanced generational distribution: 16.71% are under 30, 59.28% are between 30 and 50, and 24.01% are over 50, reflecting the organization's equilibrium between sharing professional expertise and innovative energy.

Proportion of Female Employees in Recent Three Years

Year	2022	2023	2024
Company-wide	31.1%	31.1%	31.02%
Managers and Above	21.6%	21.1%	20.15%

Employee Diversity in 2024

Employee Distribution		Male		Female	
		Number	Promotion Percentage	Number	Promotion Percentage
Diversity	People with Disabilities	10	1.08%	4	0.96%
	Indigenous People	2	0.22%	4	0.96%
	Foreign Employees	3	0.32%	1	0.24%
Total		15	1.62%	9	2.16%

Employee Age Distribution in 2024

Employee Distribution		Male		Female	
		Number	Promotion Percentage	Number	Promotion Percentage
Age	Under 30	151	11.26%	73	5.45%
	31-50	547	40.79%	248	18.49%
	Over 51	227	16.93%	95	7.08%
Total		925	68.98%	416	31.02%



**(III) Equal Pay**

To encourage continuous improvement and growth among employees, SYSCOM has established a comprehensive system for regular performance reviews and evaluations. Employee performance evaluations are conducted without any gender discrimination. The annual performance appraisal includes assessments within the scope of the employee's job responsibilities, such as outstanding achievements, completion of technical certification training requirements, and any rewards or disciplinary actions. Each year, departmental supervisors conduct the evaluations, and salary adjustments are implemented based on the appraisal results.

SYSCOM provides reasonable salaries and rewards, with clearly defined salary approval guidelines. The salary standards are based on factors such as the applicant's suitability for the position, their technical skills and abilities, facilitating the recruitment and retention of outstanding talent. The company values gender pay equality, and salary standards apply to all employees. Salary adjustments and bonuses are based on the company's operating performance and individual performance evaluations to ensure fairness in compensation distribution. Incentive programs, such as performance bonuses and employee dividends, are also in place to reward high-performing employees and units. SYSCOM regularly reviews and adjusts salaries based on factors such as price levels, industry market salary levels, legal requirements, and employee performance to maintain competitive compensation.

Regarding the annual total remuneration ratio, the company calculates the median employee salary based on employees who have been employed for at least six months. The ratio of the highest-paid individual's remuneration to the median employee remuneration is 461.40%, and the ratio of the highest individual salary growth percentage to the median employee salary growth percentage is 415.99%. Remuneration includes base salary, meal allowance, supervisor allowance, other allowances, bonuses, service agreements (the company calculates the median employee salary based on employees who have been employed for at least six months), the highest paid and overtime pay.

Salary Information for Full-time Employees in Non-managerial Positions in Recent Three Years

Unit: TWD thousand

Year	2022	2023	2024
Number of Full-Time Non-Managerial Employees	1,010	1,037	1,120
Total Salary of Full-Time Non-Managerial Employees	947,670	1,035,086	1,119,920
Average Salary of Full-Time Non-Managerial Employees	938	998	1,000
Median Salary of Full-Time Non-Managerial Employees	827	895	907





IX Social Participation

GRI 2-7, GRI 2-8, GRI 401-1



SYSKOM, with its sustainable business philosophy, actively participates in and contributes to society. In addition to long-term care for the community and groups in need of assistance, the company also engages in industry-academia collaboration with universities, provides scholarships and sponsorships, and encourages all employees to participate in public welfare activities to create shared social value. Specific measures and implementation results are as follows:

- (I) SYSKOM actively participates in social contributions and giving back. Since 2012, it has participated in the Clouded Leopard Incubation Program annually to assist in the development of startup companies. In the recent year, it has assisted four startups: Evercomm, MyelinTek, iAmbition Technology, and AcuSense BioMedical. Specific support includes serving as corporate mentors to guide business plans, research and development directions, and presentation skills, providing free exhibition booths at events like the Smart City Exhibition and AIoT Taiwan, connecting them with domestic and international customer markets, and helping young entrepreneurs develop by leveraging the company's resources.
- (II) Since 2017, SYSKOM has established the Future Committee Alliance. Its function and purpose are to seek future market opportunities and collaboration opportunities in various industries, connecting with technology-leading companies or startups in different fields. It assists other members of the alliance in introducing solutions to customers, collaborating to expand the market share within existing customer bases, actively participating in exhibitions, and providing free exhibition booths to connect with domestic and international customer markets. To date, the alliance has provided free booths to over 70 startup partners and facilitated exchanges with more than 1,000 customers. A recent collaboration with a partner on a high-definition mobile surveillance wearable solution, featuring

a comprehensive technology portfolio, world-leading adaptive mobile bandwidth streaming technology, a highly scalable cloud-based imaging platform, and secure audio and video information storage and transmission technology, presenting a complete "cloud-to-ground" domestically produced (MIT) mobile video solution. Currently, three development/R&D subsidy projects have been secured from government agencies for this solution with a total value of approximately NT\$20 million.

- (III) SYSKOM participates in the development of the CyberpunkK robotics club at the nearby Taipei Municipal Jianguo High School. The team won the "Excellence in Engineering Award" at the Los Angeles Regional of the FRC Robotics Competition. SYSKOM engineers assisted the students in learning robotics-related knowledge.
- (IV) SYSKOM actively engages in public welfare activities, including donations to the Down Syndrome Foundation ROC, Taipei Municipal Qizhi School CaoShan Ganata Percussion Orchestra, the Yu Cheng Social Welfare Foundation, Doghome.org, the Ruifu Foundation for the Intellectually Disabled, Taiwan Association for the Visually Impaired, the Genesis Foundation, the Taiwan Foundation for the Blind, and the Childhood Cancer Foundation ROC.
- (V) SYSKOM collaborates with the Chuangfoo Educational Foundation to organize charity walks in support of animal conservation and the sustainable survival of endangered species. The company also participates in charitable events organized by the World Peace Association.





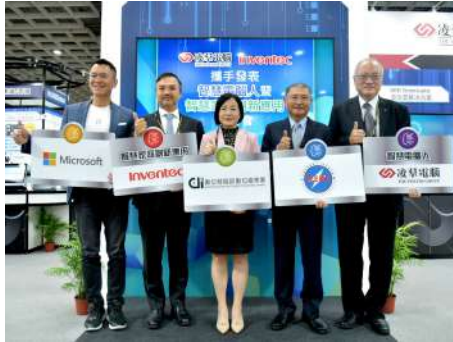
- (VI) To cultivate outstanding talent and increase industry-academia collaboration, SYSCOM actively participates in sponsoring academic organizations and various activities.
1. The company actively engages in industry-academia collaboration with nearby universities. The status of industry-academia collaboration in 2024 is as follows:
 2. SYSCOM provides pre-employment scholarships to students in the Department of Intelligent Automation Engineering at National Taipei University of Technology. Upon completing their studies, these students can join the company. In 2024, two pre-employment scholarships were offered.
 3. The company actively participates in sponsoring scholarships and various activities for academic organizations. In 2024, SYSCOM continued its donations to the "Cheng Dien Cultural and Educational Foundation" (NT\$40,000), "National Dong Hwa University" (NT\$40,000), and "Tamkang University" (NT\$50,000).
- (VII) In line with our commitment to corporate social responsibility, we continue to engage in charitable activities that support vulnerable communities and protect environmental resources. Responding to the 2024 World Earth Day theme "Planet vs. Plastics," we participated in a beach cleanup and plastic reduction initiative at Wanli Guihu Stone Corner.



Industry-Academia Collaboration in 2024

Category	School	Participants	Duration
Industry-Academia Collaboration	Chinese Culture University	10	2024/02/19~2025/06/30
	Feng Chia University	5	2024/02/19~2025/06/30
	Yuan Ze University	4	2024/01/15~2025/02/20
	National Taipei University of Technology	3	2024/02/19~2024/08/31
	Tamkang University	3	2024/07/01~2025/06/30
	National Taiwan University of Science and Technology	2	2024/02/19~2025/06/30
	National Taichung University of Science and Technology	1	2024/07/05~2025/06/30
	Chihlee University of Technology	1	2024/07/01~2025/06/30





AIoT Taiwan 2024



Smart City Summit & Expo 2024 opening ceremony and group photo



National Quality Award



Taiwan-Japan Collaborative Signing Ceremony Press Conference



"Grand Jury Prize" at the 2024 AI TAIWAN



Conquer Quality & Sustainable Excellence Alliance



Conquer Quality & Sustainable Excellence Alliance



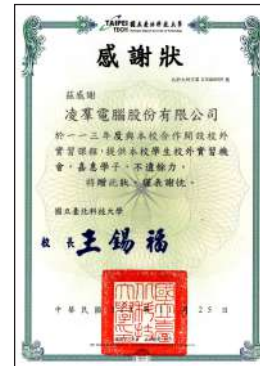
Taiwan Excellence Award



Chunghwa Telecom Supplier
Gold Quality Award



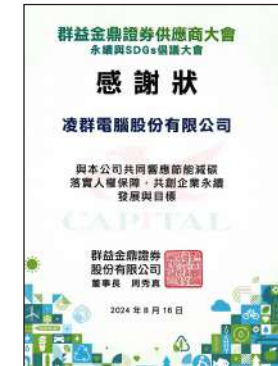
Certificate of Appreciation
for visiting the Sony Taiwan
AI Smart Knowledge Growth
Camp



Certificate of Appreciation for
internship collaboration from
National Taipei University of
Technology



Certificate of Excellence Award
in Sustainability Evaluation from
Grade A Suppliers from Yuanta
Financial Holdings



Certificate of Appreciation for joint
efforts in energy efficiency and
carbon reduction from Capital
Securities



Certificate of Appreciation for guidance at the 2024 5th
T-Ambassador Digital Star Competition



Certificate of Appreciation for
contribution to the TRITON
Satellite Project from TASA



Certificate of Appreciation for
Supporting the 2024 TASTA
Taiwan Space Agency



Best Practice for Industrial Support category at the 27th National Quality Awards



Cisco 2024 Partnership Honor Award and Growth Partner of the Year Award



FY24 HPE Aruba Champion Partner of the Year awarded by HPE Aruba



Cisco 2023 Greater China Data Center Best Partnership Award



FORTINET PARTNER SYNC 2024 NORTH ASIA EDITION Most Valuable Partner awarded by FORTINET



FY24 HPE Aruba Networking Excellence Distributor Partner awarded by HPE



FY24 AI Innovation Driver Award – trophy awarded by HPE



Appendix

-GRI.....	119
-SASB.....	124
- Enhanced Disclosure Indicators by Industry for Listed Companies	125
- Climate-related Information for Listed Companies.....	126
Attachment 1. Awards and Honors	128
Attachment 2. External Assurances.....	129



Appendix - GRI

Statement of Use	SYSCOM has reported in accordance with the GRI Standards for the period from 2024/1/1~2024/12/31.
GRI 1 in use	GRI 1: Foundation 2021
Applicable GRI Industry Code	None

GRI Standards	Topic Disclosures	Report Chapters or Details	Page Number	Notes
GRI 2: General Disclosures 2021	2-1 Organizational details	I. About SYSCOM Computer Engineering Company	5	
	2-2 Entities included in the organization's sustainability reporting	About This Report	2	
	2-3 Reporting period, frequency and contact point	About This Report	2	
	2-4 Restatements of information	-	-	2024 Data Compilation without Reference
	2-5 External assurance	About This Report	2	
	2-6 Activities, value chain and other business relationships	II. Industry and Value Chain	13	
	2-7 Employees	VIII. Happy Workplace - 1. Employee Overview	97	
	2-8 Workers who are not employees	VIII. Happy Workplace - 1. Employee Overview	97	
	2-9 Governance structure and composition	IV. Corporate Governance-1. Corporate Governance Structure	46	
	2-10 Nomination and selection of the highest governance body	IV. Corporate Governance-2. Board Operations and Diversity	47	
	2-11 Chair of the highest governance body	IV. Corporate Governance-2. Board Operations and Diversity	47	
	2-12 Role of the highest governance body in overseeing the management of impacts	III. Sustainable Management-1. Sustainable Development Promotion Structure	24	
	2-13 Delegation of responsibility for managing impacts	III. Sustainable Management-1. Sustainable Development Promotion III. Sustainable Management-4. Material Topics Analysis and Stakeholder Engagement	24 33	
	2-14 Role of the highest governance body in sustainability reporting	III. Sustainable Management-1. Sustainable Development Promotion Structure	24	
	2-15 Conflicts of interest	IV. Corporate Governance-2. Board Operations and Diversity	47	



GRI Standards	Topic Disclosures	Report Chapters or Details	Page Number	Notes
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	III. Sustainable Management-4. Material Topics Analysis and Stakeholder Engagement	33	
	2-17 Collective knowledge of the highest governance body	IV. Corporate Governance-2. Board Operations and Diversity	47	
	2-18 Evaluation of the performance of the highest governance body	IV. Corporate Governance-2. Board Operations and Diversity	47	
	2-19 Remuneration Policies	IV. Corporate Governance-2. Board Operations and Diversity	47	
	2-20 Process to determine remuneration	IV. Corporate Governance-2. Board Operations and Diversity	47	
	2-21 Annual total compensation ratio	VIII. Happy Workplace-8. Diverse and Equal Workplace	110	
	2-22 Statement on sustainable development strategy	Message from the Management	3	
		III. Sustainable Management-2. Sustainable Development Strategy	26	
		Message from the Management	3	
		I. About SYSCOM Computer Engineering Company	5	
	2-23 Policy commitments	III. Sustainable Management-3. Implementation of Sustainable Development	26	
		IV. Corporate Governance-5. Integrity Management	54	
		Message from the Management	3	
	2-24 Embedding policy commitments	I. About SYSCOM Computer Engineering Company	5	
		III. Sustainable Management-3. Implementation of Sustainable Development	26	
		IV. Corporate Governance-5. Integrity Management	54	
		Message from the Management	3	
	2-25 Processes to remediate negative impacts	IV. Corporate Governance-1. Corporate Governance Structure	46	
	2-26 Mechanisms for seeking advice and raising concerns	IV. Corporate Governance-2. Board Operations and Diversity	47	
	2-27 Compliance with laws and regulations	IV. Corporate Governance-5. Integrity Management	54	No major events occurred during the year
		IV. Corporate Governance-6. Anti-Corruption	56	
		IV. Corporate Governance-11. Information Security, Privacy and Personal Data Management	66	
	2-28 Membership associations	II. Industry and Value Chain-3. Participation in Associations	18	
	2-29 Approach to stakeholder engagement	III. Sustainable Management-4. Material Topics Analysis and Stakeholder Engagement	33	
	2-30 Collective bargaining agreements	-	-	Not applicable, as there is no union



GRI Standards	Topic Disclosures	Report Chapters or Details	Page Number	Notes
GRI 3: Material Topics 2021	3-1 Process to determine material topics	III. Sustainable Management-4. Material Topics Analysis and Stakeholder Engagement	33	
	3-2 List of material topics	III. Sustainable Management-4. Material Topics Analysis and Stakeholder Engagement	33	
	3-3 Management of material topics	III. Sustainable Management-4. Material Topics Analysis and Stakeholder Engagement	33	
[Material Topics]				
Operational Performance				
GRI 3: Material Topics 2021	3-3 Management of material topics	III. Sustainable Management-4. Material Topics Analysis and Stakeholder Engagement	33	
		IV. Corporate Governance-4. Operational Performance	52	
		V. Task Force on Climate-related Financial Disclosures (TCFD)	71	
		VIII. Happy Workplace-6. Employee Pension Plan	104	
GRI 3: Material Topics 2021	201-1 Direct economic value generated and distributed	IV. Corporate Governance-4. Operational Performance	52	
	201-2 Financial implications and other risks and opportunities due to climate change	V. Task Force on Climate-related Financial Disclosures (TCFD)	71	
	201-3 Defined benefit plan obligations and other retirement plans	VIII. Happy Workplace-6. Employee Pension Plan	104	
	201-4 Financial assistance received from government	IV. Corporate Governance-4. Operational Performance- (2)Tax Information	53	
Integrity Management and Legal Compliance				
GRI 3: Material Topics 2021	3-3 Management of material topics	III. Sustainable Management-4. Material Topics Analysis and Stakeholder Engagement	33	
GRI 3: Material Topics 2021	205-1 Operations assessed from risks related to corruption	IV. Corporate Governance-6. Anti-Corruption	56	
	205-2 Communication and training about anti-corruption policies and procedures	IV. Corporate Governance-2. Board Operations and Diversity IV. Corporate Governance-6. Anti-Corruption	47 56	
	205-3 Confirmed incidents of corruption and actions taken	IV. Corporate Governance-6. Anti-Corruption	56	No major events occurred during the year



GRI Standards	Topic Disclosures	Report Chapters or Details	Page Number	Notes
Labor/Employment Relations				
GRI 3: Material Topics 2021	3-3 Management of material topics	III. Sustainable Management-4. Material Topics Analysis and Stakeholder Engagement VIII. Happy Workplace	33 96	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	VIII. Happy Workplace-1. Employee Overview	97	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	VIII. Happy Workplace-2. Compensation and Benefits	99	
	401-3 Parental leave	VIII. Happy Workplace-2. Compensation and Benefits	99	
Talent Cultivation and Development				
GRI 3: Material Topics 2021	3-3 Management of material topics	III. Sustainable Management-4. Material Topics Analysis and Stakeholder Engagement VIII. Happy Workplace-7. Education and training	33 105	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	VIII. Happy Workplace-7. Education and training	105	
	404-2 Programs for upgrading employee skills and transition assistance programs	VIII. Happy Workplace-7. Education and training	105	
	404-3 Percentage of employees receiving regular performance and career development reviews	VIII. Happy Workplace-8. Performance and Career Development	109	
Marketing Development, Innovation, Product and Service Quality				
GRI 3: Material Topics 2021	3-3 Management of material topics	III. Sustainable Management-4. Material Topics Analysis and Stakeholder Engagement II. Industry and Value Chain-5. Innovation and R&D Achievements VI. Partnerships-2. Clients IX. Social Participation	33 21 82 112	
Information Security and Personal Data Protection				
GRI 3: Material Topics 2021	3-3 Management of material topics	III. Sustainable Management-4. Material Topics Analysis and Stakeholder Engagement IV. Corporate Governance-11. Information Security, Privacy and Personal Data Management	33 66	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	IV. Corporate Governance-11. Information Security, Privacy and Personal Data Management	66	No major events occurred during the year



GRI Standards	Topic Disclosures	Report Chapters or Details	Page Number	Notes
[Self-Disclosure of Specific Topics - Topic Standards]				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	VII. Sustainable Environment-3. Greenhouse Gas Inventory	94	
	305-2 Energy indirect (Scope 2) GHG emissions	VII. Sustainable Environment-3. Greenhouse Gas Inventory	94	
	305-3 Other indirect (Scope 3) GHG emissions	VII. Sustainable Environment-3. Greenhouse Gas Inventory	94	
	305-4 GHG emissions intensity	VII. Sustainable Environment-4. Energy Conservation and Carbon Reduction Measures V. Task Force on Climate-related Financial Disclosures (TCFD)	95 71	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	VIII. Happy Workplace-3. Occupational Safety and Health Management	100	
	403-3 Occupational health services	VIII. Happy Workplace-3. Occupational Safety and Health Management	100	
	403-6 Promotion of worker health	VIII. Happy Workplace-4. Employee Healthcare	101	
GRI 405: Diversity and equal Opportunity:2016	405-1 Diversity of governance bodies and employees	VIII. Happy Workplace-9. Diverse and Equal Workplace	110	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	VI. Partnerships-1. Suppliers	79	



Appendix - SASB

SASB Topics	Metric Code	Accounting Metric	Corresponding Chapters	Page Numbers
Environmental footprint of hardware infrastructure	TC-SI-130a.1	Total energy consumed, Percentage grid electricity, Percentage renewable	VII. Sustainable Environment-3. Greenhouse Gas Inventory	94
	TC-SI-130a.2	Total Water Extraction and Consumption in High or Extremely High Water Stress Regions	III. Sustainable Management-3. Implementation of Sustainable Development	26
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data centers needs	III. Sustainable Management-3. Implementation of Sustainable Development	26
Data privacy and freedom of expression	TC-SI-220a.1	Description of policies and practices related to behavioral advertising and user privacy	IV. Corporate Governance-11. Information Security, Privacy and Personal Data Management	66
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	No such circumstances this year	-
	TC-SI-220a.5	Number of information leaks, the number and proportion of personally identifiable information (PII) involved in these leaks, and the number of affected users.	No such circumstances this year	-
Data Security	TC-SI-230a.1	The Company's approach for identifying and addressing information security risks, including the use of third-party cybersecurity standards	IV. Corporate Governance-11. Information Security, Privacy and Personal Data Management	66
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Percentage of foreign employees and employees outside of Taiwan	VIII. Happy Workplace-9. Diverse and Equal Workplace	110
	TC-SI-330a.3	Percentage of different genders and races in management, technical staff, and other employee positions	VIII. Happy Workplace-1. Employee Overview	97
Intellectual Property Protection & Competitive Behavior	TC-SI-520a.1	Total monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	No such circumstances this year	-



Appendix - Enhanced Disclosure Indicators by Industry for Listed Companies

In accordance with Article 4 of the “Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports,” companies in the computer and peripheral equipment industry must enhance and disclose specific sustainability indicators as outlined in Appendices 1-8 through 1-14.

Serial Number	Accounting Metric	Corresponding Chapters	Page Numbers
1	Total energy consumption and percentage of purchased electricity, utilization rate (renewable energy)	III. Sustainable Management-3. Implementation of Sustainable Development	26
2	Total water withdrawn and total water consumption	III. Sustainable Management-3. Implementation of Sustainable Development	26
3	Total hazardous waste generated and percentage recycled	III. Sustainable Management-3. Implementation of Sustainable Development	26
4	Types of, number of employees in and rate of occupational accidents	VIII. Happy Workplace-3. Occupational Safety and Health Management	100
5	Product Lifecycle Management Disclosure: including weights of scraps and electronic waste and percentage recycled (Note 1)	As an information service company, we do not engage in product production and manufacturing, therefore do not generate any scrapped products and electronic waste	-
6	Description for the management of risk associated with the use of critical materials	As an information service company, we do not engage in product production and manufacturing, thus do not require risk management for critical materials	-
7	Total amount of monetary losses as result of legal proceedings associated with anticompetitive behavior regulations	No such circumstances this year	-
8	Primary Product Production by Product Category	As an information service company, we do not engage in product production and manufacturing	-

Note 1: Descriptions including the sale of scraps and the recycling and processing of waste shall be provided.



Appendix - Climate-related Information for Listed Companies

In accordance with Article 4-1 of the “Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports”, and Appendix 2, this pertains to 1 the disclosure of climate-related information implementation by listed companies.

Serial Number	Item	Implementation Status
1	Describe the oversight and governance by the board of directors and management level regarding climate-related risks and opportunities.	Our board of directors has established a Sustainability Development Committee tasked with developing, implementing, and improving our sustainable development related policies and systems. At least annually, the execution plan and results will be reported to the board of directors, encompassing climate change risk assessments, mitigation measures, and related issues. Based on the implementation status, the board will review existing strategies and, if necessary, guide adjustments to ensure the effectiveness of sustainable governance.
2	Describe how the identified climate-related risks and opportunities impact the company's operations, strategy, and financial performance over the short, medium, and long term.	To enhance climate governance and environmental management, the company has created an "Environmental Sustainability Group" under the Sustainability Development Committee, tasked with coordinating and advancing climate change initiatives. Every two years, the Environmental Sustainability Group conducts an assessment of climate-related risks and opportunities. Based on these evaluations, they develop corresponding strategies and management objectives, planning and implementing action plans to mitigate potential climate change impacts and capitalize on emerging opportunities for transformation.
3	Describe the financial impacts of extreme climate events and actions taken to address them.	The financial implications of extreme climate events and transformation actions are elaborated in the V. Task Force on Climate-related Financial Disclosures (TCFD) section in this report.
4	Describe how the process of identifying, assessing and managing climate risks is integrated into the overall risk management system.	Details of the risk management system are elaborated in the V. Task Force on Climate-related Financial Disclosures (TCFD) section in this report.
5	When using scenario analysis to assess the resilience to climate change risks, the used scenarios, parameters, assumptions, analysis factors, and key financial impacts should be explained.	The company has not yet employed scenario analysis to assess its resilience to climate change risks.
6	If there is a plan in place to address climate-related risk management, please provide details on the plan's content, as well as the indicators and targets used to identify and manage both physical and transformation risks.	Details on indicators and targets are elaborated in the V. Task Force on Climate-related Financial Disclosures (TCFD) section in this report.
7	If using an internal carbon pricing as a planning tool, the basis for setting the price should be explained.	The company currently does not utilize internal carbon pricing as a planning instrument, but intends to develop such strategies in the future, contingent upon regulatory changes or evolving business needs and strategic priorities.



Serial Number	Item	Implementation Status
8	If climate-related targets have been set, please provide information on the activities covered, the scope of greenhouse gas emissions, the planning period, and the annual progress made. If carbon offsets or renewable energy certificates (RECs) are used to achieve the relevant targets, please explain the source and quantity of the carbon reduction credits or the number of renewable energy certificates (RECs).	<p>We are continuously replacing office lighting with high-efficiency fixtures to decrease our electricity consumption from external sources. Moving forward, we will continuously assess the energy efficiency of our equipment, prioritizing energy-efficient upgrades. Through internal low-carbon education and energy conservation awareness campaigns, we aim to reduce greenhouse gas emissions and have set a target of 1% electricity savings at our headquarters. The specific approach is as follows:</p> <p>(1)Power Usage Items for the Development Plan</p> <p>A. Upgrade the self-developed power management system - GreenMaker. Add planned power usage functionality.</p> <p>B. Planned power usage functions include: electricity usage prediction, planned power usage settings, and setting warnings and alerts based on planned power usage.</p> <p>C. Implement immediate alerts and load reduction measures when exceeding planned power usage.</p> <p>(2)Inventory and test load reduction for equipment</p> <p>A. Inventory the number of devices in the company that can be subject to load reduction and the corresponding procedures.</p> <p>B. Test the electricity savings from load reduction for each device (within a fixed time period).</p> <p>(3)Establish standard operating procedures for design load reduction, and periodically review and adjust them.</p>
9	Greenhouse Gas Inventory, Assurance , Reduction Targets, Strategies, and Concrete Action Plans.	For information on GHG inventory, see the Sustainable Environment section in Subsection 3 Greenhouse Gas Inventory Report under Section 7 Sustainable Environment for details.





Attachment 1. Awards and Honors



Ayuda Service Robot



OMFLOW



The SYSKOM Service Robot Ayuda received the 32nd Silver Award





Attachment 2. External Assurances



ASSURANCE STATEMENT

SGS TAIWAN LTD.'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE SYSCOM COMPUTER ENGINEERING COMPANY'S SUSTAINABILITY REPORT FOR 2024

NATURE AND SCOPE OF THE ASSURANCE

SGS Taiwan Ltd. (hereinafter referred to as SGS) was commissioned by SYSCOM Computer Engineering Company (hereinafter referred to as SYSCOM) to conduct an independent assurance of the Sustainability Report for 2024 (hereinafter referred to as the Report). The assurance is based on the SGS Sustainability Report Assurance methodology and AA1000 Assurance Standard v3 Type 1 Moderate level during 5 June 2025 to 31 July 2025. The boundary includes SYSCOM Computer Engineering Company Taiwan operational and production sites, which covered partial consolidated financial statements, as disclosed in SYSCOM Computer Engineering Company's Sustainability Report of 2024.

SGS reserves the right to update the assurance statement from time to time depending on the level of report content discrepancy of the published version from the agreed standards requirements.

INTENDED USERS OF THIS ASSURANCE STATEMENT

This Assurance Statement is provided with the intention of informing all SYSCOM Computer Engineering Company's Stakeholders.

RESPONSIBILITIES

The information in the SYSCOM Computer Engineering Company's Sustainability Report of 2024 and its presentation are the responsibility of the directors or governing body (as applicable) and the management of SYSCOM.

Our responsibility is to express an opinion on the text, data, graphs and statements within the scope of assurance based upon sufficient and appropriate objective evidence.

ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE

The assurance of this statement has been conducted according to the AA1000 Assurance Standard (AA1000AS v3), a standard used globally to provide assurance on sustainability-related information across organisations of all types, including the evaluation of the nature and extent to which an organisation adheres to the Accountability Principles (AA1000AP.2018).

Assurance has been conducted at a type 1 moderate level of scrutiny.

SCOPE OF ASSURANCE AND REPORTING CRITERIA

The scope of the assurance included evaluation of quality, accuracy and reliability of specified performance information as detailed below and evaluation of adherence to the following reporting criteria:

Reporting Criteria Options

1	AA1000 Accountability Principles (2018)
2	GRI (With Reference to)

- AA1000 Assurance Standard v3 Type 1 evaluation of the report content and supporting management systems against the AA1000 Accountability Principles (2018) is conducted at a moderate level of scrutiny, and therefore the reliability and quality of specified sustainability performance information is excluded.
- The evaluation of the report against the requirements of GRI Standards is listed in the GRI content index as material in the report and is conducted with reference to the Standards.

ASSURANCE METHODOLOGY

The assurance comprised a combination of pre-assurance research, interviews with relevant employees, superintendents, Sustainability committee members and the senior management in Taiwan; documentation and record review and validation with external bodies and/or stakeholders where relevant.

LIMITATIONS

Financial data drawn directly from independently audited financial accounts, Task Force on Climate-related Financial Disclosures (TCFD) and SASB related disclosures has not been checked back to source as part of this assurance process.

INDEPENDENCE AND COMPETENCE

SGS affirms our independence from SYSCOM Computer Engineering Company, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised auditors registered with ISO 26000, ISO 20121, ISO 50001, SA8000, QMS, EMS, SMS, GPMS, CFP, WFP, GHG Verification and GHG Validation Lead Auditors and experience on the SRA Assurance service provisions.

FINDINGS AND CONCLUSIONS

ASSURANCE OPINION

On the basis of the methodology described and the assurance work performed, we are satisfied that the specified performance information included in the scope of assurance is accurate, reliable, has been fairly stated and has been prepared, in all material respects, in accordance with the AA1000 Accountability Principles (2018).

We believe that the organisation has chosen an appropriate level of assurance for this stage in their reporting.

ADHERENCE TO AA1000 ACCOUNTABILITY PRINCIPLES (2018)

INCLUSIVITY

SYSCOM has demonstrated a good commitment to stakeholder inclusivity and stakeholder engagement. A variety of engagement efforts such as survey and communication to employees, customers, investors, suppliers, CSR experts, and other stakeholders are implemented to underpin the organisation's understanding of stakeholder concerns. For future reporting, SYSCOM may proactively consider having more direct two-ways involvement of stakeholders during future engagement.

MATERIALITY

SYSCOM has established effective processes for determining issues that are material to the business. Formal review has identified stakeholders and those issues that are material to each group and the Report addresses these at an appropriate level to reflect their importance and priority to these stakeholders.

RESPONSIVENESS

The Report includes coverage given to stakeholder engagement and channels for stakeholder feedback.

IMPACT

SYSCOM has demonstrated a process on identify and fairly represented impacts that encompass a range of environmental, social and governance topics from wide range of sources, such as activities, policies, programs, decisions and products and services, as well as any related performance. Measurement and evaluation of its impacts related to material topic were in place at target setting with combination of qualitative and quantitative measurements.

ADHERENCE TO GRI

The Report, SYSCOM's Sustainability Report of 2024, is reporting with reference to the GRI Universal Standards 2021. The significant impacts were assessed and disclosed with reference to the guidance defined in GRI 3: Material Topics 2021 and the relevant 200/300/400 series Topic Standards related to the material topics claimed in the GRI content index. The report has properly disclosed information related to SYSCOM's contributions to sustainability development.

For future reporting, it is recommended SYSCOM to improve its processes of assessing impacts on the economy, environment, and people as well as the management of significant impacts. Moreover, it is recommended that SYSCOM provide more examples of positive or negative impacts in implementation and further describe the explanation of their effectiveness to enhance the balance and completeness recommended by GRI 1.

Signed:

For and on behalf of SGS Taiwan Ltd.

Stephen Pao
Business Assurance Director
Taipei, Taiwan
20 August, 2025
www.sgs.com



TWLPP 5008 Issue 2502

TWLPP 5008 Issue 2502

TWLPP 5008 Issue 2502





Attachment 2. External Assurances

TUVNORD

OPINION

Greenhouse Gases Verification Opinion ISO 14064-1 : 2018

Gives to
SYSKOM COMPUTER ENGINEERING COMPANY
Office Address
**2-7F., B1., No. 115, Emei St., Wanhua Dist.,
Taipei City 108004 , Taiwan (R.O.C.)**

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

Report Year	: 2024
Greenhouse Gases	
Direct Emissions	: 45.0894 CO2-e Tonnes/ year
Energy Indirect Emissions(Category2)	: 1,438.3460 CO2-e Tonnes/ year
Other Indirect Emissions (Category3-6)	: 513.2357 CO2-e Tonnes/ year
Sum	: 1,996.671 CO2-e Tonnes/ year
Materiality	: 5%
Reasonable Assurance	: Direct and Energy Indirect Emissions
Limited Assurance	: Category3-6

Opinion No.: GHG-253545049
Version: V1.1
Verify Date: 2025-03-18
Issue Date: 2025-04-29

Verification Body
at TUV NORD Taiwan Co., Ltd.

Further clarifications regarding the scope of this opinion and the applicability of the standard may be obtained by consulting the organization
TUV NORD Taiwan Co., Ltd. Room A1, 9F, No. 333, Sec. 2, Tun Hua S. Rd., Taipei, Taiwan www.tuv-nord.com/tw/en

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

Page 1 of 3

TUVNORD

OPINION

Appendix to Opinion No. GHG-253545049 ISO 14064-1 : 2018

TUV NORD Taiwan Co., Ltd. (hereinafter referred to as "TUV NORD") has been contracted with SYSKOM Computer Engineering Company (hereinafter referred to as "SYSKOM"), 2-7F., B1., No. 115, Emei St., Wanhua Dist., Taipei City 108004, Taiwan (R.O.C.) for the verification of direct and indirect greenhouse gas emissions in accordance with ISO 14064-3:2019. In the GHG Opinion in the form of GHG report covering GHG emissions of the period 01, Jan., 2024 to 31, Dec., 2024.

Roles and responsibilities
The management of SYSKOM is responsible for the organization's GHG information system, the development and maintenance of records and reporting procedures in accordance with that system, including the calculation and determination of GHG emissions information and the reported GHG emissions.

TUV NORD conducted a third party verification to express an independent GHG verification opinion on the GHG emissions as provided in the GHG Opinion for the period year 2024.

Level of Assurance:
The level of assurance agreed are that of reasonable assurance for category 1 and 2; Limited level assurance from category 3 to 6.

Scope
Verification of GHG emissions within the organization's boundary and is based on ISO 14064-3:2019.
Location/Boundary of the activities:

Company	Address
	2-7F., B1., No. 115, Emei St., Wanhua Dist., Taipei City 108004, Taiwan (R.O.C.)
	2F., 3F., 1F., 3F., 2F., No. 102, Chengdu Rd., Wanhua Dist., Taipei City 108008, Taiwan (R.O.C.)
	2F., 2F., 1F., 3F., 2F., 4F., 5F., 4F., 5F., No. 34, Kangding Rd., Wanhua Dist., Taipei City 108008, Taiwan (R.O.C.)
	7F., No. 373-8, Zhongshan Rd., Taoyuan Dist., Taoyuan City 330025, Taiwan (R.O.C.)
	7F., No. 456-6, Fuxing Rd., Taoyuan Dist., Taoyuan City 330045, Taiwan (R.O.C.)
	1F., 2F., 3F., 4F., No. 27, Guannin Rd., East Dist., Hsinchu City 300052, Taiwan (R.O.C.)
	9F., No. 48, Aly, 18, Guannin Rd., East Dist., Hsinchu City 300052, Taiwan (R.O.C.)
	11F., 12F., No. 376, Sec. 1, Zhonggang Rd., North Dist., Taichung City 404020, Taiwan (R.O.C.)
	13F., No. 395, Sec. 1, Linshen Rd., East Dist., Taichung City 401031, Taiwan (R.O.C.)
	20F., No. 6, Minsheng 2nd Rd., Qianfeng Dist., Keelung City 906015, Taiwan (R.O.C.)

SYSKOM Computer Engineering Company

- Types of GHGs included: CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃
- The IPCC 2021 AR6 GWP values are applied in the inventory.
- GHG information for the following period was verified on 03, Mar., 2025 to 18, Mar., 2025

Page 2 of 3

TUVNORD

The GHG emissions are described as below:

GHG emissions categorization	Description	GHG emission (tonnes of CO ₂ e per year)
Direct Emissions/ Category 1	Occur from GHG sources inside organizational boundaries and that are owned or controlled by the organization.	45.0894
Energy Indirect Emissions	Category 2 Indirect GHG emissions from imported energy	1,438.3460
	Category 3 Indirect GHG emissions from transportation	203.8994
	Category 4 Indirect GHG emissions from products used by an organization	309.3363
	Category 5 Indirect GHG emissions associated with the use of products from the organization	Undisclosed
	Category 6 Other sources	Undisclosed
Direct Emissions and Indirect Emissions		1,886.671

The GHG emissions categorization are based on Annex B of ISO14064-1:2018.
Intended User of Verification Opinion: Organizations use for their own reference.

Confidentiality
The reports and appendix are not allowed to be edited, duplicated, or published without the clients' agreement.

Avoidance of Conflict of Interest
The reports was verified with fairness and honesty.

Verifiers Group
According to the above opinion was judgement by TUV NORD.

Verification Body
at TUV NORD Taiwan Co., Ltd.

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

Further clarifications regarding the scope of this opinion and the applicability of the standard may be obtained by consulting the organization
TUV NORD Taiwan Co., Ltd. Room A1, 9F, No. 333, Sec. 2, Tun Hua S. Rd., Taipei, Taiwan www.tuv-nord.com/tw/en

Page 3 of 3



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THE SYSCOM GROUP