SOFT WORLD

智冠科技股份有限公司

2023

永續報告書
Sustainability Report

CONTENTS

Foreword

Message from Management

Taiwan's gaming industry holds a unique position in the global digital entertainment market. Sectors such as mobile games, PC games, and e-sports are all showing growth trends. However, Taiwan's open gaming market also faces fierce competition from around the world. Despite this, in 2023, thanks to the concerted efforts of all Soft-World employees, our overall revenue performance achieved the second-highest record in nearly 13 years. As an industry leader, Soft-World Group will continue to strengthen our core services and pursue diversified operations to enhance corporate resilience. Building on our three main business groups—digital games, online marketing and advertising, and financial technology—we are initiating cross-disciplinary and cross-industry collaborations to create a diversified service ecosystem.

Having been deeply involved in Internet application services for many years, Soft-World now covers many aspects of daily life. To open up broader development opportunities, this year we have formed cross-industry alliances. We are integrating the services of Soft-World's three main business groups with Taiwan Steel Group's health and sports business group (including team events, leisure tourism, fitness, etc.) and network communication business group. By combining the resources and advantages of both parties, we are exploring new market areas. We aim to achieve five synergistic effects—resource sharing, membership multiplication, brand collaboration, cross-industry innovation, and social responsibility—thereby creating significant value for future corporate growth.

Soft-World Group's efforts have also received widespread recognition. We have been selected for five consecutive years among the top 6%–20% of listed companies in the Taiwan Stock Exchange's "Corporate Governance Evaluation." We were awarded the Gold Award in the "2023 Happy Enterprise" for the technology R&D industry by 1111 Job Bank. Our subsidiary NewWeb Technology obtained registration from the Ministry of Digital Affairs as a "Third-Party Payment Institution." EFUN was recognized as a "LINE Display Ads Gold Partner" and a "LINE Official Account Silver Partner," among other accolades. These external honors not only affirm our corporate governance but also motivate us to promote the company's sustainable development.

The Soft-World Technology, Culture and Arts Foundation has been promoting culture and the arts for many years, assisting multiple music groups and local organizations in hosting art exhibitions and related activities. We continuously cultivate aesthetic literacy and deepen community relationships to support arts and cultural education. On the environmental front, in addition to committing to product digitization, we continue to promote environmental protection and energy conservation. This year, we actively replaced high-energy-consuming electrical appliances, leading to a decrease in carbon emissions for five consecutive years. We have strengthened internal advocacy on air pollution prevention, water resource conservation, and waste management to enhance employees' environmental awareness and achieve the goal of reducing environmental impact.

We deeply understand Soft-World Group's influence on the economy, environment, and society, and we are fully aware of the sustainable development responsibilities we bear as a corporate citizen. As the group and its partners continue to expand, we will further deepen partnerships with stakeholders such as employees, associations, communities, shareholders, and customers. By listening to all voices and heeding valuable advice, we aim to continuously understand needs and exert positive influence, promoting more beneficial changes and embracing a sustainable future together.

Soft-World Chairman

王俊博

About this Report

This report is the Sustainability Report issued by Soft-World International Corp. (hereinafter referred to as "Soft-World" or "the Company") since 2020. Through the publication of this report, we aim to inform stakeholders about the Company's policies, measures, and achievements in fulfilling social responsibility under the goal of sustainable operations. At the same time, we disclose Soft-World's perspectives and responses to important issues in the three major aspects of environmental, social, and governance (ESG) during our sustainable development journey.

Boundaries and Scope of the Report

The scope and data collection of this report have considered the characteristics of our business and the relevance of major issues concerning stakeholders in 2023. The reporting period is from January 1, 2023, to December 31, 2023. The financial performance and related information disclosed in this report are based on the International Financial Reporting Standards (IFRSs). All relevant financial data are extracted from the consolidated financial statements of the Company and its subsidiaries, which have been audited by an accounting firm. For detailed information on the consolidated financial statements, please refer to the 2023 Annual Report. The performance presented in the report primarily focuses on the Taiwan region, and all amounts are denominated in New Taiwan Dollars (NT$). The data in this report are derived from internal statistics and surveys. Statistical figures are calculated based on internationally accepted standard indicators and are presented using commonly recognized numerical descriptions.

Reporting Guidelines

In order to ensure the reliability of the public information in this report, the standards for each statistic are as follows:

Issuing Entity	Standards Adopted
Global Reporting Initiative, GRI	GRI 2021 Standards
United Nations,UN	Sustainable Development Indicators
Taiwan Stock Exchange	Code of Practice for Sustainable Development for Listed Over-the-Counter Companies Operational Measures for Preparing & Submitting Sustainability Reports for Listed Companies

Contact Us

Contact person: Financial Administration Department /Ms. Yang
Phone Number: +886-2-2788-9188#396
Contact- Email: CSR@soft-world.com.tw

Time of Publishing

Our company voluntarily prepares and publishes the "Soft-World Sustainability Report".
This report can be downloaded from the official website of Soft-World and the Market Observation Post System.
Publication Date: August 2024

Download the Sustainability Report

01 Soft-World Overview

1.1 General Information

With service as the core of its business, Soft-World Technology has been deeply involved in Taiwan's digital content industry for nearly 40 years, being active in in-house game research and development, game agency operations, channel distribution and promotion, etc., bringing a rich game entertainment experience to consumers. We providing game distribution and related services required for operations and have good cooperative relationships with global game companies, establishing a service platform between players and game companies, and becoming an important promoter of game distribution. Faced with the diverse challenges of the development of Internet technology, Soft-World has gradually expanded its business areas and established three core business groups: digital games, online advertising and marketing, and financial technology. It connects the company's operating resources and experience to lay out a complete industrial service chain, adhering to the brand spirit of "active, face-to-face, in-depth and positive", deeply understanding the service needs of all walks of life, and using diversified strategies to improve business performance.

Soft-World Technology was listed on the OTC in March 2001. It was the first gaming company in Taiwan and the first cross-strait stock to be listed on the OTC. It is the largest game software distributor in Taiwan.

In the gaming industry, Soft-World Group has R&D, agency, operation and channel marketing capabilities, and has complete vertical integration advantages. At the same time, in response to the huge demand for information digitization and e-commerce, we also actively deploy cloud services and network services. In the fields of marketing media and financial payment, the group's annual revenue accounts for more than 40% of Taiwan's gaming industry, firmly occupying the leading position in the gaming industry.

Looking forward to the future, Soft-World will use and strengthen its digital content operation strength, deepen community operations, provide diversified services to create greater business opportunities, and continue to expand the scale of our operations in Taiwan, Hong Kong and Macao.

Date of Establishment
July 1983

Stock code
5478

Date of Listing
March 2001

Industry Category
Cultural & Creative Industry

Taipei Sales Office Address:
No. 99-10, Section 2, Nangang Road, Taipei City

Taichung Office Address:
No. 507, Section 1, Fengxing Road, Tanzi District, Taichung City

Head Office Address:
13th Floor, No. 1-16, Kuojian Road, Qianzhen District, Kaohsiung City
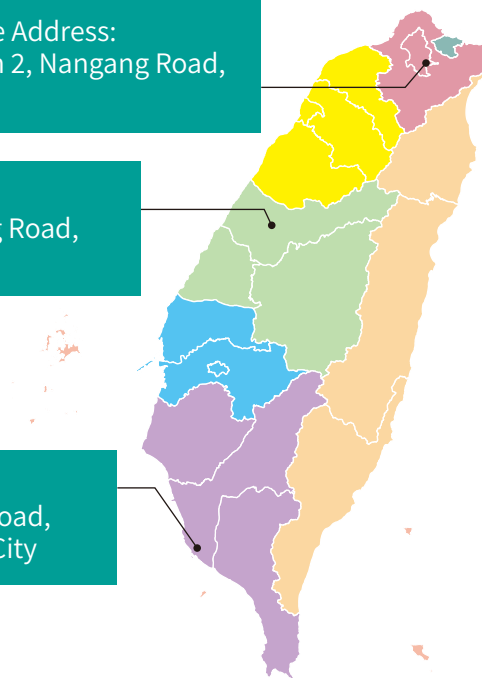
1.2 Operational Overview

MyCard	"MyCard" digital points collaborate with thousands of games and digital entertainment services. Users can purchase MyCard points not only at Taiwan's four major convenience store chains and other major retail channels but also quickly top up via credit cards, telecoms billing, mobile payments, and other methods.
	Conducted in-house research and development, agency operation, and distribution of online games and mobile games.
e-PLAY www.e-PLAY.com.tw	The e-PLAY physical store sales platform provided various game point cards, virtual treasure product packages, game peripherals and other entertainment products.
	We provided interactive audio and video platform advertising support services. Provided digital marketing and online advertising services.
魅力角設 IDEA / EVENT / DESIGN	Specializing in various exhibitions and event planning, design, and execution, our services encompass event creative ideation, all types of spatial arrangements, and corporate image design.
	We offer a diverse range of cloud services across platforms like Google, Amazon, Azure, Alibaba, Tencent, HUAWEI. We assist clients in analyzing their current situation to provide solutions that best meet their needs.
PAY	Provided collection and payment services, mobile payment cash flow applications and value-added services.
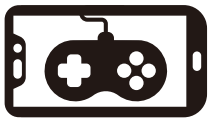
1.3 Operational Performance

Facing a rapidly changing market environment and challenges, our company continues to maintain a flexible and diversified operational strategy. We have deepened our services in the digital games, online advertising and marketing, and fin-tech business sectors, while extending our business reach and expanding into overseas markets. Looking back on 2023, Soft-World Group achieved steady growth through the joint efforts of all our colleagues. Soft-World's game distribution and marketing made stable contributions, continuously expanding the scale of our game product services. The payment collection and disbursement business of our subsidiary NewWeb also exhibited a growth trend. In 2023, the company's after-tax earnings per share, return on equity, and return on assets were NT$7.09, 11.07%, and 5.31%, respectively, rewarding long-term investors with a stable dividend policy.

Soft-World's Financial Performance Over the Past Three Years

Unit: NT$1 million
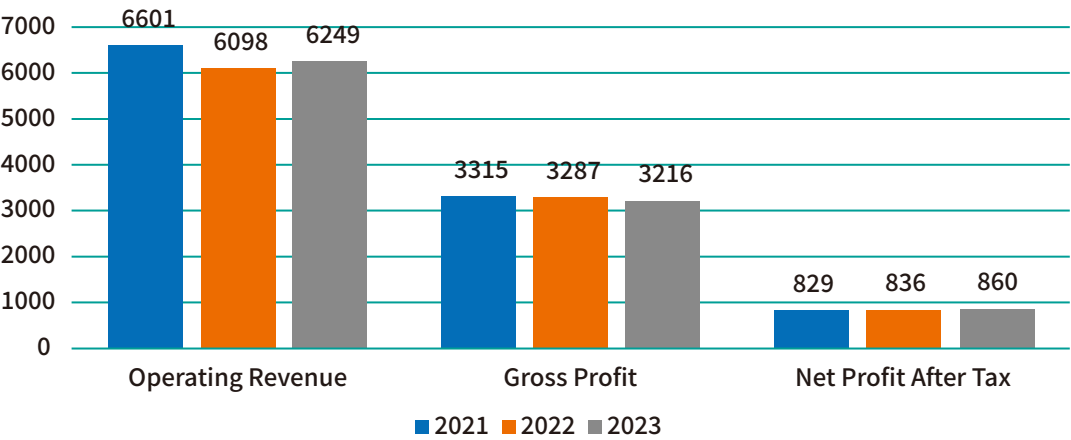
Item		2021	2022	2023
Return on Assets (%)		6	5.48	5.31
Return on Equity (%)		11.54	11.25	11.07
Ratio of Paid-in Capital (%)	Operating Net Profit	82.66	77.02	76.48
	Net Profit Before Tax	86.99	86.9	88.84
Net Profit (%)		13.23	14.46	14.32
Earnings Per Share After Tax (NT$)		6.84	6.9	7.09

1.4 Organizational Structure

Company Organizational Chart as of December 31, 2023

```
                                    Shareholders
                                      Meeting
                                         |
  Salary & Remuneration  ———  Board of Directors  ———  The Audit Committee
       Committee
                                         |
                                         ———————————  The Audit Department
                                         |
                                The Office of the CEO
                                         |
                                 General Manager's
                                      Office
                                         |
  ┌──────┬──────┬──────┬──────┬──────┬──────┬──────┬──────┬──────┬──────┐
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| IP Literature Management Office | Group Resource Management Office | Gaming Music Development Division | International Business Division | Business Cooperation Office | Product Development Department | Legal Affairs Office | The Office of the Secretary | Sales Management Center | Financial Management Center |

1.5 Investment Structure

1.6 Soft-World Major Events & Operational Changes

1983 "Soft-World" was established

2000 "Chinese Gamer International Corporation" was established.

2001 "Soft-World" was listed on the OTC market, becoming the first gaming company to be listed on the OTC market.

2004 "Chinese Gamer International Corporation" was listed on the OTC market.

2006 Released MyCard universal game points card.

2010 Built the top-notch digital synchronized recording studio "Soft-World Music Multimedia Center".

2011 Become Facebook's designated cash flow partner in the Asia-Pacific region and issue "MyCard Facebook Top-up Card". "Fast Distributed Cloud Computing Co." expands IT resource management and cloud services.

2013 Expanded into the third-party payment business and established a financial technology business group. Obtained LINE's points cooperation rights in Taiwan and issued "MyCard LINE Top-up Cards".

2015 Entered the digital marketing and online advertising business, and established the online advertising and marketing business groups "EFUN International" and "AD Media (Taiwan) Corporation".

2016 Obtained a business license as a specialized electronic payment institution.

2018 The financial technology business group merged with "Neweb Technology" through equity conversion, and our subsidiary "Pay2go" company was renamed "ezPay".

2022 The number of members of the MyCard digital point platform exceeded 6.5 million, and the global promotion plan was simultaneously launched to continue to open up multiple languages and connect multiple payment tools.

2023
◆ EFUN becomes an authorized advertising agency partner of LINE Thailand.
◆ Chinese Gamer International Corporation launches the Thai version of its self-developed mobile game "Fairyland M".
◆ Game Flier agents the online game "Dragon Oath Online: Master Edition".
◆ Neweb Technologies launches the "Buy Now, Pay Later" service "Fula Pay".

1.7 Soft-World List of Honors & Awards

1997
- ◆ "Heroes of Jin Yong" won the "Top RPG Award" selected by Style Game Magazine.
- ◆ "Zu: Warriors from the Magic Mountain" won the "Best Domestic Product Role-playing Category Award" selected by the Taipei Computer Association.

1998
- ◆ "Heroes of Jin Yong" won the Best Director Award at the "Game Awards" selected by Computer Gamer Magazine.
- ◆ "Ghost Arrow" won the "Best Domestic RPG and Game of the Year Award" by Style Game Magazine

1999
- ◆ We won the third place in the "Top 100 Fastest-Growing Medium-sized Enterprises" selected by CommonWealth Magazine.

2000
- ◆ We won the "Kaohsiung Industry Award and Kaohsiung New Industrial Powerhouse" issued by the Kaohsiung City Government.
- ◆ We won the "Best Marketing Creativity Award" at the Chinese New Year Special Computer Exhibition and the Multimedia Exhibition.

2001
- ◆ "Royal Tramp II" won the Best Music Game Award at the Computer Gamer Magazine's "Game Awards".
- ◆ Won the "GAME STAR" Best Release Award.

2002
- ◆ "Feng Yun", "Royal Tramp I", and "The Seventh Seal" won the National Quality Award and the Gold Medal Award.
- ◆ "Princess Baleng and the Snake King" won the "Game Academy Award" for Best Product Packaging by Computer Gamer Magazine.
- ◆ "Zu: Warriors from the Magic Mountain" won the "GAME STAR" Award for Best Music and Sound Effects, and "The Legend of Martial Arts Heroes" won the Best Domestic Self-made Development Game Award.

1.7 Soft-World List of Honors & Awards

2003
◆ "The Seventh Seal" won the "GAME STAR" Special Jury Award.

2004
◆ Awarded the first "Taiwan Excellence Brand" in the information technology category by the Taiwan External Trade Development Council, it was the only gaming company to receive this award.

2005
◆ Awarded the second "Taiwan Excellence Brand" recognition by the Taiwan External Trade Development Council.

2009
◆ Chairman, Wang Chun-Po was selected as one of the "Top Ten Most Influential Figures in China's Online Game Industry Over the Past Decade."

2011
◆ Awarded the first Golden Laurel Award for "Outstanding Shareholder Returns" by the Taipei Exchange.

2014
◆ Received two honors, "Promotion of Employment" and "Market Value Contribution," at the second Golden Laurel Awards by the Taipei Exchange.
◆ The PMD service of Soft-World also received the title of "Growth Partner with Facebook in 2014."

1.7 Soft-World List of Honors & Awards

2019
- ◆ Awarded the 6th "Corporate Governance Evaluation" by the Taiwan Stock Exchange, ranking among the top 6%-20% of OTC listed companies.
- ◆ Honored with the "2019 Kaohsiung Model Enterprise Leadership Award" by the Economic Development Bureau, Kaohsiung City Government receiving recognition for Exemplary Leadership and the Judges' Grand Award.
- ◆ Chairman, Wang Chun Po, was selected as one of the "100 MVP Managers" by the Manager Today magazine for the year 2019.
- ◆ Subsidiary, EFUN, was awarded the "Google 2019 Premier Partner Awards App Excellence Award."

2020
- ◆ Subsidiary, EFUN, was honored with the "2020 LINE Ads Platform Certified Partner Award"
- ◆ Awarded the 7th "Corporate Governance Evaluation" by the Taiwan Stock Exchange, ranking among the top 6%-20% of OTC listed companies.

2021
- ◆ Subsidiary, EFUN, was awarded the "Google 2021 Premier Partner Awards- Expansion of the Application Business."
- ◆ Awarded the 8th "Corporate Governance Evaluation" by the Taiwan Stock Exchange, ranking among the top 6%-20% of OTC listed companies.

2022
- ◆ Subsidiary, EFUN, was honored in 2022 with the "LINE Display Advertising Authorized Silver Partner" and "LINE Official Account Distribution Certified Partner" awards.
- ◆ Awarded the 9th "Corporate Governance Evaluation" by the Taiwan Stock Exchange, ranking among the top 6%-20% of OTC listed companies.

2023
- ◆ Honored with the "2023 Happy Enterprise" Gold Award in the Science and Technology R&D Industry by 1111 Job Bank.
- ◆ Awarded the 10th "Corporate Governance Evaluation" by the Taiwan Stock Exchange, ranking among the top 6%-20% of OTC listed companies.
- ◆ Subsidiary, NewWeb Technology, received the "Outstanding Business Award for the Use of Electronic Invoices" for the year 2023, and successfully completed the "Third-Party Payment Institution Capability Registration" with the Ministry of Digital Affairs.
- ◆ Subsidiary, EFUN, was recognized as a "LINE Display Advertising Gold-Level Partner" and a "LINE Official Account Silver-Level Reseller Partner" for the year 2023.

02 Sustainable Management

Sustainable Management & Responsible Development

We at Soft-World see service as our core business. We stick to a diversified business strategy and continue to layout a diversified service ecosystem in the Internet industry. Our activity includes digital games, online marketing advertising and financial technology businesses, and consolidates operating niches in each business field to create long-term operating performance and market size growth. We at Soft-World uses our one-stop service advantage to deepen brand service value and are committed to sustainable development. We listen to the opinions of stakeholders and fully and take their feedback seriously. Soft-World is fulfilling its corporate social responsibility and injecting positive influence into society, culture, education, environment, as well as other fields.

In order to practice corporate sustainability and promote economic, environmental and social progress to achieve the goal of sustainable development, our company has formulated a "Code of Practice for Sustainable Development" for colleagues to abide by. Relevant departments have established a sustainable development promotion team. Regular meetings are held to plan strategies and actions to promote ESG. The implementation of sustainable development is reported to the board of directors regularly every year.

The company deeply understand Soft-World Group' s influence on the economy, environment, and society, and we are fully aware of the sustainable development responsibilities we bear as a corporate citizen. As the group and its partners continue to expand, we will further deepen partnerships with stakeholders such as employees, associations, communities, shareholders, and customers. By listening to all voices and heeding valuable advice, we aim to continuously understand needs and exert positive influence, promoting more beneficial changes and embracing a sustainable future together.

2.1 Stakeholders

The company has identified major stakeholders based on its operating characteristics and through cross-department meeting discussions, including shareholders (investors), employees, customers, suppliers and government agencies.

2.2 Identification and Discussion of Material Topics

Soft-World refers to the AA1000 Accountability Principles and Standards, Global Reporting Initiative (GRI) standards, international sustainable development trends, and major items of discussion of domestic peers. The sustainable management team reviews the company' s environmental, social and corporate governance aspects. Risk assessment and response measures are carried out through a five-step cycle of collection, identification, sorting, confirmation and review, and major items of discussion are given attention in cross-department meetings.

Regarding the rights and interactions of stakeholders, the company website has a "Stakeholder Area". Via systematic analysis, problems can be responded to and improved immediately, and major issues can be identified through the business transactions of various departments to understand whether an effective response is being provided to the feedback from all stakeholders.

2.3 Description of the Impact of Material Topics

Type	Material topics	GRI Standards Disclosure Item	Pertinent Sustainable Development Goals	Pushing the Boundaries					Management Policy
				Internal	External				
				Employees	Suppliers	Customers	Investors	Government	
	Corporate Governance	General Disclosures	12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 13 CLIMATE ACTION	●	○	○	●	○	Based on integrity, Soft-World is committed to establishing good corporate governance, strengthening corporate stability and increasing operational transparency, thus building a solid cornerstone for sustainable corporate operations.
Eco-nomic	Business Performance	201-Economic Performance	8 DECENT WORK AND ECONOMIC GROWTH	●	●	○	●	○	Soft-World is committed to adhering to a flexible business strategy with an Internet group service covering digital games, online advertising and marketing, and financial technology business areas, continually diversifying its operations, expanding its industry market share, continually making internal adjustments and improvements in response to market changes to enhance the core competitiveness of the enterprise.
	Risk Management	417-Marketing & Labeling 2-27-Compliance with Regulations	12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 13 CLIMATE ACTION	●	●	○	○	●	In order to achieve corporate management and control goals, Soft-World reduces or transfers potential threats and obstacles and establishes relevant risk management systems, from risk identification, risk assessment, risk response, risk supervision, control activities to communication reporting.
	Ethics & Integrity (Integrity Management)	205-Anti-Corruption		●	●	●	●	○	Soft-World complies with the relevant laws and regulations promulgated by the competent authorities, formulates various internal operating procedures, continually pays attention to legal regulations and relevant legal developments, formulating internal regulations to conduct business in accordance with the laws and regulations of the governments of the countries where each operating base is located.
Social	Customer Privacy & Information Security	418-Customer Privacy		●	○	●	○	○	Each subsidiary of Soft-World has formulated relevant response measures and management standards in accordance with the "Personal Data Protection Act", "Information Security Management Act" and the laws and regulations of relevant competent authorities, and continues to invest resources and maintain information management systems to achieve the goal of protecting customers privacy.

Type	Material topics	GRI Standards Disclosure Item	Pertinent Sustainable Development Goals	Pushing the Boundaries					Management Policy
				Internal	External				
				Employees	Suppliers	Customers	Investors	Government	
Social	Product Responsibility & Innovation	General Disclosures	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	●	●	●	○	○	We are committed to consolidating the development of all areas of the game industry, building a complete industry service chain with access, IP, R&D, agency, art, and music, and continuing to develop special services, strengthen competitive advantages, and enhance core technical strength.
	Customer Rights & Services	General Disclosures		●	○	●	○	○	We ensure continuous improvement of service quality and devote ourselves to customer service management and optimization systems to improve user satisfaction and reduce customer complaints.
	Employee Benefits	405-Employee Diversity & Equal Opportunities	10 REDUCED INEQUALITIES	●	○	○	○	○	Soft-World selects and employs personnel according to the qualifications of each position. The salary of personnel at all levels does not differ based on gender. We implement diversity in the workplace, adhere to the principles of openness and fairness, and eliminate discrimination in hiring and employment, etc., prohibit harassment, respect the right to privacy, and strive to create a working environment with equal opportunities, dignity, safety, equality, and freedom from discrimination and harassment. We are committed to creating a good working environment and issue year-end bonuses, performance bonuses, and a Chinese New Year banquet based on operating conditions. Lottery, annual gifts, etc., and an employee welfare committee is established to provide employees with various welfare measures, further education, training, as well as labor-management agreements and various employee rights and interest protection measures every year, to plan and provide high-quality benefits for colleagues. For example: birthday gifts, Dragon Boat Festival gifts, Mid-Autumn Festival gifts, start-up gifts, labor gifts, Christmas gifts, wedding and funeral gifts, injury and illness consolation gifts, quarterly dinner allowances, department travel allowances, special accommodation hotels, special store discounts, employee group insurance, annual health examinations, special professional medical consultations, etc.
	Talent Recruitment & Training	404-Training & Education	4 QUALITY EDUCATION	●	○	○	○	○	
	Labor Rights & Equality	401-Labor-Employer Relations 406-No Discrimination	10 REDUCED INEQUALITIES	●	○	○	○	○	
	Workplace Safety & Hygiene	403-Occupational Safety & Hygiene	8 DECENT WORK AND ECONOMIC GROWTH	●	○	○	○	○	

Type	Material topics	GRI Standards Disclosure Item	Pertinent Sustainable Development Goals	Pushing the Boundaries					Management Policy
				Internal	External				
				Employees	Suppliers	Customers	Investors	Government	
Social	Social Care	413-Local Community		●	●	●	○	●	In addition to focusing on the development of the industry, Soft-World has fulfilled social responsibilities such as consumer rights and social public welfare, made donations and encouraged employees to participate in social donations when emergency crises occur in society.
Environ-mental	Energy & Greenhouse Gas Management	302-Energy 303-Water & Waste Water 305-Emissions	7 AFFORDABLE AND CLEAN ENERGY	●	●	○	○	○	Due to industrial characteristics, and there is no direct output of harmful environmental pollutants. However, the computer equipment room and the electricity employees need for work do not contribute to carbon reduction, but we still actively cooperate with the government's carbon reduction policy.
	Environment & Energy Resource Management	301-Materials	13 CLIMATE ACTION 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	●	●	○	○	○	We monitor our electricity and water consumption every year. After 3 years, we reduced electricity and water consumption by 1%. We are committed to strengthening energy conservation and improving energy use.

2.4 Communication with & Feedback from Stakeholders

Stake-holders	Relationship with Soft-World	Issues in Focus	Communication Channel	Communication Frequency	Highlights of Stakeholder Communication Achievements
Employees	Employees are important partners and assets of the company. Cultivating talents and attaching importance to employees will drive the company's competitiveness and industrial creativity.	・Labour relations. ・A safe workplace environment. ・Talent recruitment & employee benefits.	・The company's internal website, email, and the employee area on stakeholder area set up employee areas ・Employee Welfare Committee ・Vocational & Health Committee ・Labor & Capital Meeting	(Non-periodical) (Quarterly) (Quarterly) (Quarterly)	・We have provided employee opinion channels and hold regular labor meetings. ・100%of employeesparticipate in performance assessment and evaluation. ・Operating performance meeting.
Customers	Provide good service quality. High-quality customer service meeting customer needs and expectations. Personal information security protection.	・Servicing consumer issues and monitoring the handling process. ・Regular customer satisfaction surveys are conducted. ・Provide a channel for customer appeals and a customer service line.	・Customer questionnaire & satisfaction survey ・Setting up consumer appeal channels in the stakeholders' area & providing a customer service line	(Non-periodical) (Non-periodical)	・We continue to treat each customer with care and patience and are more committed to the management and optimization of customer service systems. ・In order to fulfill our social responsibility, we actively cooperate with the prosecution and prevention of various fraud cases. ・In 2023,there were no violations of government regulations or cases of punishment.
Investors	The support and trust of shareholders and investors is the driving force for the steady development and growth of Soft-World. The company takes the mission seriously of creating stable and good investment remuneration, and transparently makes opera-tion and financial information available.	・Competitive industrial environ-ment. ・Innovate research & development & service advantages. ・Operating performance & dividend policy. ・Company governance & integrity.	・Shareholders' meeting ・Corporation briefing ・Annual report & ESG report ・Publish financial reports ・Publish revenue performance ・International & domestic investor meetings & forums ・Material information notice ・The Company's website has an investor area as a contact point	(Yearly) (Yearly) (Yearly) (Quarterly) (Monthly) (Non-periodical) (Instant)	・We held meetings such as shareholders' meetings, corporation briefings, and investor discussions to communicate with shareholders/investors regarding industry and market development trends, operating growth strategies and profitability. ・We created a multi-pronged approach, deeply-rooted in the industry itself and in good operating performance to maximize the rights and interests of shareholders. ・Actively promote corporate governance and reach the top 6% to 20% on the company's "Corporate Gover-nance Evaluation"
Suppliers	Soft-World views suppliers as the first part of sustainable operation to achieve good quality products on a long-term basis.	・Product quality & liability. ・Information security & privacy guarantee. ・The supply chain is continuously managed.	・Provide proper consultation & assist suppliers to solve various problems ・Visits of professionals, telephone calls, conferences & email ・Set up supplier complaint lines and email contact in the stakeholders' area	(Non-periodical) (Non-periodical)	・We have strengthened information security and privacy guarantees and created a coordinated environment for sharing prosperity with suppliers. ・We worked together with manufacturers to promote sustainable and environmental protection policies, and to maintain a sustainable ecological environment. ・Suppliers signed a sustainability business statement.
Govern-ment	Soft-World is an OTC company, which is supervised and managed by relevant government agencies, follows government regulations, and promotes enterprise development	・Corporate governance. ・Following the law. ・Risk management. ・Financial transaction safety.	・Official documents, email or telephone communication, on-site inspection ・Participating in the policy briefings, seminars and public hearings organized by competent authorities or peripheral stocks and bonds entities	(Non-periodical) (Non-periodical)	・The business of Soft-World and our subsidiaries is in compliance with relevant government regulations and strives to establish good two -way communication with government entities. ・The reports to the competent authorities were submitted as scheduled. There were no cases of violations of regulations or any fines levied against us.

2.5 Communication Channels between Stakeholders & Soft-World

Stakeholders	Issue in Focus	Platform for Reporting Issues		
Consumers	Customer privacy and information security, customer rights and services, product services and quality	MyCard customer service: service@mycard520.com.tw MyCard customer service hotline: (02)2651-0754		
Investors	Company governance, risk management, profitability, dividend policy	Soft-World Investor Relations Room: ir@soft-world.com.tw Mr.Liu (02)2788-9188#598/(07)815-0988#225		
Partner Companies	Business integrity (anti-corruption)	MyCard customer service	(02)2651-0754	service@mycard520.com.tw
		MyCard Broker-Dealer Cooperation	(02)2788-9188	bd@soft-world.com.tw
		e-PLAY Business Cooperation	(02)2788-9188#228	fukuo@soft-world.com.tw
		Double MyCard Platform Cooperation	(02)2788-1111#213	efunads.bd@soft-world.com.tw
		Gamexpress Program Cooperation	(02)2653-0566#132	gamenews@soft-world.com.tw
		Gamexpress Magazine Cooperation	(02)2788-9188#368, #188	gamenews@soft-world.com.tw
		TV Advertisement, Audio & Video Shooting Cooperation	(02)7722-0111#122	karenhsieh@soft-world.com.tw
		Soft-World All Media News Information	(02)2788-9188	gamenews@soft-world.com.tw
		Charisma Design	(02)2653-0566#249	tako0705@soft-world.com.tw
		Media Relations	(02)2788-9188#221, #538	pr@soft-world.com.tw
Employees	Store employees & talent development health & workplace safety, human rights	Employee Suggestion Email: suggest@soft-world.com.tw Sexual Harassment Hotline Email: protect@soft-world.com.tw Mr.Yang(02)2788-9188 #229		
Social Community	Reports, suggestions, or queries about Soft-World operations or employees that have fallen short regarding moral integrity or who are involved in illegal issues.	Whistleblower Email: whistleblower@soft-world.com.tw Mr.Yang(02)2788-9188 #229		

03 Corporate Governance

Corporate Governance, Business Integrity

As Taiwan's first OTC game software business, Soft-World strives to practice corporate social responsibility and promotes economic, environmental and social progress, thus following international trends. The responsibility of corporate citizens is to improve the national economy, improve the quality of life of employees, communities, and society, and promote the competitive advantage of sustainable development. Soft-World has always established relevant rules for corporate governance systems incorporating the principles of protecting shareholders' rights and interests, strengthening the functions of the board of directors, respecting the rights and interests of interested parties, and improving information transparency, such as: "corporate governance practical regulations", "business integrity regulations", "moral rules and codes of behavior", and "Sustainable Development Practical Regulations". These are the standards that all our employees follow.

In the tenth "Corporate Governance Evaluation", Soft-World Technology consistently maintains an excellent rating within the 6% to 20% range, fully affirming Soft-World's long-term commitment to implementing and continuously enhancing its corporate governance systems, demonstrating both its determination and effectiveness.

3.1 Corporate Governance Structure

Based on the Republic of China's Corporate Law, Securities Trading Law, and relevant company governance regulations, Soft-World has formulated an effective corporate governance structure, continuously improving management performance, and protecting investors and other stakeholders' rights and interests.

The Audit Committee and the Compensation Committee established under the Company's Board of Directors assist in performing supervisory duties. Each committee's charter has been approved by the Board of Directors, and all committees are composed entirely of independent directors. In order to implement corporate governance and strengthen the functions of the director, the company has a corporate governance dedicated unit in accordance with the "Corporate Governance Practical Regulations". The Finance Administration Department is over this unit and takes the lead in corporate governance. This unit is responsible for carrying out matters related to corporate governance and serves as the secretary for meetings of the board of directors. Its main role is to make provisions for the board of directors and its members, to handle the matters related to the meeting of the board of directors and the shareholders' meeting, to record the minutes of the meeting of the board of directors and the shareholders' meeting, to assist the directors to take office and continually give them updates, to provide the information the directors require to carry out their business, to assist the directors to follow the law, articles of association, corporate articles of association, matters specified by the contract, the operation of the company's governance, and the implementation of effective and sustainable business approaches.

Shareholder Meeting
The Audit Committee
Salary & Remuneration Committee
Board of Directors
The Audit Department
Management Team
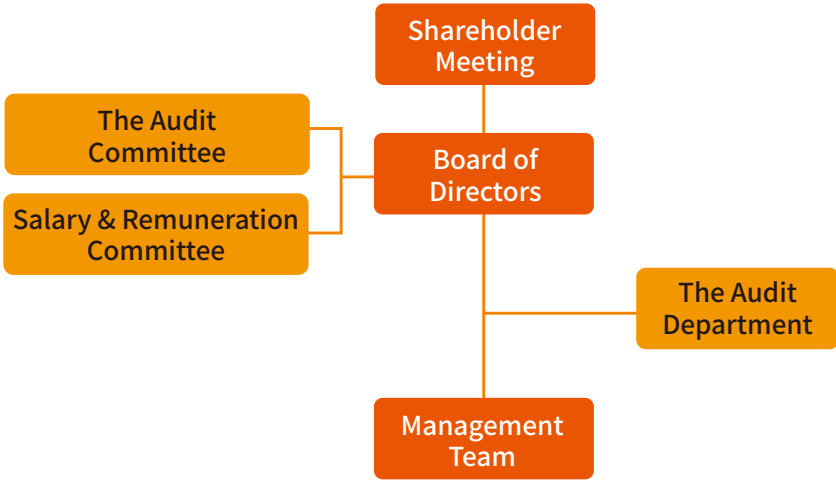
December 31, 2023
Corporate Governance Structure

3.1.1 Operations of the Board of Directors

The company's Board of Directors guides corporate strategy, supervises management, and makes decisions on important operational matters, financial and accounting issues, internal audit matters, major mergers and acquisitions, investment planning cases, and more. When discussions and votes involve conflicts of interest, directors recuse themselves in accordance with the law and do not proxy for other directors to exercise their voting rights, thereby protecting the rights and interests of stakeholders. They also comply with all laws, the company's Articles of Association, and various corporate governance practices and arrangements to ensure the Board fulfills its responsibilities.

In order to protect our shareholders' rights and interests, strengthen the functions of the board of directors, give full play to the functions of the audit committee, respect the interests of the stakeholders in line with the "corporate governance practical regulations" and the overall configuration of the board of directors, the company promotes diversity in its operations, organization and development needs, including but not limited to diversity with regard to gender, age, nationality, culture, professional background, professional skills and industrial experience. The appointment of the board of directors of the company is based on the principle of competence.

In 2023, the board of directors of Soft-World was convened 5 times, and the attendance rate of directors and independent directors was 96%, which is quite high. In addition, in order to reduce and disperse the risk of major damage to the company and shareholders due to errors or negligent behaviors, the company has liability insurance for purchase liability for the scope of its executive business according to law during the member's term of office.

In order to establish performance goals to strengthen the operational efficiency of the board of directors, Soft-World regularly evaluates the board of directors, individual directors, and functional committees, and reports to the board of directors. In 2023, the results of the board of directors and members of the board of directors and the self-assessment of the functional committees of the board were excellent. Actively assisted members of the board of directors to participate in the financial, risk management, commerce, accounting, legal, corporate social responsibility of the company's governance, information technology applications and Artificial Intelligence. In 2023, all Soft-World board members and corporate governance directors met the required training hours.

Gender Distribution

Female 40%
Male 60%

Age Distribution

Under 50 20%
65-75 years old 40%
56-65 years old 40%

Distribution of Independent Directors

Independent 40%
Other Directors 60%

Distribution of Directors' Professional Competence

Industry
Accounting
Legal Expertise
Decision-Making Ability
Leadership
International Market Perspective
Industry Knowledge
Crisis Management Ability
Business Management Ability
Accounting and Financial Analysis Ability
Operational Judgment Ability

0   5   10

The company's board of directors consists of ten directors (including 4 independent directors), and the tenth iteration includes 2 female members (including 1 of the independent directors), and female directors account for 20% of all directors. The members of the board have professional backgrounds such as law, accounting and finance, and each have their own business sense, accounting and financial analysis, business management, crisis treatment, industrial knowledge, international market views and leadership and decision-making capabilities, making for a diversified approach and well-rounded results.

3.1.2 Board of Directors & Functional Committees

Directors of various functional committees

Board of Directors	Salary Committee	The Audit Committee
The board of directors must discuss the following matters: I. The company's operation plan. II. The annual financial report and the second quarter financial report that must be checked and endorsed by an accountant. III. According to the assessment of the internal control system and the effectiveness of the internal control system in accordance with the provisions of Article 14 of the Securities Trading Act (hereinafter referred to as the Securities Trading Act). IV. In accordance with the provisions of Article 36.1 of the Securities Trading Act, the processing procedures for setting or amending or revising obtained assets or assets with liens, engaging in derivative commodity transactions, fund loans and others, endorsing or providing guarantees with regard to major financial business behaviors for others. V. Funding, issuance or private funding for negotiable securities with equity rights. VI. Appointing and dismissing finance and accounting personnel as well as internal audit supervisors. VII. Donations to concerned parties or major donations to non-concerned parties.. However, due to the public welfare nature of major natural disaster relief effort donations, the board of directors can ratify it retroactively next time. VIII. According to Article 14.3 of the Securities Trading Act, others legal resolutions in connection with the shareholders' meeting or the meeting of the board of directors or the major matters stipulated by the competent authority.	I. Regularly review the organizational rules of the Salary Committee and make suggestions for correction. II. Set and regularly review performance evaluation standards, annual and long-term performance goals of directors and managers, policies, systems, standards and structures of salary, and present performance evaluation standards in the annual report. III. Regularly evaluate the performance goals of the company's directors and managers, and set their individual salary and compensation based on the evaluation results obtained according to the performance evaluation standard. In the annual report, the performance assessment results of directors and managers should be presented, as well as the rationale and correlation between their salary and the results of the performance evaluation.	I. The internal control system is stipulated or corrected in Article 14.1 of the Securities Trading Act. II. Evaluation of the effectiveness of the internal control system. III. In accordance with the provisions of Article 36.1 of the Securities Trading Act, the processing procedures for setting or amending or revising obtained assets or assets with liens, engaging in derivative commodity transactions, fund loans and others, endorsing or providing guarantees with regard to major financial business behaviors for others. IV. Matters involving directors' own interests. V. Major assets or derivative commodity transactions. VI. Major loans & endorsements, or providing guarantees. VII. Funding, issuance or private funding for negotiable securities with equity rights. VIII. Appointing, dismissing or remuneration of certified accountants. IX. Appointing and dismissing finance and accounting personnel as well as internal audit supervisors. X. The annual financial report signed or stamped by the chairman, manager and accounting supervisor and the second quarter financial report that must be checked and endorsed by the accountant. XI. Major issues stipulated by other companies or competent authorities.

3.1.3 Internal Audit

The purpose of the internal audit is to assist the board of directors and managers to inspect and review internal control systems and measure operating efficiency. The company's internal audit unit is affiliated with the board of directors and implements the internal audit in accordance with the rules and regulations. At the end of each year, the next year's audit plan is prepared according to the results of the risk assessment. After the proposal for the board of directors is approved, the online information system is used to make the declaration and the competent authority.

Scope of the Audit	Focus of the Audit	Goals of the Audit	Auditing Method	Audit Report
· The audit includes the enterprise level and operation level analysis of the internal control system, and the internal control system self-inspection.	· Including all units, affiliated branches and subsidiaries of the company.	· Assist the board of directors and managers to inspect and check any shortcomings in the internal control systems and measure the efficiency and effectiveness of operations and provide improvement suggestions in a timely manner to ensure that the internal control system is continuously implemented and provide a basis for reviewing and revising the internal control system.	· Before the end of each year, the audit plan of the year should be planned according to the results of the risk assessment. After the proposal for the board of directors is approved, the online information system is used to make the declaration and the competent authority. · The audit operations are divided into two types: planned audit and project audit. The planned audit is a specified and regular audit; the project audit is a non-periodical audit for special purposes. · Internal audit procedures are required, including audit items, time, procedures and methods, etc. · When the audit personnel perform the audit, the unit being audited must fully cooperate and assist in the audit. Relevant documents and materials required shall be provided in a timely manner and shall not be delayed or refused.	· After performing the audit, the relevant information of the audit process shall be made into the audit work draft, and the results shall be presented in an audit report. · The audit report should strive to be objective, clear, concise, constructive and timely. · After verification, the audit report must be followed up on, at least quarterly, to determine that the relevant unit has taken appropriate, timely measures in time until the improvement process is completed.

3.2 Management Team-Risk Management

Soft-World examines its own business and operating characteristics. The risk is divided into six major categories: financial risks, operating risks, human resources risks, information security risks (personal information risk), regulation compliance risks and climate change risks. And through regular evaluation of the risks of various business activities, we confront the relevant possible risks and formulate corresponding measures to prevent risks, to minimize the frequency and impact of risks by monitoring, timely adjustment, and continuous optimization. This posture increases the company's value and optimizes corporate resource allocation. In 2023, Soft-World followed relevant regulations and received no fines or other sanctions.

Risk Type	Risk Impact Description	Evaluation Result	Risk Management Policy
Financial Risks	The global financial market has changed drastically, and the fluctuation of exchange rates, interest rates, and even commodity prices will make the company's operations face more challenges.	According to the capital required by the group's different stages of development and the fundraising situation, based on the lowest fundraising risk and cost, comprehensively considering the fundraising and capital investment, The company does not operate exchange rate products, so the company is not affected by the recent dramatic changes in exchange rates and interest rates in the global financial market.	Through the budget management system, control cash flow, and supplemented with a variety of financial strategies to avoid risk of loss..
Operating Risks	The game market is changing rapidly. The quality and content of games are rich and entertaining. The stability of system services, the attitude and speed of the game industry's attitude towards player service, and the protection of consumer personal data are all challenges.	Pay constant attention to the development of related industries, understand and grasp the needs of customers and user interfaces, and collect relevant information to grasp market trends and regularly bring items for discussion to the operation meeting. Take appropriate measures to properly manage operating risks, timely reduce corporate losses, and minimize damage to maintain the stability of corporate operations.	In response to the continuous innovation of science and technology, improve technical capabilities, and adapt to industrial changes to adjust the operating strategy.
Human Resource Risks Transformational Risk	The cultivation of talents, developing software design talents, and hiring are not easy, and the industry competition is fierce. Poaching technical personnel from each other can easily lead to manpower shortages and gaps in professional capabilities.	Pay attention to how employees interact with colleagues, and review and check human capital. Optimize recruitment pipelines and processes, pay attention to the salary and employee welfare measures, and strengthen employee care measures. Executive employee education training improves essential learning.	Establish a talent database to enhance employees' loyalty, recognition and work satisfaction for the company, thereby reducing the risks of talent loss and labor disputes.
Information Security (Personal Information Risks)	Due to the leakage of human capital and business secrets, malicious programs, the risk of being stolen, tampered with or plagiarized by unknown persons.	After strict encryption and custody of membership information, the use and analysis requirements of membership lists are subject to relevant regulatory management and control, and there is a record of system data access, and regularly backed up.	The key projects of relevant knowledge and information are included in the audit focus, and inspection is performed.
Regulation Compliance Risks	In response to the changes in government or regulations, the relevant internal control or management measures must be revised immediately, and administrative operations must be implemented in accordance with relevant regulations.	All departments have updated and revised operating methods based on the applicable regulations within their business. The legal department also regularly downloads the latest regulations from relevant websites for relevant departments to evaluate risks and implement the laws.	Designate an appropriate strategy of the company's operation in response to legal requirements .
Climate Change Risks	Due to government policies or extreme climates, financial costs and asset loss and reduction.	In accordance with the regulations such as environmental protection and energy management, relevant inspection and information declaration or announcement are regularly implemented..	Use more efficient equipment to reduce operating costs.

3.3 Management Team-Customer Service & Supplier Management

3.3.1 Attentive, Whole-hearted Service

For Soft-World games are the starting point, and the service is the core. We continuously deepen the innovation possibilities of the online world, and steadily develop digital games, online advertising marketing, and fin-tech business. In order to ensure the continuous improvement of service quality, in addition to continuous innovation of consumers such as purchasing points cards, storage values, etc., we are also committed to the management and optimization system of customer service to improve user satisfaction. We treat the feedback of each customer with concern and patience, and are reducing customer complaints year by year, and the handling rate with 3 days is 90%.

In addition, in order to effectively prevent the occurrence of point fraud, Soft-World fulfills its corporate responsibilities and actively cooperates with the police, and has successively completed the "Care Question Pop-up Window", "Sales Monitoring System", "Comprehensive Member Identity Re-verification", "Blacklist Early Warning" Mechanism", "Inserting a 24-hour monitoring mechanism" and other preventive measures to cooperate with the police in handling and preventing various fraud cases to protect the safety of players. We also received an award from the Director of the Criminal Bureau, Huang Chia Lu.

In addition to the sales side, Soft-World has also fully re-certified member accounts, requiring double authentication with a trusted email and domestic mobile phone number to achieve a real-name system. If a member is found to have abnormally high deposits, or a large amount of points is suddenly deposited into an account that is not normally used, the system will automatically freeze the account, and then lift it after verification, so as to immediately prevent fraudulent points from being redeemed by fraud groups.

3.3.2 Working Together with Suppliers to Prosper Together

Due to the characteristics of the industry, the Company rarely manufactures physical goods. However, our existing cooperative suppliers have been cooperating with us for many years. The main suppliers are divided into two categories: paper (packaging) and CD. Soft-World is not our suppliers' only customer or even one of their major customers. Although there are no social responsibility policies and regulations in the early stages of signing contracts with major suppliers, if a supplier is found to have violated the corporate social responsibility policy and has a significant impact on the environment and society, we will evaluate whether to terminate or suspend business dealings with said supplier.

We are committed to environmental improvement and fulfilling social responsibilities, and Soft-World company members and cooperative suppliers should abide by the established "Ethical Code of Conduct" to prohibit all corruption and any form of malpractice in order to implement the purpose of operating with integrity.

Scope of the Arrangement	Items Relating to the Agreement
Human Rights	• Suppliers cannot hire children as workers or carry out dangerous work, nor can they hire illegal workers. • Employees hired by suppliers shall be provided with labor insurance.
Ethics	• Guidelines such as the "Code of Business Integrity" and "channels and complete handling procedures for internal and external personnel to report illegal and unethical behavior" have been formulated, and ethics and anti-corruption advocacy have been promoted to contractors. • Implement the value concept of integrity management, comply with ethical standards, and avoid infringement of relevant laws and regulations to avoid litigation.
Workplace Safety	• In order to reduce the occurrence of public security accidents, suppliers should comply with (1) the Occupational Safety and Health Law, (2) the Management Measures of Occupational Safety and Health Law, (3) the Implementation Rules of Occupational Safety and Health Law, (4) Creating Safety and Health Equipment Standards, and (5) the Safety and Health Work Code. If there is a major job disaster, please report it to the labor inspection unit for inspection within 24 hours.
Environment	• In accordance with the "Infectious Disease Emergency Response Management Measures", clearly define the epidemic development stages and response plan, and adopt corresponding response measures. • Carry out regular environmental protection-related testing and reporting operations in accordance with the law to comply with regulatory requirements.

3.4 Information Security

3.4.1 Information Security Management Strategy & Structure:

(I) Information Security Risk Management Structure

● **Enterprise Information Security Governance Organization**
The company's corporate information security organization currently consists of members organized by the Information Security Committee to coordinate the formulation, implementation, risk management and compliance of information security and protection-related policies. The company's Audit Department is also responsible for auditing corporate information security.

(II) Information Security Policy

● **Enterprise Information Security Management Strategy**
1. The company's information security authority is composed of members of the Information Security Committee, which is responsible for planning internal information security policies, executing information security management measures, and promoting and implementing information security policies.
2. The company's audit department is the audit unit for information security supervision and conducts audit operations according to a schedule. If any defects or risks are found, the audited unit will be asked to conduct a review and propose a specific improvement plan and schedule, and regularly track the improvement progress, to reduce information security risks and implement information security policies.
3. The company's information security operation model adopts PDCA (Plan-Do-Check-Act) management to ensure that goals and continuous improvement are achieved.

● **Enterprise information security risk management & continuous improvement framework**
The company's information security policy includes the following four aspects:
1. Standardization measures: Develop company information security management measures and standardize personnel work behaviors.
2. Hardware construction: Build and improve information security equipment and implement information security management.
3. Personnel education: Notify the company of major information security incidents to enhance the information security awareness of all colleagues.
4. Policy review: Promote continuous improvement of information security to ensure sustainable business operations.

● Enterprise Information Security Organization Architecture
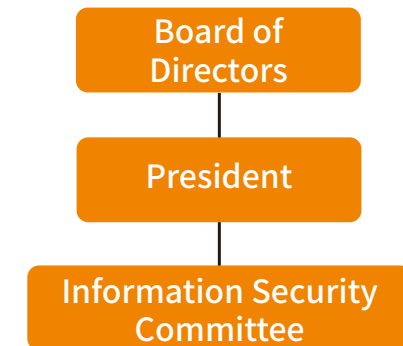
● Enterprise information security risk management & continuous improvement framework
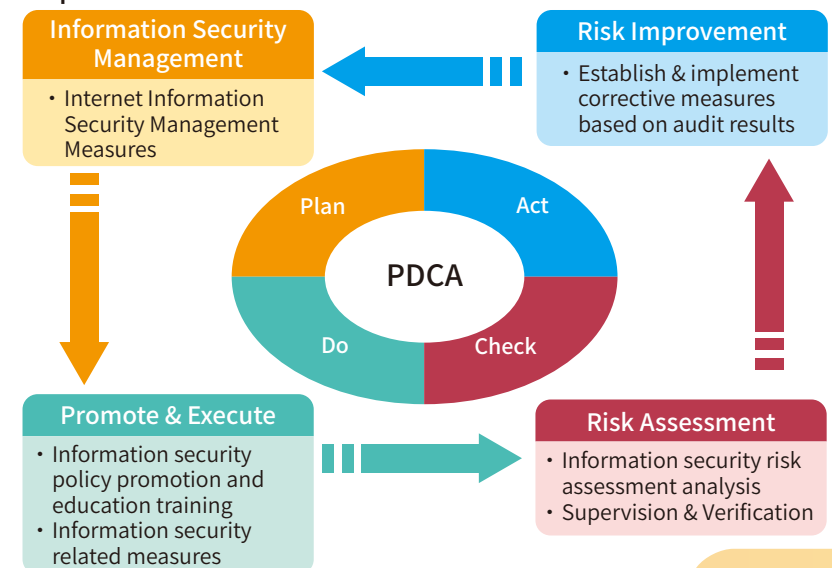
3.4.2 Information Security Risks & Countermeasures

⬤ **Information technology security risks and management measures:**

It is possible that these cyber attacks may illegally invade the company's internal network system, disrupt the company's operations and damage the company's reputation or steal the company's important and sensitive information. Therefore, the company continues to review and evaluate its information security regulations and procedures to ensure their appropriateness and effectiveness, and to increase security protection in a timely manner. However, there is no guarantee that the company will not be exposed to new risks and attacks given the ever-changing information security threats. Therefore, having a backup mechanism is also an important part of our company's information security.

◆ The company's response measures to future information security risks are as follows:

Information security regulations and procedures

In order to implement information security management, the company formulates "Information Security Management Measures" and related operating rules, implements information work plans accordingly, strictly manages the use and security maintenance of data, firewall policies, application procedures, and controls to reduce company information security risk.

Add security protection when appropriate

Deploy endpoint detection and response software for important servers, strengthen the protection against advanced threats (ATP), detect the last line of defense for servers, and enable quick response and early processing, increasing the company's information security.

Backup mechanism

The Soft-World information system architecture establishes a database backup mechanism and sends backup media to off-site storage to reduce the risk of data loss. Daily simulation tests are conducted to ensure the normal operation of the information system and data preservation. The risk of unexpected natural and man-made disasters as well as system interruption caused by negligence must be accounted for to ensure that the expected system recovery target time is met.

3.4.3 Major information security incidents: None

25

3.5 Participation in Public Associations

In order to promote cross-border exchanges between cultural and creative industries and cultural creators, Soft-World actively participates in public associations and organizations, shares experience and information with peers, and establishes mutually beneficial cooperative relationships.

Public Association Unit	Aims & Objectives	Participating Status
Taipei Computer Association	1. Participate in the planning, formulation and promotion of science and technology industry policies. 2. Create a sound production and marketing environment. 3. Assist in the division of labor and integration of technology industry resources. 4. Strengthen service to members and promote unity and common prosperity. 5. Enhance the international image of the industry and participate in international affairs.	Member
Kaohsiung Computer Business Association	Promote computer applications, promote economic development, coordinate the unity of the same industry, and promote common interests.	Member
Taiwan Game Industry Promotion Association	It is the most influential public association group in Taiwan's game industry gathering the strength of Taiwan's game industry-related companies and organizations, promoting industrial exchanges, developing cooperation opportunities, and striving to create a high-quality industry development environment.	Director
Taiwan Industry-Academia Collaboration Association	It serves as a bridge for communication and cooperation among industry, government, academia and research, and uses its own platform network and resources to promote talent and technology exchanges and the establishment of industry-university cooperation.	Director
Chinese Cultural & Creative Development Association	A non-profit social organization that promotes cross-border exchanges, cross-industry integration, and learning and development between Chinese cultural and creative industries and cultural creators.	Director
Taiwan Internet & E-Commerce Association	In order to promote the development of the Internet and e-commerce industries and expand the international market, the TIEA gathers industry consensus, becomes a two-way communication platform between the government and industry, and strives for a reasonable and friendly operating environment for the industry.	Director
Chinese Animation & Comic Publishers Association	A non-profit social organization that promotes the circulation of the animation and comic publishing market.	Member

04 Friendly Work Environment

4.1 Human Resource Structure

In the rapidly changing industrial environment, Soft-World regards employees as common partners in sustainable management, and jointly creates a "family-oriented" workplace environment with a flexible and diversified corporate governance model. We are committed to continuously improving software and hardware facilities, creating a real-time, professional and flexible office environment, providing welfare measures that are superior to industry competitors, actively creating a harmonious labor and management environment, and continuing to attract more outstanding talents to join.

Employee Statistics Table		Total for all categories				Total			
		Male		Female		Male		Female	
		Number of People	Ratio	Number of People	Ratio	Number of People	Ratio	Number of People	Ratio
Age	Below 30	162	14.62%	155	13.99%	580	52.35%	528	47.65%
	Between 31 - 50	384	34.66%	319	28.79%				
	Above 51	34	3.07%	54	4.87%				
Region	North	483	43.59%	424	38.27%				
	Central	9	0.81%	4	0.36%				
	South	88	7.94%	100	9.03%				
Nationality	Local	562	50.72%	520	46.93%				
	Indigenous	1	0.09%	2	0.18%				
	Foreign	17	1.53%	6	0.54%				
Physical & Mental Condition	Disability	8	0.72%	2	0.18%				
Education	PhD	1	0.09%	0	0.00%				
	Master's	51	4.60%	33	2.98%				
	University/College	432	38.99%	419	37.82%				
	High School	96	8.66%	76	6.86%				
Total Number of Employees in the Company						**1108**			

Employees Age.Region.Nationality

Employee Educational Background
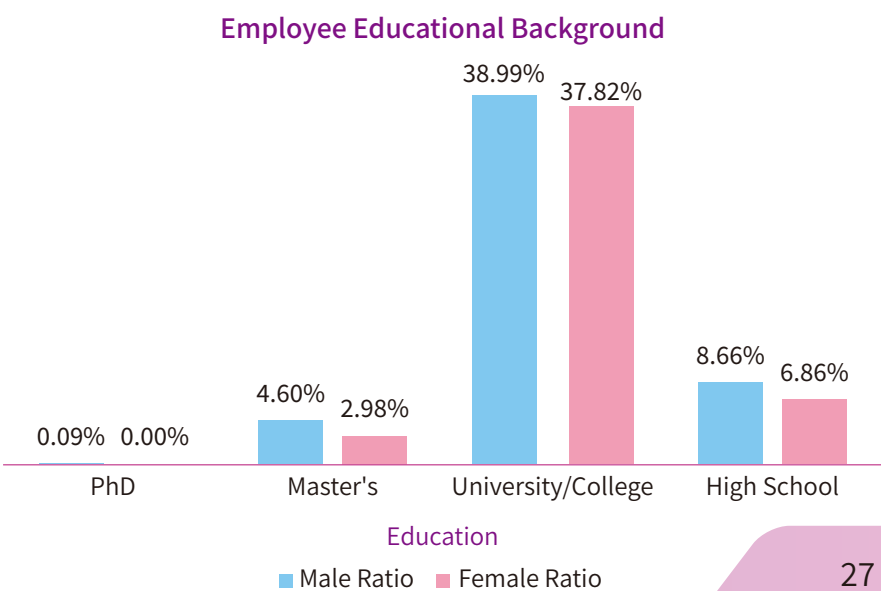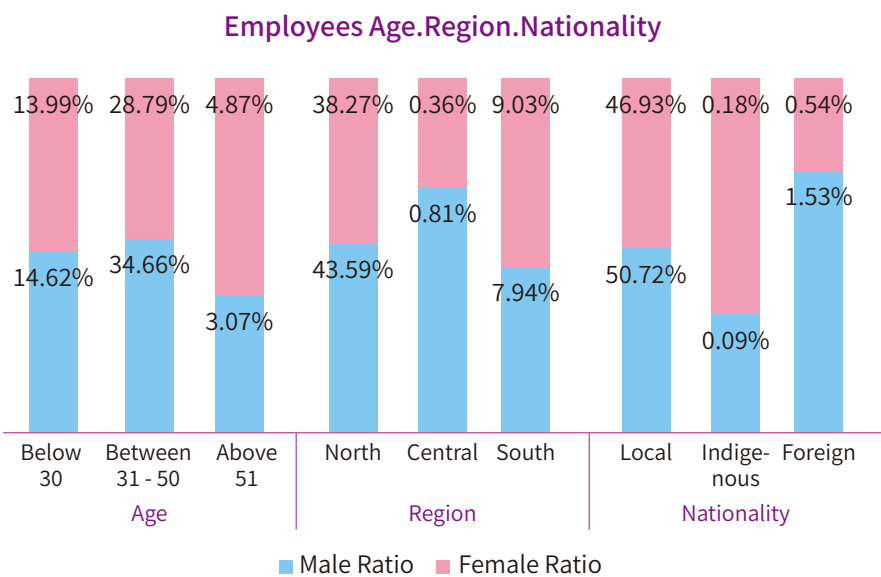
4.1.1 Equal Pay for Women and Men

The personnel selected and hired by Soft-World are appointed based on the qualifications of each position. The salary and benefits of personnel at all levels will not be treated differently based on gender or sexual orientation, and we are committed to implementing equal pay for equal work.

As of the end of 2023, men account for 52.35% and women account for 47.65%. Among them, there are 63 people at the management level, accounting for 5.68% of the total number. All employees enjoy equal development opportunities regardless of gender, age, region, class, etc.

Human Resource Statistics Structure		Male		Female	
		Number of People	Ratio	Number of People	Ratio
Position	Management Level	45	4.06%	18	1.62%
	General Staff	535	48.29%	510	46.03%
Employment	Full-time	560	50.54%	512	46.21%
	Part-time	20	1.81%	16	1.44%

4.1.2 Number of Full-time Employees not Holding Supervisory Positions: Average & Median Salary

Unit: NT$1 thousand
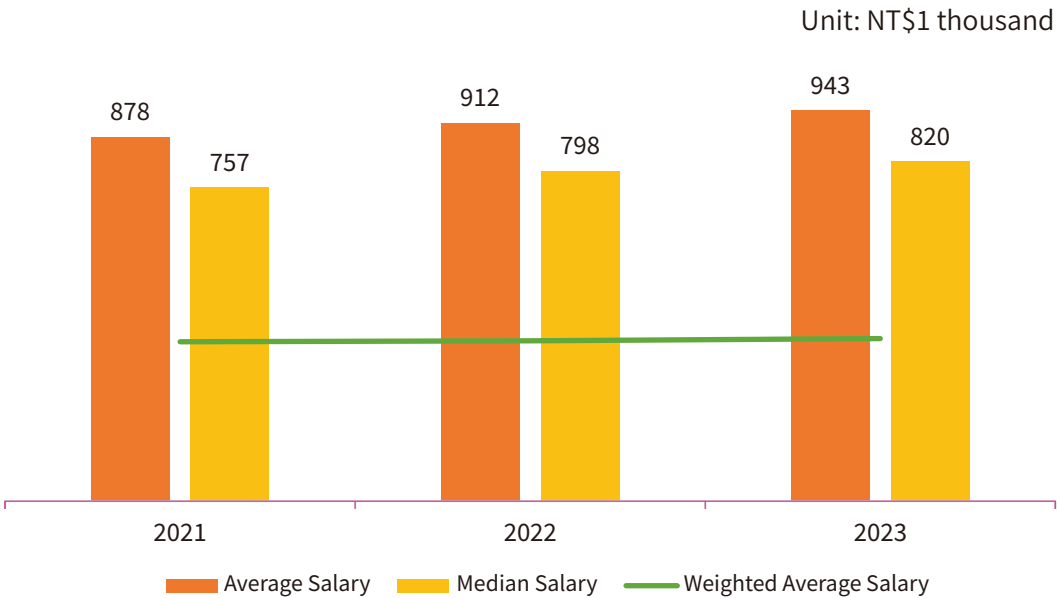
Analysis of Workforce Structure by Position and Gender
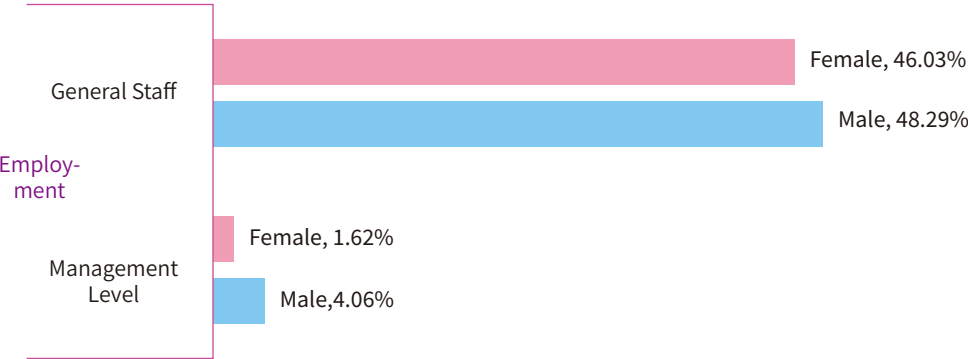
4.1.3 Employee Diversity & Social Responsibility

Soft-World creates a friendly and caring workplace environment to employ people with disabilities. In 2023, the number of employees with disabilities will comply with government regulations. We hope to achieve the goal of giving back to society, doing our part for society in an appropriate manner.

4.2.1 Overview of Personnel Changes

New employee hires and employee turnover

Soft-World recruits talents through two channels. One is internal sources, cultivating talents through internal promotions, rotations, etc.; the other is recruiting talents through external resources, including employee recommendations and advertising for manpower needs. In terms of personnel recruitment, salaries are determined based on the needs of the employer and based on indicators such as academic background, years of experience, professional knowledge and technology, and other factors unrelated to work skills will not affect employment qualifications; for employees who have resigned, the company may also analyze and sort out the factors that lead to personnel resignation and develop improvement plans, which will serve as a reference for future revisions to the management charter and welfare system.

・In 2023, the number of newly onboarded employees at Soft-World was 184, and the proportion of new employees was 16.61%, including 93 men and 91 women;

・In 2023, the total number of outboarded employees at Soft-World was 247, and the proportion of employees was 22.29%, including 126 men and 121 women.

◆ **Analysis of Employees Onboarded in 2023**

Region, Kaohsiung, 18%
Region, Taipei, 89%
Age, 31-50, 27%
Age, Below 30 73%
Age, Above 51, 0%
Gender, Female 47%
Gender, Male 53%
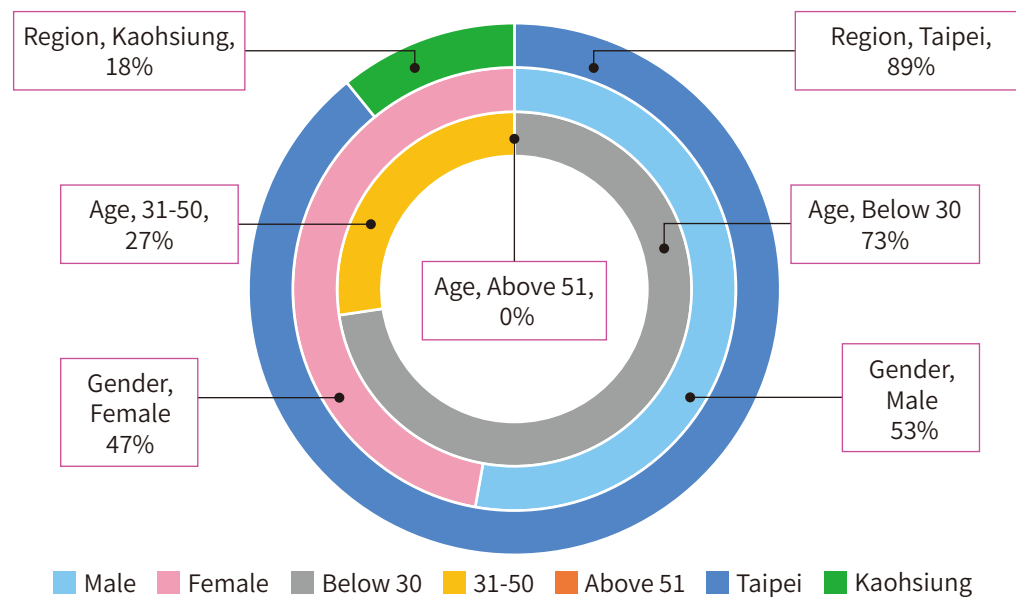
◆ **Analysis of Employees Outboarded in 2023**

Region, Kaohsiung, 12%
Region, Taipei, 88%
Age, 31-50, 45%
Age, Below 30 51%
Age, Above 51, 4%
Gender, Female 49%
Gender, Male 51%

Male Female Below 30 31-50 Above 51 Taipei Kaohsiung
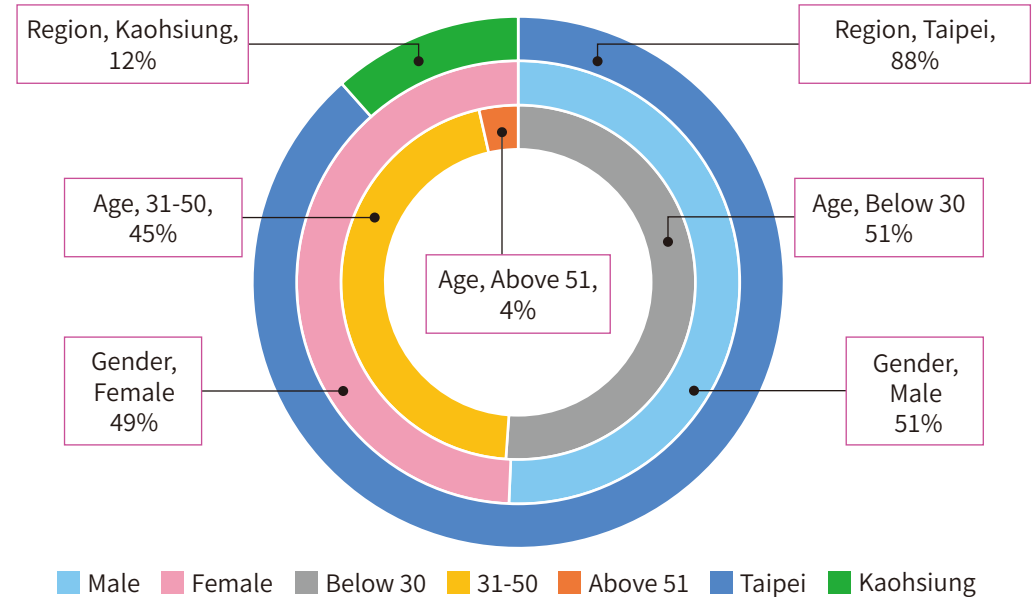
4.2.2 Human Rights Policy

Soft-World complies with relevant laws and international human rights conventions, treats current colleagues, contract and temporary personnel, interns, etc. with dignity and respect, and abides by local labor laws and regulations to prevent violations of human rights and establishes management principles for

human rights issues:

1. Discrimination of any kind is prohibited.
2. Forced labor and child labor are prohibited.
3. Provide fair and reasonable wages and working conditions.
4. Establish a safe, hygienic and healthy working environment.
5. Respect employees' freedom of assembly and association.

4.2.3 Gender Equality

In order to promote gender equality, Soft-World give employees the option to apply for "temporary suspension without pay" if they need to take a longer period of leave due to childcare, serious injuries, major accidents, etc. When personal or family circumstances change, employees can apply for reinstatement. In 2023, a total of 11 people applied for temporary suspension of employment without pay.

Our company provides equal maternity leave and paternity leave for men and women. Before the child reaches 3 years old, you can apply for "childcare leave without pay" in accordance with the law. When family circumstances and newborn care needs change, employees can apply for reinstatement. In 2023, a total of 12 people applied for temporary suspension of employment without pay.

Items	Male	Female	Total
Number of applicants for temporary suspension w/o pay (A)	9	5	14
Number of applicants for temporary parental suspension w/o pay (B)	0	9	9
Number of applicants who were reinstated to their positions (C)	5	12	16
Retention rate (C/(A+B))	55.56%	78.57%	69.57%

4.2.4 No Tolerance for Sexual Harassment in the Workplace

In order to enable employees to work with peace of mind in an environment free from sexual harassment, stop the occurrence of sexual harassment incidents and protect the rights of victims, Soft-World not only posted "Prohibition of Sexual Harassment" promotional material, but also formulated "Sexual Harassment Prevention Measures Complaints and Punishment Management Measures" and submitted them to the labor supervisor. Relevant complaint channels have also been established to strictly prohibit any sexual harassment by employees in the workplace. Violators will be dealt with based on the severity of the case.

禁 止 性 騷 擾
No Sexual Harassment

4.2.5 Employee Welfare Measures

Soft-World has a employee welfare committee that provides various high-quality welfare measures every year and builds a good working environment to allow colleagues to have comfortable office space, improve the promotion pipeline, provide New Year gifts, etc.

Chinese New Year Greetings
・Gift for Dragon Boat Festival
・Gift Mid-Autumn Festival
・Start-up Bonus
・Labor Day Bonus
・Christmas Bonus

Leisure & Entertainment
・Quarterly Dinner Allowance
・Departmental Excursion Allowance
・Special Accommodation Hotel
・Employee Resting Facilities
・Special Store Discount

Personal Care
・Birthday Allowance
・Wedding, Funeral, etc. Bonus
・Injury Condolences Gift Box
・Special Kindergarten Arrangement

Health Care
・Employee Group Insurance
・Regular Yearly Health Check
・Special Vocational Medical Consultation

4.2.6 A Platform for Employees' Grievances

Soft-World attaches great importance to the rights and interests of employees and the harmonious labor relations. Regardless of whether the report is made anonymously or not, employees' doubts will be resolved through a fair, confidential and rapid handling process. Employees can use the employee suggestion email, sexual harassment complaint email hotline, whistleblower email and complaint hotline. Proper communication is made directly with the human resources department and responsible supervisors to maintain good relationships. So far, no major labor disputes have occurred.

Items	Communication Platform
Employee Suggestion Email	suggest@soft-world.com.tw
Sexual Harassment Hotline Email	protect@soft-world.com.tw
Whistleblower Email	whistleblower@soft-world.com.tw
Taipei Employee Complaint Hotline	02-27889188#229
Kaohsiung Employee Complaint Hotline	07-8150988#261

4.3 Training & Development

Talent is the cornerstone and most important asset of a business. Excellent human resources are an opportunity for enterprises to continuously innovate and operate sustainable. Soft-World cultivates relevant R&D and operation management talents, encourages employees to continue their studies, improves employee knowledge, overall quality and business performance, and provides colleagues with challenging project execution, so that colleagues will not lose their enthusiasm and creativity for work, so as to improve industrial competitiveness.

In order to effectively implement personnel training, improve manpower quality, work awareness and skills, urge employees to continue to improve their professional knowledge and self-growth, strengthen team operation and efficiency, and promote the achievement of operational goals, specific education and training policies are implemented every year. The training and development categories are as follows :

【New Employee Orientation and Training】
In order to allow new employees to accelerate the training arranged by the company's system and regulations.

【Occupational Safety and Health Education and Training】
In order to prevent occupational disasters and ensure the safety and health of workers, we handle labor health protection matters such as health management, occupational disease prevention and health and wellness promotion.

【Overseas Training】
The company selects personnel to participate in government law promotion seminars or training organized by external training institutions.

【In-Department On-the-Job Training】
At the work site, supervisors or senior colleagues will guide the execution of actual work and learn the skills and knowledge required for the work.

● **Employee Training and Development Statistics Table**

Category	Number of People	Total Time	Education & Training Time per Employee
Company Provided: Orientation	136	379.5	2.79
Company Provided: Workplace Safety & Health	363	408.5	1.13
Company Provided: Department-provided Job-specific Training	2,362	4,882.5	2.07
Outsourced Training	86	1,041	12.10
Total	**2,947**	**6,711.5**	**2.28**

4.4 Human Capital Investment Return Rate

Soft-World is in the highly labor-intensive gaming industry and hopes to improve employee capabilities through education and training, so that employees can grow together with the company's business goals and strategies. In recent years, the Human Capital ROI indicator has been used to estimate human capital investment of 1 yuan. The income that can be created is one of the important indicators for evaluating the medium- and long-term performance of an enterprise.

● **Return on Human Capital Investment in the Past Two Years**

Year	2022	2023
Return on Human Capital Investment	79.95%	75.68%

Note: Human capital return on investment (HC ROI) =
{income - [operating expenses - (salary cost + welfare cost)]} / (salary cost + welfare cost)

4.5 Occupational Health & Safety

4.5.1 Caring of Employee Health & Regular Health Examinations for Employees

In order to actively take care of employees' physical and mental health and strengthen employees' independent health management, every year Soft-World entrusts professional medical and health examination institutions with the work of conducting employee health examinations. The frequency and budget we provide go above and beyond the health examination arrangements stipulated in the "Labor Health Protection Rules". These institutions' professional capabilities, rich health examination experience and sophisticated medical examination equipment ensure the health of every employee.

4.5.2 Genuine Concern for Employee Health

Soft-World attaches great importance to the health of its employees. In addition to the annual health check-up of all employees, it also has a specially appointed employee medical nurse to provide timely assistance and health advice. It regularly arranges specially appointed employee doctors to provide on-site consultation services and respond to any abnormalities found in the health examination or any health-related problems. For employees who have concerns, we provide consultation, health education guidance and follow-up to further monitor the health of our colleagues.

▲Employee Health Care Information Board

4.5.3 Investing in Group Insurance toSafeguard Employees

In addition to providing employees with labor insurance and national health insurance in accordance with the law, in order to ensure that employees receive due protection and care during the performance of official duties, Soft-World has signed an "employee group insurance" with a cooperative insurance company. If an employee has an accident while performing official duties, or in the event of death, disability, etc., the employee can receive compensation for medical treatment, hospitalization, surgery and other related expenses.

● 2023 Employee Claim Statistics Table

Category	Male	Female	Total
Employee Group Insurance	35	47	82
Occupational Accident Insurance	0	2	2

4.5.4 Solid Pension System

The old retirement reserve fund was based on the employee retirement regulations stipulated by the "Labor Standards Act". It was allocated every year according to the actuary's calculation. If an employee who met the statutory retirement qualifications applied for retirement, it was handled in accordance with the law.

The new pension system is based on the "Labor Pension Ordinance". The company allocates 6% of the employee's monthly salary to the individual account of the Labor Insurance Bureau.

Pension System	Pension Contribution Party	Median Salary Contribution Ratio	Contribution Account	Employee Participation in Retirement Plans
Old Pension System	Employer	2%	Bank of Taiwan	
New Pension System	Employer	6%	Labor Insurance Bureau Employee Personal Pension Account	100%
Personal Retirement Fund	Employees (voluntary basis)	0~6%		

4.5.5 Providing a Comfortable Working Environment

Soft-World is committed to creating a safe and comfortable working environment and providing a happy and harmonious working atmosphere. We also carry out regular disinfection, monitoring and management of the office environment, air and water quality, etc. to maintain a good working environment. We also hire a number of dedicated cleaning staff to provide a clean and comfortable office space. We also ensure employee safety with 24 -hour security monitoring. In order to prevent poor air quality in the office from affecting employee health and work efficiency, Soft-World has created a smoke-free office environment.

Soft-World not only pays attention to the health of employees, but also cares about the convenience of life as well as the physical and mental development of colleagues. It has set up employee dining rooms, employee rest areas, centralized breastfeeding rooms, filtered water dispensers, coffee machines, refrigerators, electric rice cookers, rice steamers, microwave ovens, as well as car and motorcycle parking lots and other facilities.

Soft-World implements labor safety protection measures, hoping to build a safe workplace, paying attention to workplace safety and health, and reducing the chance of dangerous incidents. In addition to the above-mentioned basic facilities in the workplace environment, in order to ensure the workplace safety of colleagues, in addition to the fire protection facilities of the building (fire alarms, fire hydrants, emergency ladders, etc.), fire extinguishers are installed in the office area to prepare for fire accidents and regularly maintained. In addition to office access control and the guard room registering visitors' entry and exit, the company also has electronic gate control to ensure the safety of employees' office spaces. In terms of property protection, all offices have insured public accident insurance.

Soft-World hopes to provide the safest working environment for its colleagues, setting up occupational safety and health business managers, first aid personnel, fire prevention managers, and contracted medical staff etc. in accordance with laws and regulations, and providing occupational safety and health education and training for new employees to promote occupational safety and health and prevent occupational injuries and illnesses.

▲Employee Rest Area (1)　　▲Employee Rest Area (2)　　▲Vending Machine
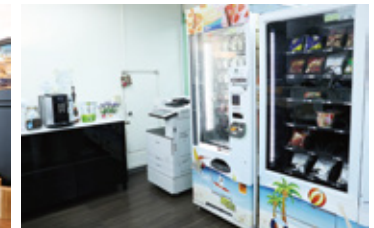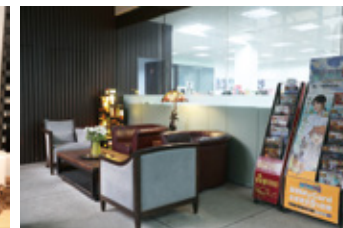
▲Coffee Machine　　▲Books and Magazines　　▲Snack Area

05 Being Green and Eco-friendly

Environmental Protection: Being Green & Eco-friendly

The impact of climate change has been scientifically proven to be quite urgent, and the climate issue has attracted great international attention. In addition to continuing to pay attention to the trend of climate change and complying with government environmental regulations, Soft-World also responds to the international situation and actively takes environmentally friendly actions.

5.1 Commitment to Environmental Sustainability

Soft-World is not a manufacturer and its industrial characteristics do not directly produce harmful environmental pollutants. Its operations do not consume a large amount of natural resources. The company 's main energy consumption comes from electricity, tap water and gasoline used in official vehicles, so there are no direct emissions that affect the environment. Our waste has little impact on the environment. Although the electricity required for IT equipment rooms and employees' general work cannot contribute to carbon reduction performance, Soft-World Group actively cooperates with the government 's carbon reduction policy. As an inhabitant of Earth, Soft-World Group is committed to shoulder our environmental sustainability responsibilities and promises to actively respond to energy conservation and carbon reduction and looks forward to working together for a green earth.

● **Waste Reduction Management Performance**
Waste recycling management is the top priority for environmental sustainability. Soft-World Group promotes waste reduction and recycling initiatives, actively striving to minimize waste. In addition to raising awareness and strengthening waste management practices among all employees, the office areas are clearly marked with waste classification signs and provide ongoing education on waste sorting.

● **Soft-World Waste Treatment & Management Measures:**

Materials & Equipment	Internal Application Process for Asset Disposal and Approval	Demagnetizing Hard Drives	Ask Equipment Recycling Companies to Handle	
Document Papers	Identify the Number of Boxes of Documents	Announcement the Date when the Papers will be Destroyed	The process of transporting materials for recycling, scrapping, and disposal by vendors is fully documented through photographs or video recordings.	
Used Batteries	Collect & Outsource Recycling			
Game Product Packaging	For Slow-moving Goods, Ask the Operating Unit to Evaluate Whether to Scrap them.	Internal Processes and Related Submissions, and Submitted to the Tax Authority	The Recycling Outsourcer Carries out Scrapping and takes Photos of the Entire Process	Documents Sent to the Tax Authority

5.2 Environmental Sustainability Performance

In response to environmental protection efforts, Soft-World Group has been actively working towards paperless operations and carbon reduction. The group has implemented an ERP system internally to minimize paper usage. Since 2010, Soft-World launched the "e-PLAY Sales System," which replaced traditional physical cards for value storage with thermal paper, significantly reducing the use of plastic packaging, ink, paper pulp, and adhesives, thus minimizing environmental impact. Looking ahead, the group continues to pursue digitalization as part of its commitment to corporate social responsibility. Soft-World Group has established policies on "energy conservation, carbon reduction, greenhouse gas emissions reduction, and the management of water and other waste," outlining specific environmental protection and energy-saving measures. The group also regularly tracks and compares carbon dioxide emissions resulting from energy consumption, using the "Greenhouse Gas Reduction and Management Act" as a guideline to advance towards a greener environment.

● Energy usage over the past three years: The amount of energy saving and carbon reduction has shown a downward trend each year, aligning with the goals of energy conservation and carbon reduction.

Project	Year			
	2020	2021	2022	2023
Electricity Consumption Reading (kWh)	2,940,857	2,892,222	2,946,613	2,844,645
Carbon Dioxide from Electricity Usage/kg	1,476,310	1,451,895	1,492,180	1,421,737
Tap Water Consumption (kWh)	16,679	14,667	15,116	16,098
Carbon Dioxide Produced by Using Tap Water/kg	2,535	2,229	1,511	1,552
Paper Consumption (sheet)	991,000	1,120,000	987,500	987,500
Number of Trees Cut Down (tree)	118.9	134.4	118.5	118.5
Carbon Dioxide from Paper Usage /kg	17,838	20,160	17,775	17,775

Carbon Dioxide from Electricity Usage/kg
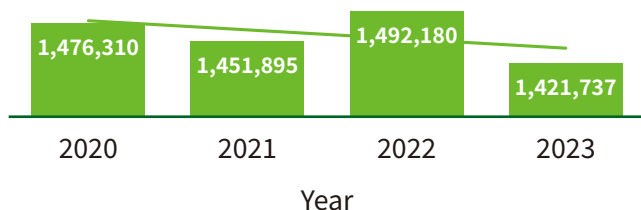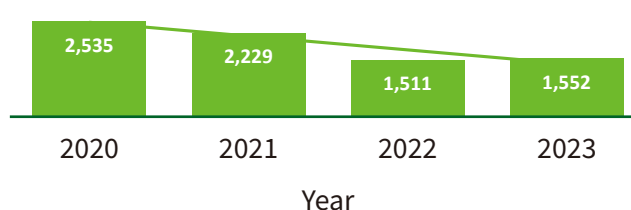
2020	2021	2022	2023
1,476,310	1,451,895	1,492,180	1,421,737

Year

Carbon Dioxide Produced by Using Tap Water/kg

2020	2021	2022	2023
2,535	2,229	1,511	1,552

Year

Carbon Dioxide from Paper Usage /kg

2020	2021	2022	2023
17,838	20,160	17,775	17,775

Year
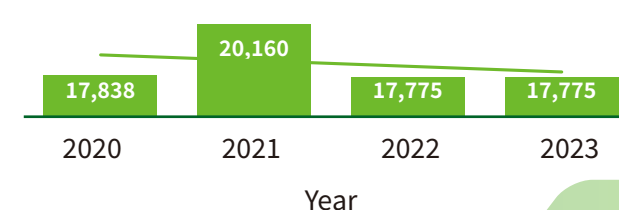
5.3 Our Sustainable and Green Management Policy

Soft-World Group continues to promote energy-saving, carbon reduction, and environmental protection concepts by posting energy-saving and environmental protection slogans and promotional posters in public areas, restrooms, and on the internal website. This aims to enhance awareness and understanding of environmental protection and energy conservation. Through educational training, the company advocates for environmental protection and management policies, embedding the concept of sustainability into employees' work and daily lives.

Ⅰ. Sustainable Management Policy: Soft-World adheres to the principle of implementing laws and regulations and complying with environmental protection regulations of competent authorities, and is committed to utilizing resources, reducing environmental pollution and energy consumption, so as to create an excellent working environment, prevent environmental pollution, and make environmental management decisions for the company.

Ⅱ. Sustainable Energy Management Policy: Soft-World adheres to environmental protection, continuing to implement environmental friendliness, committing to energy conservation and carbon reduction, and complying with relevant laws and regulations to achieve the benefits and goals of energy conservation.

（Ⅰ）Resource Monitoring: Soft-World monitors electricity and water consumption and reviews it yearly. The goal is to reduce electricity and water consumption by 1% in three years.

（Ⅱ）Energy-saving Products: Priority is given to purchasing products with energy-saving labels, water-saving labels, Energy Star labels, energy-saving equipment and similar products.

（Ⅲ）Strengthen concepts: Strengthen the promotion of energy conservation, carbon reduction and environmental protection concepts to our colleagues.

Ⅲ. Environmental Protection & Energy Saving Measures:

（Ⅰ）Energy Conservation Management: The company primarily relies on electricity for its energy needs and is committed to long-term energy consumption reduction. We actively promote energy-saving initiatives for equipment and implement air conditioning energy efficiency measures to optimize performance. Various energy-saving measures are continuously implemented to reduce energy consumption and minimize environmental impact.
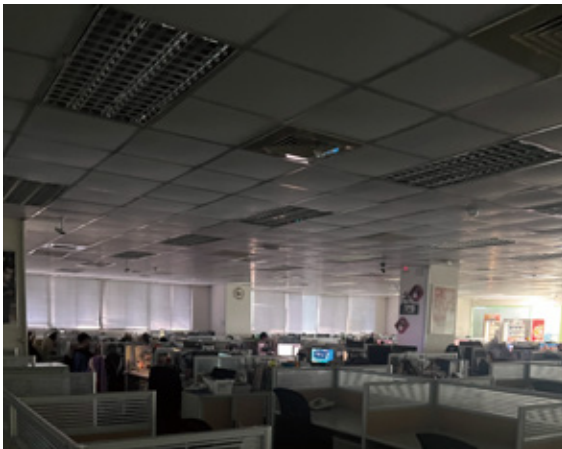
① **Lighting**   All traditional office lighting has been replaced with LED fixtures to reduce electricity consumption and improve energy efficiency. Additionally, "<Turn Off the Lights>" signs have been posted near switches to remind employees to develop the habit of turning off lights when not in use.

◀It is encouraged to turn off the office public area lights during lunch breaks.

② Air Conditioning

Ⅰ. Try not to turn on the central air conditioner during holidays or when only a few people work overtime to avoid low efficiency and high-cost operation of the central unit. In addition, the Company has the air conditioning equipment maintained yearly to keep up equipment operating efficiency and reduce air conditioning energy consumption.

Ⅱ. In 2023, Soft-World Group began replacing outdated air conditioning systems, phasing out water-cooled and split-type units that used first-generation R22 refrigerants, and upgrading to systems using fourth-generation R410A and R32 refrigerants. The newly installed machines all use R32 eco-friendly refrigerants, and whenever possible, models with top-tier energy efficiency ratings are selected to reduce energy consumption and minimize environmental impact.

(Note: The ozone depletion potential (ODP) of R22 refrigerants is 0.05, while that of R410A and R32 refrigerants is 0. Furthermore, the new air conditioning systems are more energy-efficient, contributing to environmental protection and the reduction of carbon emissions.)

③ Office Equipment

Office Equipment Office equipment automatically enters power-saving mode after 5 minutes of inactivity. Additionally, internal documents are copied on recycled paper whenever possible to reduce paper consumption.

(Ⅱ) Water Conservation Management:
1. Replace faucets automatic sensor with a sensors that need to be manually activated to save water.
2. Promote water-saving measures, promote the concept of water conservation among colleagues, and post "Save Water" slogans at faucets to remind colleagues to help to reduce the consumption of water resources.

(Ⅲ) Exhaust Gas Emission Management: Vehicles entering parking lots must turn off their engines as soon as possible to reduce exhaust gas emissions. In addition, official vehicles must be regularly maintained and inspected in accordance with the regulations of the Department of Motor Vehicles to check whether the exhaust gas meets the standards.

Ⅳ. Green & Sustainable Product Commitment:
In order to ensure that the products used comply with laws and regulations and environmental protection requirements, Soft-World clearly sets standards for the use of harmful substances in products and environmental protection-related control requirements to ensure that all procured products meet energy-saving standards, in alignment with the commitment to corporate social responsibility.

▲ Installed timers on air conditioning units to ensure they are powered off after working hours and during holidays.

▲ "Save Water" slogan

5.4 Climate Change Response and Risk Management Assessment

Climate change impacts human life and the global ecological environment. It is also an environmental issue that all countries attach great importance to. Soft-World believes that we should actively assume the responsibility for reducing our impact. Actively participate in various environmental sustainability-related activities and issues of concern to stakeholders, bring up the risks and opportunities of various major environmental issues, continue to pay attention to climate change trends and the direction of government regulations, comply with environmental regulations and practice friendly environmental actions, reduce climate risks and impacts of corporate operations.

1. Mitigating Environmental Impacts
   Soft-World actively carried out the measures of energy conservation and carbon reduction, while continuing to pay attention to various environmental issues and global climate change trends and environmental impacts. Through the assessment of environmental impact mitigation, the risks related to climate change are brought up. Through continuous monitoring and analysis, energy conservation and carbon reduction to mitigate climate change and environmental impact are regularly audited and reviewed to achieve various goals of energy conservation and carbon reduction and reduce impacts on the climate and the environmental.

2. Environmental Sustainability Management
   In order to mitigate environmental impact and provide sustainable management, Soft-World continuously assesses risks related to climate change. Aiming at the environmental changes of extreme climate and the key factors that may impact operations, Soft-World establishes standard guidelines for operational response within the organization and adopts the (P-D-C-A) cycle for standardized management, to achieve the environmental protection goals of energy conservation and carbon reduction.

5.5 Climate Change Risks and Opportunity

Since Soft-World is not a manufacturing industry, it does not directly cause environmental harm. In response to the impact of climate change, Soft-World closely monitors the latest international trends and developments. It has incorporated the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), released by the Financial Stability Board (FSB) in June 2017, into its management systems and information disclosure. Following the TCFD framework, Soft-World identifies and analyzes climate-related risks and opportunities to make decisions regarding the disclosure of climate-related financial information. This approach helps mitigate operational risks and supports the company's transition towards a low-carbon future

Disclosure Item			
Governance	**Strategy**	**Risk Management**	**Metrics & Goals**
Goals for Implementation			
Oversight of climate-related risks & opportunities	Identify short-, medium- & long-term climate-related risks & opportunities	Processes for identifying & assessing climate-related risks	Indicators used when assessing climate-related risks & opportunities
Management-level responsibility for assessing & managing climate-related risks & opportunities	Impact of climate-related risks & opportunities on business, strategy & financial planning	Processes for managing climate-related risks	Scope 1, 2 & 3 greenhouse gas emissions
	Potential impact of different scenarios on business, strategy & financial planning	How processes for identifying, assessing & managing climate-related risks are integrated with business risk management mechanisms	Management objectives & status of climate-related risks & opportunities
Response Strategies			
Soft-World attaches great importance to the management and control of corporate operations and sustainability risks. Currently, the general manager consults with relevant internal managers to review the company's risk assessment and response strategies in various aspects such as environmental, social and corporate governance. His main responsibilities include climate change risks and emerging risks, controlling and supervising all risks within the company, identifying and reviewing the priority of risks, discussing countermeasures for major risk management issues, and minimize risks and losses that may be faced in the course of corporate operations.	The relevant departments of Soft-World identify the relevant risks and opportunities affected by climate change, estimate the management costs and financial impact of each risk and opportunity, and determine the risks that have a significant impact on the company's finances. Currently, Soft-World defines a major impact as a financial impact greater than NT$10 million. Since Soft-World is not a manufacturing industry and does not have factories or physical processing of goods, the most direct impact of the operations of Soft-World on climate is an increase in electricity bills and the carbon neutrality policy. The relative opportunity is energy conservation and carbon reduction to increase public (consumers') recognition of Soft-World's corporate image. Therefore, Soft-World actively improves energy efficiency and reduces operating costs. We are well aware that if we fail to respond to trends (regulations) and take proactive and sustainable actions, we may not be favored by the public and consumers.	Climate-related risks and opportunities have been included in Soft-World's risk management. Through cross-departmental discussions and risk assessment framework processes, supplemented by a risk matrix map, the company's various potential risks are evaluated on the likelihood of occurrence and possible loss levels, and the impact of risks on the company's potential future. Threat levels and risk levels are evaluated and the priorities of the risks are defined.	Based on the risk identification results, management indicators related to climate change are set, and the progress of achieving goals and actual performance are regularly reviewed, while the impact of operations and potential impacts are reviewed.

Climate Change Risk & Opportunity Matrix

Based on the professional experience of the heads of each department, Soft-World divides the possible risks into five levels from "extremely unlikely, unlikely, possible, very likely to extremely likely". The degree of impact is based on whether the amount of the impact exceeds ten million yuan, and is divided into five levels: high, medium-high, medium, medium-low, and low, and 4 transformational risks and 4 direct risks are identified.

In 2023, transformational risks, direct risks and climate change opportunities are described as follows:

Risk Matrix Chart
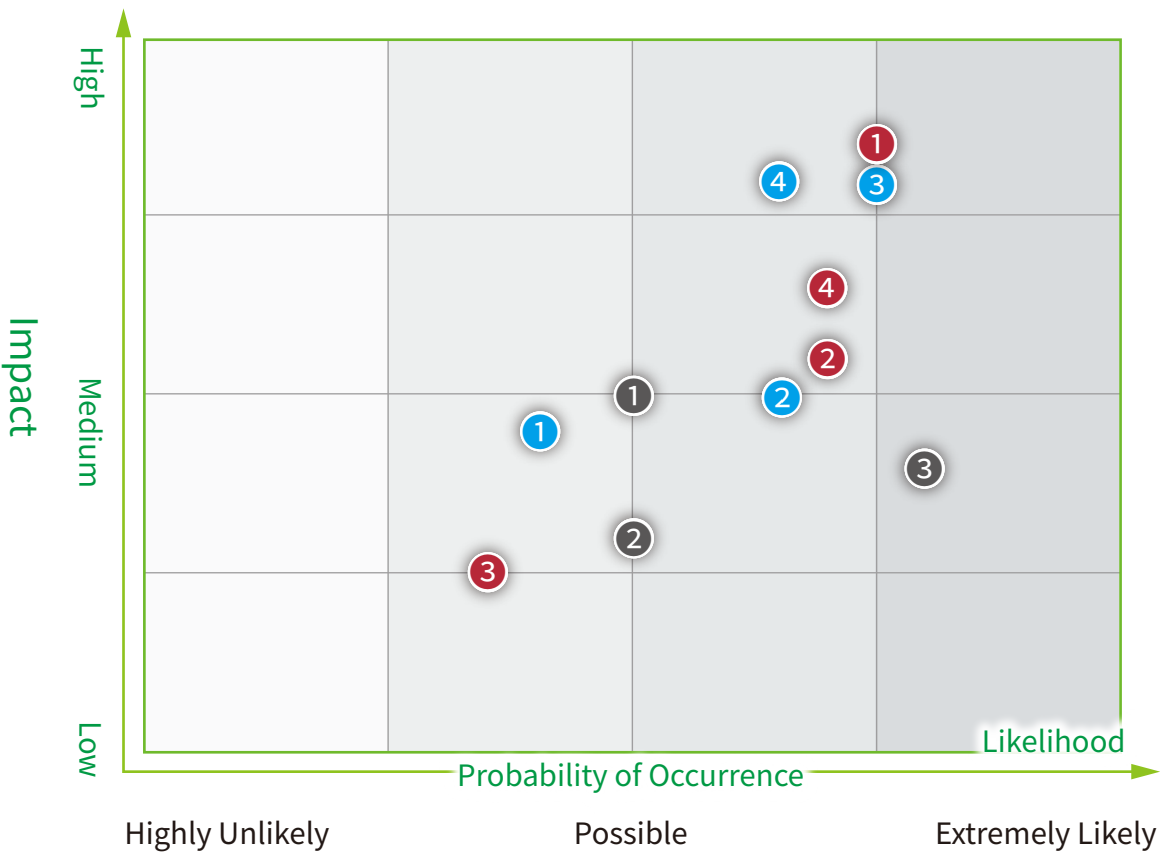
Transformational Risk	Direct Risk	Climate Change Opportunities
❶ Policies & Regulatory Risks	❶ Typhoons	❶ Clean Energy
❷ Technical Risks	❷ Flooding	❷ Energy Saving, Carbon Reduction, new LIFE
❸ Carbon Neutrality & Trends	❸ Global Warming	❸ Development of Low-Carbon Product Packaging
❹ Corporate Reputation Risks	❹ Climate Uncertainty	

Transformational Risk	Potential Financial Impact	2023 Response Strategies
① Policies & Regulatory Risks	Increases in Operating Expenses	Soft-World pays close attention to relevant laws, agreements and other regulations on greenhouse gas emissions at home and abroad, and observes that relevant domestic and foreign regulations tend to become increasingly strict. In addition to requiring companies to disclose greenhouse gas emissions regularly, they also require companies to limit or reduce emissions year by year. The company is in the game software industry and has no direct greenhouse gas emissions, and there is no risk of being directly affected by climate change-related regulations.
② Technical Risks	Increases in Operating Costs	Taken a number of preventive measures for such risks, including electronic insurance that insure commercial fire insurance, additional insurance, and information equipment, and regularly maintain fire fighting and power reserve equipment at various business bases to prevent emergencies to reduce the company to reduce the company Losses and ensure normal operations.
③ Carbon Neutrality & Trends	Increases in Operating Costs	Obtained various environmental labels and brought the concept of energy saving into the company's corporate spirit
④ Corporate Reputation Risks	Decrease in Operating Income	Cooperate with the group's environmental management and energy use inventory to implement reduction policies and energy conservation and carbon reduction plans

Direct Risk	Potential Financial Impact	2023 Response Strategies
① Typhoons	Decrease in operating days & income reduction	Always pays attention to the dynamics of typhoons and ensures the safety of our colleagues by reducing the risk of floods and power outages that may be caused by the approaching typhoon and affect the commuting of on-duty personnel.
② Flooding	Decrease in operating days & income reduction	Existing computer rooms have been equipped with relevant flood prevention systems, and drainage systems in important facilities are regularly maintained to avoid disaster damage.
③ Global Warming	Increased operating costs (water & electricity cost increases)	Use environmentally friendly refrigerant, promotion of energy-saving action programmes, rolling adjustment of building air-conditioning systems according to temperature.
④ Climate Uncertainty	Increases in Operating Costs	The total electricity usage in 2023 was 2,844,645 kilowatt hours, a decrease of 101,968 kilowatt hours and an decrease of 70,443 kilograms (carbon dioxide) compared with the previous year.

Climate Change Opportunities	Potential Financial Impact	2023 Response Strategies
① Clean Energy	Reduce Operating Costs	Replace old power-consuming equipment, apply for energy-saving subsidies, and strive to obtain relevant government subsidies.
② Energy Saving, Carbon Reduction, new LIFE	Reduce Operating Costs Improve the use of clean energy and avoid carbon taxes	❶ Regularly promote water and electricity conservation, and display energy conservation signs in public places. ❷ The air conditioner is set between 26-28°C (78.8-82.4°F) and cleaned and maintained regularly to improve energy efficiency. ❸ LED lights replace traditional lighting fixtures to save electricity, and lights are turned off for one hour during lunch breaks. ❹ Reduce the use of paper and toner and encourage the reuse of waste paper. ❺ Employees are encouraged to use public transportation and ride bicycles to work.
③ Development of Low-Carbon Product Packaging	Expand energy-saving products and reduce operating costs	The packaging consumables are made of recycled materials to reduce the use of primary resources.

06 Social Inclusion

Community Integration · A People-oriented Approach

6.1 Industry-University Cooperation Plan to Deepen Talent Cultivation

In order to cultivate digital content professionals, enhance the energy of Kaohsiung's real estate industry, and create more job opportunities, Soft-World has promoted an intern program every year since 2018, putting on courses in design fields such as "Game Art", "Multimedia Production", "Graphics", "Design", "Music Creation", and "Audio and Video Recording", joining hands with more than 20 universities to establish long-term industry-university cooperation. Through a one-year solid training course, we focus on the functions required by industry talents and teach the industry in depth, including knowledge and professional skills, and enhance students' practical production and accumulate experience. The company has invested tens of millions of dollars to build software and hardware equipment, dormitories and other facilities, and also provides scholarships, subsidies, group insurance and other benefits to create a working environment where students can focus on internships.

Since the launch of the internship program, it has effectively bridged the gap between academia and industry, resulting in a significant improvement in the quality of students' work. The program's success has been highly recognized by faculty and students, earning the "Excellent Enterprise Award" from the "DIGI+Talent Cross-Domain Digital Talent Acceleration Program" for four consecutive years (2020, 2021, 2022, and 2023). Additionally, in 2021, 2022, and 2023, the works of interns under the company's guidance won third place in the "DIGI+Talent Global Digital New Star Awards." To date, the company has trained 136 interns, with over 20% passing the completion assessments and being offered full-time positions, achieving a seamless transition from graduation to employment. This has not only enhanced the availability of skilled talent for the industry but also boosted overall competitiveness, creating a win-win scenario for schools, students, and the company. Looking ahead, the company will continue to expand the benefits of industry-academia cooperation through various initiatives, contributing to the development of Taiwan's digital content industry, and striving to become a prime cradle for youth employment and entrepreneurship.

Moreover, the company actively organizes corporate visits for universities, allowing students to explore potential career paths and develop the skills needed for the workforce, with the goal of promoting youth employment and enhancing employability. In 2022 and 2023, visiting schools included Shih Chien University, Wenzao Ursuline University of Languages, and Cheng Shiu University.

▲Guided interns' work won third place in a competition

▲Music recording studio mentorship

▲Game animation mentorship

6.2 Soft-World Culture & Art Foundation Literary & Art Platform

Soft-World established the "Soft-World Technology Culture and Arts Foundation" in 2009, with the idea of "giving back to society". Soft-World takes the promotion of social and cultural undertakings as one of its major purposes and regularly holds various cultural and art exhibitions that are admission-free and open to the public. This enhances the public 's literary and artistic aesthetics and enriches local cultural life. It not only has educational significance, but also provides a good platform for local artists to display their work and speak with the community. So far, we have held several themed exhibitions, attracting tens of thousands of people every year, and a peak of more than 10,000 people. Hundreds of thousands of people have visited, bringing together more positive energy for society.

The foundation sponsors outstanding cultural and art groups and public welfare activities in the long term, supports the development of culture and art with practical actions, and provides scholarships to cultivate students with outstanding performance in moral, intellectual, physical, social, and aesthetic fields. It takes corporate social responsibility as one of its business objectives and as part of a mission to achieve cultural sustainability.

"Exotic Cultural Exhibition"

- Period: From January 14, 2023 to December 31, 2023
- Location: Shanping Lodge, Liugui District, Kaohsiung City
- Implementation of benefits: Using art and culture to initiate tourism, this event aimed to introduce the public to the broad and diverse aspects of culture and art. It also benefited rural and disadvantaged communities, contributing to domestic tourism and promoting local economic development.
- ☆ Participants/Beneficiaries: Approximately 28,500 attendees

"Brilliant Sounds Concert"

- A special invitation was extended to a 40-member choir from the Music Department of National Kaohsiung Normal University, accompanied by a 60-piece wind orchestra, creating a powerful musical experience for the audience.
- ☆ Participants/Beneficiaries: Approximately total of 824 attendees.
- ☆ Sponsored the Kaohsiung Wind Orchestra

"Harmony of Humanities and Music High School Campus Flash Mob Tour"

- To foster cultural literacy among high school students, the Soochow University School of Humanities and Social Sciences, in collaboration with the Department of Music, conducted campus flash music events from March 10 to April 20, 2023, visiting ten high schools (Heping High School, Dazhi High School, Bailing High School, Jingmei Girls' High School, Fuxing High School, Guangren High School, Minglun High School, Yangming High School, New Taipei High School).
- ☆ Participants/Beneficiaries:Totaling of principals, teachers, and students from the participating high schools 800 attendees.
- ☆ Sponsored by Soochow University.

"2023 'Goddess of Fire' Performance Showcase"

- Providing a performance platform enables children to value themselves, unleash their potential, and gain successful experiences.
- ☆ Participants/Beneficiaries: Performing students: 56 students; Audience: approximately 1000 attendees.
- ☆ Sponsored the Kaohsiung Municipal Dayi Junior High School Wind Orchestra. Dayi Junior High School Wind Orchestra.

"'Warmth' Kaohsiung Guitar Chamber Music Concert "

Promoting guitar music and culture to elevate citizens' musical appreciation and artistic literacy.
☆ Participants/Beneficiaries: Performers: 65students; Audience: approximately 300 attendees.
☆ Sponsored the Chuang Chia-Liang Guitar Ensemble

"43rd Annual Concert: 'Japanese Anime Symphony Concert' "

- Using the audience's most familiar music to relax their minds and bodies amidst their busy lives, allowing them to revisit the pure and emotional moments brought by Japanese anime.
- ☆ Participants/Beneficiaries: Two performances in Kaohsiung with 3498 attendees; one performance in Taipei with 1888 attendees; Total attendees across three performances 5386 attendees.
- ☆ Sponsored the Kaohsiung City Wind Orchestra.

"2023 'Year of the Rabbit Spring Festival Celebration and Raffle Event' "

- Taking advantage of the Lunar New Year to symbolize family reunion, unity, and prosperity, bringing a sense of happiness to each elder, as we move toward a future of shared growth and success.
- ☆ Participants/Beneficiaries: Approximately 212 residents and elders.
- ☆ Sponsored the Kaohsiung Veterans Home.

"Next Generation Camp: Career Village Show Event"

- The Next Generation Camp Career Village Show Event introduced children to the job content and future development of at least 16 different professions. Through hands-on occupational experience courses, disadvantaged youth could explore their interests, thereby increasing their willingness to learn and gaining a clearer direction for future academic choices.
- ☆ Participants/Beneficiaries: Campfire event: 280 attendees; Camp participants: 186 attendees
- ☆ Sponsored by the Taiwan Alliance for Youth Turnaround.

6.3 Soft-World Public Welfare & Social Activities

For many years, Soft-World has continued to pay attention to social welfare, attaching great importance to care for the disadvantaged, and combined the power of community schools, social welfare organizations, and mass media to demonstrate the company's enthusiasm for giving back to the society and expanding the scope of public welfare. In addition, we also actively participate in various external activities, share industry trends and new knowledge, and enhance the public's new vision of the field of Internet technology.

Responding to Fraud Prevention and Anti-Money Laundering　Collaborating with Nangang Precinct of Taipei City Police Department to Combat Crime

To prevent game points and third-party payments from becoming new channels for fraud syndicates to launder money, Soft-World invited the Executive Yuan Anti-Money Laundering Office and the Ministry of Justice's Judicial Officers Academy for a site visit. During the visit, industry practices in fraud prevention and anti-money laundering were shared.

Responding to Fraud Prevention and Anti-Money Laundering Collaborating with Nangang Precinct of Taipei City Police Department to Combat Crime

Our company actively assists the local Nangang Precinct in maintaining public safety, gaining a deeper understanding of key tasks and the latest crime prevention knowledge. This effort was recognized by the presentation of a certificate of appreciation from Nangang Precinct Chief, Chen Jin-Cheng.

Blood Donation Drive: Let Love Fly

In promoting the concept of "Corporate Social Responsibility," Soft-World invited a blood donation vehicle to the Taipei Soft-World campus, providing convenience for employees to donate blood nearby. Employees who successfully donated blood were rewarded with meal vouchers provided by the company. By rolling up one's sleeves to donate blood, we show love with practical actions, fully demonstrating the company's spirit of giving back to society

Collaboration Between Fu Jen Social Sciences College and Soft-World from USR to CSR

In line with our commitment to corporate social responsibility, Soft-World supported Fu Jen Social Sciences College's efforts by donating to the "Social Innovation and Non-Profit Organization Research Center," which implements the university's social responsibility initiatives to benefit local communities and provide assistance to those in need.

Chien-Chin Primary School Recording Studio Visit

Future Transformer Visit

Siaogang Senior High School Recording Studio Visit

Chung Cheng University Recording Studio Visit

Ministry of Digital Affairs Visit

Southern Taiwan University of Science and Technology - Department of Pop Music Recording Studio Visit

Labor Affairs of Kaohsiung City - China Productivity Center Visit

Taren Junior High School - Chinese Orchestra Recording Activity

Shu-Te Home Economics & Commercial High School - Applied English Department Recording Studio Visit

Appendix

GRI Content Index Table

Usage Statement	Soft-World International Corporation has reported the content for the period from January 1, 2023, to December 31, 2023, in accordance with the guidelines.
GRI Standards Used	GRI 1: Foundation 2021 GRI 2: General Disclosures 2021

GRI Standards		Corresponding Chapter Theme	Page No./Supplementary Description
	Organizational and Reporting Practices		
2-1	Organizational details	About this Report	2
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	No restatements	
2-5	External assurance	This report is self-compiled	
	Activities and Workers		
2-6	Activity, value chain and other business relationships	1. Soft-World Overview	3
2-7	Employees	4.1 Human Resource Structure	27
2-8	Workers who are not employees	3.3 Management Team-Customer Service & Supplier Management	23
	Governance		
2-9	Governance structure and composition	3.1 Corporate Governance Structure	18

GRI Standards		Corresponding Chapter Theme	Page No./Supplementary Description
2-10	Nomination and selection of the highest governance body	3.1.1 Operations of the Board of Directors	19
2-11	Chairman of the highest governance body	3.1.1 Operations of the Board of Directors	19
2-12	Role of the highest governance body in overseeing the management of impacts	3.1.1 Operations of the Board of Directors	19
2-13	Delegation of responsibility for managing impacts	3.1.1 Operations of the Board of Directors	19
2-14	Role of the highest governance body in sustainability reporting	3.1.1 Operations of the Board of Directors	19
2-15	Conflicts of interest	3.1.1 Operations of the Board of Directors	19
2-16	Communication of critical concerns	3.1.1 Operations of the Board of Directors	19
2-17	Collective knowledge of the highest governance body	3.1.1 Operations of the Board of Directors	19
2-18	Evaluation of the performance of the highest governance body	3.1.1 Operations of the Board of Directors	19

GRI Standards		Corresponding Chapter Theme	Page No./Supplementary Description
2-19	Remuneration policies	3.1.2 Board of Directors & Functional Committees	20
2-20	Process to determine remuneration	3.1.2 Board of Directors & Functional Committees	20
2-21	Annual total compensation ratio	4.2.5 Employee Welfare Measures	27
	Strategy, Policies, and Practices		
2-22	Statement on sustainable development strategy	Message from Management	1
2-23	Policy commitments	3.3.2 Working Together with Suppliers to Prosper Together	23
		4.2.5 Employee Welfare Measures	31
		4.2.6 A Platform for Employees' Grievances	31
2-24	Embedding policy commitments	3.3 Management Team- Customer Service & Supplier Management	23
		3.4 Information Security	24
		4.3 Training & Development	32
2-25	Processes to remediate negative impacts	2.5 Communication Channels between Stakeholders & Soft-World	17
2-26	Mechanisms for seeking advice and raising concerns	2.5 Communication Channels between Stakeholders & Soft-World	17

GRI Standards		Corresponding Chapter Theme	Page No./Supplementary Description
2-27	Compliance with laws and regulations	3. Corporate Governance, Business Integrity	18
2-28	Membership associations	3.5 Participation in Public Associations	26
	Stakeholder Engagement		
2-29	Approach to stakeholder engagement	2.2 Stakeholder Consultation	12
2-30	Collective bargaining agreements		Currently we have not signed any collective bargaining agree- ments
	GRI 3: Material topics		
3-1	Process to determine material topics	2.2 Identification and Discussion of Material Topics	12
3-2	List of material topics	2.3 Description of the Impact of Material Topics	13
3-3	Management of material topics	2.3 Description of the Impact of Material Topics	13
GRI 201	Economic Performance		
201-1	Direct economic value generated and distributed	1.3 Operational Performance	5

GRI Standards		Corresponding Chapter Theme	Page No./Supplementary Description
201-2	Financial implications and other risks and opportunities due to climate change	5.5 Climate Change Risks and Opportunity	39
201-3	Defined benefit plan obligations and other retirement plans	4.5.4 Solid Pension System	34
GRI 203	Indirect Economic Impacts		
203-1	Infrastructure investments and services supported	6.3 Soft-World Public Welfare & Social Activities	43
GRI 205	Anti-Corruption		
205-1	Operations assessed for risks related to corruption	3.2 Management Team-Risk Management	22
205-2	Communication and training about anti-corruption policiesand procedures	4.3 Training & Development	32
205-3	Confirmed incidents of corruption and actions taken	3.2 Management Team-Risk Management	22
GRI 206	Anti-competitive Behavior		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		No occurrences during the reporting period
GRI 207	Tax	Declaring taxes truthfully in accordance with laws and regulations	

GRI Standards		Corresponding Chapter Theme	Page No./Supplementary Description
GRI 302	Energy		
302-1	Energy consumption within the organization	5.2 Environmental Sustainability Performance	36
GRI 303	Water and Effluents		
303-1	Interactions with water as a shared resource	5.3 Our Sustainable and Green Management Policy	37
GRI 304	Biodiversity		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	5.1 Commitment to Environmental Sustainability	35
GRI 305	Emissions		
305-2	Energy indirect (Scope 2) GHG emissions	5.2 Environmental Sustainability Performance	36
GRI 308	Supplier Environmental Assessment		
308-1	New suppliers that were screened using environmental criteria	3.2 Management Team-Risk Management	22
308-2	Negative environmental impacts in the supply chain and actions taken	3.2 Management Team-Risk Management	22

GRI Standards		Corresponding Chapter Theme	Page No./Supplementary Description
GRI 401	Labor-Employer Relations		
401-1	New employee hires and employee turnover	4.2 Labor-Employer Relations	29
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	4.2.5 Employee Welfare Measures	31
401-3	Parental leave	4.2.3 Gender Equality	30
GRI 402	Labor-Employer Relationship		
402-1	Minimum notice periods regarding operational changes	4.2 Labor-Employer Relations	29
GRI 403	Occupational Safety & Hygiene		
403-1	Occupational health and safety management system	4.5.5 Providing a Comfortable Working Environment	34
403-3	Occupational health services	4.5.1 Caring of Employee Health & Regular Health Examinations for Employees	33
403-4	Worker participation, consultation, and communication on occupational health and safety	4.5.2 Genuine Concern for Employee Health	33
403-5	Worker training on occupational health and safety	4.3 Training & Development	32

GRI Standards		Corresponding Chapter Theme	Page No./Supplementary Description
403-6	Promotion of worker health	4.5.2 Genuine Concern for Employee Health	33
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4.5.2 Genuine Concern for Employee Health	33
403-9	Work-related injuries	4.5.3 Investing in Group Insurance to Safeguard Employees	33
403-10	Work-related ill health	4.5.3 Investing in Group Insurance to Safeguard Employees	33
GRI 404	Training & Education		
404-1	Average hours of training per year per employee	4.3 Training & Development	32
404-2	Programs for upgrading employee skills and transition assistance programs	4.3 Training & Development	32
GRI 405	Employee Diversity & Equal Opportunities		
405-1	Diversity of governance bodies and employees	4.1.3 Employee Diversity & Social Responsibility	28
405-2	Ratio of basic salary and remuneration of women to men	4.1.1 Equal Pay for Women and Men	28

GRI Standards		Corresponding Chapter Theme	Page No./Supplementary Description
GRI 406	No Discrimination		
406-1	Incidents of discrimination and corrective actions taken		No occurrences during the reporting period
GRI 407	Freedom of Association and Collective Bargaining		
GRI 402	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		During the report period, the company did not receive the business or the operating point that violated the affairs or risks
GRI 403	Child Labor		
408-1	Operations and suppliers at significant risk for incidents of child labor		No occurrences during the reporting period
GRI 409	Forced or Compulsory Labor		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor		No occurrences during the reporting period

GRI Standards		Corresponding Chapter Theme	Page No./Supplementary Description
GRI 410	Security Practices		
410-1	Security personnel trained in human rights policies or procedures		No occurrences during the reporting period
GRI 411	Rights of Indigenous Peoples		
411-1	Incidents of violations involving rights of indigenous peoples		No occurrences during the reporting period
GRI 413	Local Community		
413-1	Operations with local community engagement, impact assessments, and development programs	6.1 Soft-World's Industry-University Cooperation Plan to Deepen Talent Cultivation	43
413-2	Operations with significant actual and potential negative impacts on local communities	6.2 Soft-World Culture & Art Foundation – Cultural Exchange Platform	44
GRI 414	Supplier Social Assessment		
414-1	New suppliers that were screened using social criteria	3.3 Management Team-Customer Service & Supplier Management	23

GRI Content Index Table

GRI Standards		Corresponding Chapter Theme	Page No./Supplementary Description
GRI 415	Public Policy		
415-1	Political contributions		No occurrences during the reporting period
GRI 416	Customer Health and Safety		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		No occurrences during the reporting period
GRI 417	Marketing & Labeling		
417-1	Requirements for product and service information and labeling		No occurrences during the reporting period

GRI Standards		Corresponding Chapter Theme	Page No./Supplementary Description
417-2	Incidents of non-compliance concerning product and service information and labeling		No occurrences during the reporting period
417-3	Incidents of non-compliance concerning marketing communications		No occurrences during the reporting period
GRI 418	418 Customer Privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		No occurrences during the reporting period