3 Healthy Workplace, Safety Adherence

> " We provide a safe and healthy workplace environment that enables our employees to be relaxed and comfortable. As this also helps to improve operational performance, the Group has always been committed to compliance with international occupational health and safety management systems and standards in our realization of corporate social responsibilities.

Material issues in this chapter:

- Occupational Health and Safety
- Hazardous Substance Management

Key KPIs and achievements/Honors in 2023

1	110 entities, including all main business groups and 98% of employees, obtained ISO 45001 Occupational Health and Safety Management Systems.
2	Provided many high-quality health examination organizations and subsidized the high cost of health examination for employees, with an annual budget of up to NTD 96 million, servicing 3,075 employees.
3	31 subsidiaries of the Group obtained IECQ QC080000 system certification.
4	Obtained the 2023 Award Badge of Accredited Healthy Workplace by Health Promotion Administration

Commitment to SDGs

3 GOOD HEALTH AND WELL-BEING

8 DECENT WORK AND ECONOMIC GROWTH

Major GRI standards mapped:

GRI 403.1-9

3.1 Occupational Safety and Health

The Group complied with international occupational health and safety management systems and local laws in formulating our occupational health and safety policies, which are applicable to all employees and suppliers/contractors We are committed to a goal of zero injuries, occupational diseases, and accidents as we work to build the best workplace environment for all employees.

To fully implement our occupational health and safety policies, we established a fire safety unit, labor safety unit, the Central Health, and other functional units. Additionally, the collective agreement signed by our Labor Union also covers issues relating to health and safety, protection of employee health and safety rights, and enhancement of health and safety management at all campuses. The Group has established quantifiable goals, implemented management plans, introduced advanced detection and monitoring systems, executed source prevention and control systems, heightened employee drills, awareness, and emergency response capabilities, and carried out a variety of safety inspections to improve upon hidden hazards and create the best workplace environment for all employees.

We continue to invest in resource planning and the creation of a safe and healthy working environment by using our cloud computing advantages, food safety cloud services, and healthcare cloud services to build a healthcare network that aims to combine smart technology with precision healthcare. We aim to protect Group employees and their families all around the world through food safety and physical health monitoring capabilities.

3.1.1 Occupational Health and Safety Management

3.1.1.1 Occupational Health and Safety Policies

Hon Hai recognizes that a safe and healthy work environment enhances the quality of products and services, consistency of production, worker retention and morale, and minimizing work-related injury and illness. The company is committed to obtaining and promptly renewing all necessary health and safety permits and complying with national or local regulations to establish a safe and healthy working environment.

For details of OHS policies, please see following link:
Hon Hai Code of Conduct

3.1.1.2 Occupational Safety and Health Management System

Occupational Safety and Health Management System

The status by the end of 2023, is that the Group's 110 entities, including all main business groups and 98% of employees, have all implemented ISO 45001 Occupational Health and Safety Management Systems and have been verified by third-party institutes. These management systems are applicable to all Group employees and all suppliers and contractors working on Group campuses.

The Group convenes global production safety meetings each month which are headed by our chairman, requiring general managers of all business groups and all campus managers to attend the meetings online. The highest safety authority presents weekly reports covering global production safety information, Group production safety conditions, regional production safety conditions, and production safety knowledge while also deploying major production safety tasks throughout the Group and solving major problems within the Group.

The Group has established a Health and Safety Committee composed of labor and management representatives, which convenes quarterly to review our occupational health and safety performance for continuous optimization of occupational health and safety management systems. We have also established Production Safety Management Organizations

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at all campuses which convene weekly production safety meetings for discussion and analysis of production safety conditions at all campuses and subsequent implementation of all production safety tasks.

The Group actively promotes employee participation in the occupational safety and health management system:

1) Established production safety organization in all units and has set up directly responsible managers to collect and sort out issues related to occupational safety and health from employees. Occupational safety and health meetings are held regularly to resolve relevant issues.

2) Established multiple channels for communicating with employees in accordance with certificated occupational safety management systems in all units. Employees can report hidden dangers and get rewards through team meetings, factory director's mailbox, emails, workshop bulletins, employee hotlines, and emergency rescue with full participation drills, etc.

3) Established an employee safety incentive and evaluation system and a hidden fault reporting system to fully mobilize the enthusiasm of employees to participate in safety work.

The Group has established a contractor safety management system, which requires all contractors to sign a safety management agreement with the legal person corresponding to the group's business, clarify their respective safety management responsibilities, and accept the group's safety production training and inspection and assessment. Unqualified contractors are not allowed to undertake the work. In terms of the group's business, a total of 5,728 safety management agreements were signed in 2023.

In the future, the Group plans to develop a *Production Safety Supervision Information Platform,* and the basic functional modules and put them into trial operation in 2 pilot factories, Longhua and Guanlan.

Safety Audits and Risk Identification

With the goal of "zero injuries, zero occupational diseases and zero accidents" and the realization of the vision of "establishing a safe and healthy working environment", the Corporate Production Safety Division promotes the steady improvement of safety levels through the following main channels.

All units carried out risk identification and risk assessment procedures according to risk types and unit characteristics for formulation of scientific safety risk identification algorithms and methodologies. Safety risk identification procedures were carried out for different job positions to compile and classify safety risks, following which the LEC assessment method was used to determine risk levels. Safety risks are categorized from high to low as major risk, relatively high risk, medium risk, and low risk, and are labeled using four different colors (red, orange, yellow, or blue).

Safety risk categories and levels are used to establish a safety risk database and a risk assessment matrix visualized with four colors (red, orange, yellow, or blue). Management of risks is implemented according to risk levels. For example, major risks are controlled by business groups, which are responsible for formulating control measures, while medium risks are controlled by team leaders. We continue to optimize and advance our occupational health and safety management system using the PDCA cycle.

Figure 3-1: Risk management process

Risk Identification — Comprehensive identification of all hazards that could cause personnel injury or accidents

Risk Assessment — Assess and analyze risk levels in accordance with severity and probability of safety risk hazards

Risk Analysis — Establish a safety risk database and draw fourcolor safety risk spatial distribution charts and safety risk comparison charts

Risk Management — Formulate risk management measures based on risk analysis results

Table 3-1: Management for OHS Risks

Risk Level	Actions and Strategies	Identified Results	Key Risks and Consequences	Management Measures
Particularly Serious Risk	Immediately stop work, notify the highest supervisor of the factory, and wait until the risk is eliminated or reduced.	No "Particularly Serious Risk" or "Serious Risk" in current operations, including workplace and factories.		
Serious Risk	Notify the highest supervisor of the business group and immediately take emergency measures to reduce the risk.			

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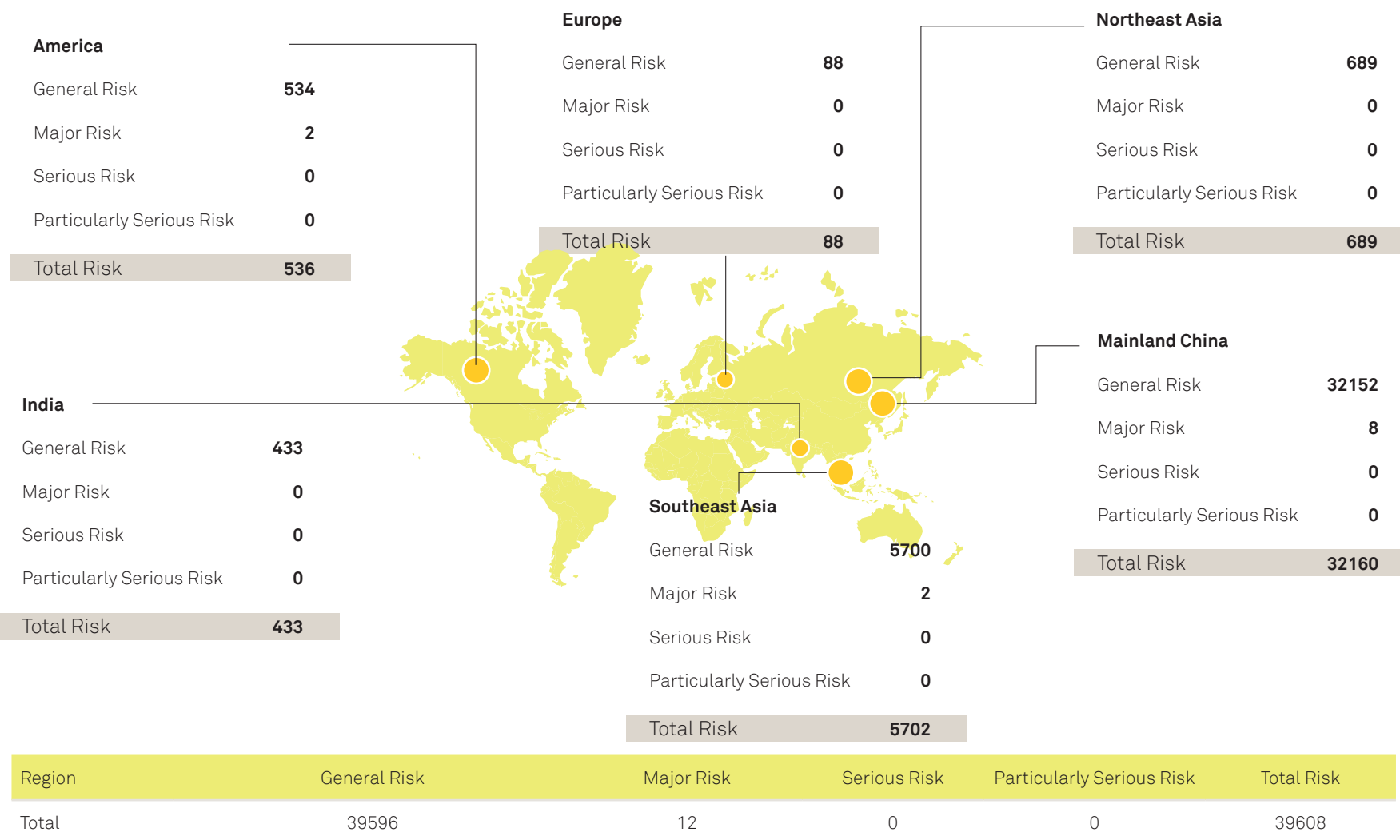| Risk Level	Actions and Strategies	Identified Results	Key Risks and Consequences	Management Measures
Major Risk	1. Take immediate measures to reduce the risk; 2. Review and optimize existing control measures and management programs to ensure that risks are effectively controlled;	Major Risk" exists in some of the operation sites, while the others are "General Risk". See Table 3-2: Summary of Risk Assessment for Hon Hai Group in 2023	Machinery Safety: Mechanical Injury, Physical Strike	1. Training mechanical risk evaluators to enhance self-developed equipment safety design and safety evaluation capabilities. 2. Establishing equipment safety regulations; only accepting equipment satisfying regulations to avoid unsafe equipment from being put into production. 3. Implementing a safety review system for equipment updating.
			Electrical safety: fire, electric shock	1. Annually commissioned third-party electrical inspection for 10 years and older plants. 2. Quarterly temperature check of electrical equipment/facilities by equipment personnel using cloud thermal imaging camera.
			Chemical safety: fire, poisoning, burns.	1. Innovating technology to avoid using chemicals or using low-risk chemicals to replace high-risk chemicals. 2. Introducing automation and remote operation equipment. 3. Enhancing on-site ventilation and emergency response. 4. Using tools instead of manual operation.
			Fire Operation: Fire	1. Strictly implementing the "Fire Operation Application System". 2. Establishing a whitelist system for manufacturers and sign the "Safe Production Management Agreement" to clarify the safety responsibilities of both parties. 3. AI video monitoring at the operation site, automatic alarm for abnormality, and signal transmission to the fire monitoring center. 4. Guardian training, three level audits covering factories, business groups, business units.
			Manual Transportation: Smash/ Bruise Injury of employees	1. Strictly implementing the "Code of Practice for Safe Management of Moving Operations", and commission a professional company to move when the weight inside the workshop exceeds 800KG / the weight outside the workshop exceeds 500KG or more. 2. Use software to predict the risk of manual transportation - NLE (lifting equation) to reduce occupational hazards.
			Go up and down the stairs: Falls, Slips and Tumbles (STFs)	1. Stairways, slopes, thresholds, and transition areas are posted with prominent warning signs/voice alerts. 2. Installing anti-slip mats on staircases; installing voice alerts in staircase corners. 3. Monitoring and auditing employee behavior on stairs and include in departmental safety assessment.

Risk Level	Actions and Strategies	Identified Results	Key Risks and Consequences	Management Measures
General Risk	1. Strengthening management to ensure the effective implementation of various measures; 2. Continuously publicizing and training to enhance risk identification and disposal capabilities.		Fire Emergency Training	Creating a barrier for the Group to extinguish fires on its own in the early stages of a fire, and strengthening the fire-fighting abilities of employees, firefighters, and emergency response organizations. -First barrier: Promote hands-on fire extinguisher training for all employees to put out fires nearby. -Second barrier: each production building is equipped with a backpack fine water spray fire extinguisher, placed at the main entrance on the first floor, each unit firefighters to extinguish the fire in their own building, the time to extinguish the fire is no more than 1 minute. -Third barrier: the on-site emergency response team rushed to the scene to implement fire extinguishing; fire extinguishing time shortened to within 4 minutes

Relevant management regulations:
Occupational safety risk identification management specification
Safety education and training management specification
Safety inspection operation and hidden danger management specification
Equipment safety management specification
Change operation management specification
Supplier production safety management specification
Hazardous chemicals safety management specification
Building construction / maintenance safety management specification
Production safety incident management specification
Accident emergency response management specification

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Table 3-2: Summary of Risk Assessment for Hon Hai Group in 2023

America

General Risk	**534**
Major Risk	**2**
Serious Risk	**0**
Particularly Serious Risk	**0**
Total Risk	**536**

Europe

General Risk	**88**
Major Risk	**0**
Serious Risk	**0**
Particularly Serious Risk	**0**
Total Risk	**88**

Northeast Asia

General Risk	**689**
Major Risk	**0**
Serious Risk	**0**
Particularly Serious Risk	**0**
Total Risk	**689**

India

General Risk	**433**
Major Risk	**0**
Serious Risk	**0**
Particularly Serious Risk	**0**
Total Risk	**433**

Mainland China

General Risk	**32152**
Major Risk	**8**
Serious Risk	**0**
Particularly Serious Risk	**0**
Total Risk	**32160**

Southeast Asia

General Risk	**5700**
Major Risk	**2**
Serious Risk	**0**
Particularly Serious Risk	**0**
Total Risk	**5702**

Region	General Risk	Major Risk	Serious Risk	Particularly Serious Risk	Total Risk
Total	39596	12	0	0	39608

Note:
1. Based on the end of the year on December 31, 2023.
2. Data coverage: The Group

Occupational Hazard Management

Each major unit in the Group has compiled specifications for occupational hazard identification and risk assessment. Regularly conducts hazard identification, risk assessment, and risk management and control.

The Group regularly organizes physical examinations for occupational diseases for employees who are exposed to risks, including contractors. In 2023, 106,671 employees received occupational physical examinations among six major regions of the Group. No occupational diseases due to chemical exposure occurred. There were three employees of Hon Hai Precision Industry Co., Ltd working with heavy metals, organic chemistry, noise, and ionizing radiation, to ensure their health and safety, besides physical examinations, the Group arranged occupational medicine doctors and conducted evaluations regularly. In 2023, annual budget for health checks was up to NT$96 million, and the physical examination cover rate rose to 86.7%.

Respond to Emergencies

The Group attaches great importance to responding to emergencies. According to Article 1 of the Production Safety Chapter of the Group's Employee Handbook, Employee Safety Rights and Obligations, employees have the right to take emergency evasive measures. The Group emphasizes this clause in daily employee training, new employee training and contractor training, and informs employees and contractors of their rights to refuse illegal instructions and to take emergency measures. In the event of an emergency, such as a large fire risk, personal safety risk, employees and contractors have the right to evacuate the site immediately, and the company or personnel will not be held responsible for any resulting losses. In 2023, 4,270 employees completed 5 emergency evacuation drills; contractors completed a total of 454 drills.

Health and Safety Training and Drills

The Group has formulated the "Safety Education and Training System" and "Group Supplier Production Safety Management Measures" to clearly define corresponding training requirements for both group employees and contractor employees. Each unit develops and implements safety training plans at the beginning of the year annually.

In 2023, all units of the group have carried out production safety training for new employees, special operations personnel, construction guardians, safety management personnel, on-site auditors, factory directors, suppliers, etc. with a total of 64,349,971 hours of training.

Table 3-3: Health and Safety Trainings

Items	Training Hours
Pre-job safety education at the factory level, workshop level, and team level for new employees (including dispatched workers).	50,648,252
On-the-job certification training for employees in hazardous positions, including combustible dust, hazardous chemicals, lithium batteries, etc.	912,514
Safety training for suppliers/construction manufacturers entering the factory.	129,652
Special operators and special equipment operators to get certification required by the government	367,919
Improve the professional capabilities of safety management personnel	3,303,052
Others training, such as on-the-job personnel training, KYT training	8,988,582

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Occupational Accident Management

The Group has constructed a Job Safety Analysis (JSA) system, which guides more front-line employees to participate in safety analysis. By systematically identifying and evaluating potential risks at work and formulating targeted control measures, the system improves employees' safety awareness and independent prevention capabilities, effectively protecting the safety and health of the organization and employees.

In addition, we have updated the new version of the workplace accident investigation report form by adding six new parts, including basic information about accident investigation team members, self-reports of accident parties/eyewitnesses, accident handling process, scene pictures/diagrams, investigation findings, and root cause analysis.

3.1.2 Statistics on Disabling Injuries

3.1.2.1 Fatalities

The Group sets "100% safety and zero hidden dangers" as the main safety target and has formulated the Production Safety Incident Management System to clearly stipulate the processes and responsibilities for incident reports, incident investigations, and investigative personnel levels. Upon the occurrence of any incident, we require on-site personnel and unit managers to file an immediate report and record said incident in our Industrial Accidents Declaration System. Then, an incident investigation team is responsible for the investigation, handling, and compilation of incident reports is instantly established.

Table 3-4: Summary of Fatalities

	Employees		Dispatched employees		Contractors	
2020	1	0.0005	1	0.0011	NA	NA
2021	4	0.0024	0	0	NA	NA
2022	1	0.0006	0	0	NA	NA
2023	1	0.0007	0	0	2	0.0070

■ Percentage (%)
Note:
1. Based on the end of the year on December 31, 2023.
2. Data coverage: The Group

3.1.2.2 Lost-Time Injury Frequency Rate (LTIFR)

In 2023, analyses of work-related injuries showed that special energy-intensive machine adjustment operations, require employees to abandon the equipment safety devices and expose their limbs to the dangerous area of the operating machine to adjust the machine. If effective protection/alternative measures are not taken, serious consequences will occur. We found that insufficient risk assessment, failure to formulate effective countermeasures, and inadequate operational supervision accelerate this risk.

Therefore, the Group has formulated and implemented the *Approval and Review System for Special Energy Adjustment Operations*. Meanwhile, the special operation risk assessment team conducts a comprehensive assessment of the *Special Operation Application Approval Form* submitted

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by the operating unit. After the operation application is approved, the authorization is reviewed on-site by the supervisor or acting head at or above the class level before each operation, and the supervisor or the personnel assigned supervise the whole process on-site. After the operation is completed, the supervisor can only leave when the safety of process is confirmed, and the devices will be restored.

Table 3-5: Summary of Lost-Time Injury Frequency Rate

			2020	2021	2022	2023
High-consequence work-related injuries (excluding fatalities)	Employees	Number	0	0	0	0
		Ratio%	0	0	0	0
	Contractors	Number	0	0	0	0
		Ratio%	0	0	0	0
Recordable work-related injuries	Employees	Number	267	189	191	267
		Ratio%	0.1187	0.1151	0.1118	0.1877
	Contractors	Number	17	8	15	25
		Ratio%	0.0191	0.0136	0.0208	0.0345
Total number of hours worked	Employees	Hours	1,913,011,143	1,642,760,216	1,707,962,880	1,422,748,800
	Contractors	Hours	889,596,240	589,180,800	720,378,100	724,880,083

Note:
1. Based on the end of the year on December 31, 2023.
2. The aforementioned rates are calculated on a basis of 1,000,000 working hours.
3. Contractors include both contractors and dispatched employees.
4. Rate of high-consequence work-related injuries (excluding fatalities) = Number of high-consequence work-related injuries (excluding fatalities) * 1,000,000 / Number of hours worked.
5. Rate of recordable work-related injuries = Number of recordable work-related injuries (excluding fatalities) * 1,000,000 / Number of hours worked.
6. Data coverage: Mainland China.

3.2 Chemicals Management

Management of Hazardous Chemical Substances and Workplace Monitoring

The Group strictly abides by the chemical safety regulations of local governments in various countries and the restricted substance specifications of customers. Based on the whole process monitoring, it adheres to the 5 principles of "no design, no procurement, no input, no produce, no output" for hazardous substances.

The Group strictly abides *The Restriction of Hazardous Substances in Electrical and Electronic Equipment Directive (RoHS), Registration, Evaluation Authorization and Restriction of Chemicals (REACH), The Persistent Organic Pollutants (Amendment) (No. 2) Regulations (POP), Toxic Substances Control Act (TSCA), AfPS GS 2019:01 PAK (PAH)* etc.

To effectively control the use of hazardous chemicals, the Group has established a Chemical Management Committee to coordinate the Group's chemical management work:

- Dynamically follow up on environmental protection/health laws, regulations/standards of various countries, and regularly review the compliance with chemical regulations to facilitate timely updating of internal specifications.

- Actively respond to customers' chemical substance management needs that are higher than legal and regulatory requirements and ensure that products meet customer requirements.

- Formulate various internal rules and regulations, integrate risk management, and control throughout the entire life cycle, and comprehensively protect chemical products, ensuring the safety of product use and create safer and more reliable products.

- Develop and publish lists of prohibited, restricted and controlled substances.

- Comprehensively identify all chemicals used in production, non-production, including wastewater treatment, equipment and facility operation consumption, cleaning operations, etc. as well as laboratories, and uniformly manage the use, dosage, type, hazard, and product ingredient information of chemicals.

- Establish the Audit Office, which conducts regular inspections on the use and replacement of chemicals in factories around the world annually (no less than three times for factories in mainland China, no less than once for factories in Europe and the United States, and no less than twice for other factories). Also, it closely supervises the implementation of each unit situation, to ensure compliance during the use of chemicals, record non-conforming items in the hidden danger electronic management system, order rectification within a time limit, and review them when due.
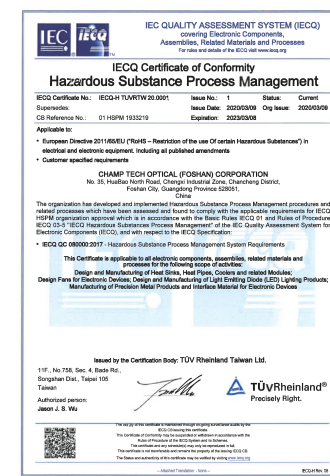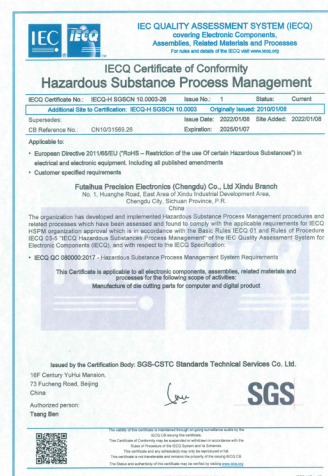
Table 3-6: Management of Hazardous chemicals

Risk levels	Management measures
Level 4	Refer to the occupational safety management documents established by the International Labor Organization or other countries and develop special management methods through expert guidance.
Level 3	Isolation, such as closed processes, workspace planning, area marking, trained essential workers can enter
Level 2	Engineering controls, such as local air change/exhaust ventilation, no entry for non-essential personnel
Level 1	Overall ventilation, non-essential personnel are not allowed to enter

As of 31 December 2023, 31 subsidiaries of the Group had obtained IECQ QC080000 system certification. We will continue to promote this management system in other subsidiaries.

3.3 Employee Health Promotion

The Group's health services cover three major areas: medical assistance, health education guidance, and nutrition and food safety. The Group has established a multi-disciplinary team consisting of physicians, nurse practitioners, pharmacists, dietitians, exercise coaches, and physical therapists, and has set up a food safety laboratory to regularly sample and inspect employees' food and beverages, so as to provide employees with services covering medical care, nutrition, food safety, and exercise, and to fully develop an "integrated health care" employee service model

(Overseas and other factories provide a remote service model), and the service venues include the Health Management Center, Healthy Life Hall, factory area, consultation room, and food safety laboratory. And the services are provided in the form of platforms, audio-visual, live broadcasting, literature and propaganda, factory tours, and remote services that integrate online and offline.

Through the Group's APP, employees can also keep abreast of the Group's internal health knowledge, covering topics such as epidemic prevention, health, medical care, food safety, nutrition, etc., so as to enhance their self-health awareness and to fulfill the promise that "what is taken

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from Hon Hai's resources will be utilized by Hon Hai's staff" in the most practical way.

Figure 3-2: Health Support for Employees

Multidisciplinary Team					
Physicians	Nurse Practitioner	Pharmacists	Physical Therapist	Exercise Coaches	Dietitians

3.3.1 Mental Health and Workplace Stress

The Foxconn Labor Union Employee Care Center has a psychological consultation room and a spiritual hotline 25885 (Love Me, Help Me). In addition to this, professional psychological counselors provide free 7*24-hour mental health services throughout the year. The services include marriage and romantic relationships, stress relief, individual psychological consultation, psychological crisis intervention, marriage and family dispute mediation, group psychological counseling, mental health assessment, mental health training, mental health knowledge education, etc.

In 2023, the Group's mental health work continues to focus on the two directions of "maintaining stability and peace of mind" and "empowering growth". A total of 1,291 mental-related activities have been carried out, including employee mental health publicity, mental health counseling, group counseling, mental health training, free health clinics, and marriage and family dispute mediation, serving 462,000 employees.

3.3.2 Health Initiatives

The Group attaches significant importance to employee health promotion and protects the physical health of employees. In order to enable employees to strike a balance between work and physical and mental health, and to implement the concept of preventive medicine, Hon Hai Precision Industry Co., Ltd. provides a number of high-quality health examination organizations and subsidizes the high cost of health examination for employees, with an annual budget of up to NTD 96 million, servicing 3,075 employees of Taiwan in 2023. In addition, the health services provided by the Group cover three major aspects, including medical assistance, health education guidance, and nutrition and food safety, and the service venues include health management centers, healthy life halls, factory consultation rooms, and food safety laboratory.

Popularize Health Knowledge

The Group has carried out 1,626 issues of health and anti-fraud knowledge popularization through pictures, texts, posters, audio, and video, etc., covering 679,000 employees. Meanwhile, we organized knowledge competitions, free clinics, lectures and other health-themed activities around physical health, mental health, occupational health, financial health, and other contents 626 events, 93 legal education activities, serving 741,000 employees.

Organize Cultural Events

In 2023, the 20 factories held 370 sports competition trials, 1,084 various cultural events and sports activities, 721 mental health activities, and 167 legal education activities, serving 602,000 employees.

The "Integration /Endeavor /Win-win" Foxconn 2023 Comprehensive Employee Sports Games was launched to implement the concept of green energy saving and use an innovative online torch relay. 201,698 employees from 35 factories participated in the online torch relay and received digital certificates; 617 athletes from 27 factories participated in 34 sports events in eight categories including football, basketball, table tennis, and swimming.
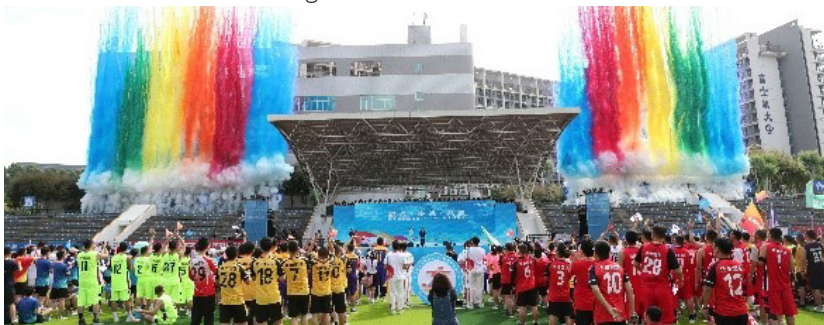
Maintain a Healthy Position

In 2023, the Group built 233 new employee service stations and added 1,467 new health equipment. 965 health popularization activities such as occupational health training, safety experience, and physical examination result interpretation and counseling were carried out based on employee service stations, serving 521,300 employees.

Promote Habit Formation

In 2023, the Group identified health experts among employees and produced 35 health videos titled "Good Habits Development" and published 166 articles on health knowledge, with 163,000 views. Also, we promoted the "Union Calls You for Breakfast" check-in activity, with 49,000 visits in 29 parks Participate. There are 162 various health activities held, serving 98,000 employees.

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3.3.3 Health Management for Food Safety

The Group attaches significant importance to the issue of food safety in staff meals and has carried out a series of activities on the topic of food safety in its main plants in Taiwan.

Risk Analysis

The Group has formulated "Food Safety Guidelines" to monitor the food and beverage supply in Taiwan's major factories and conducted risk assessments based on the number of meals served, the amount of food ingested, the degree of harm, and the types of substandard samples or processes that have been detected in the past. Monthly sampling and testing frequency of 22 categories of raw materials, meals and environmental equipment is set, and food safety risk control measures are implemented to continuously monitor employee food safety throughout the year.

Sampling and Testing

"Food Safety Laboratory" from the Corporate Employee Health and Wellness is regularly accredited by the National Accreditation Foundation (TAF) and operates under the ISO 17025 quality management system. The Laboratory has passed the *E. coli* and *Staphylococcus aureus* Scope of accreditation and provides the Group with routine food safety monitoring and risk identification services. In 2023, a total of 3,370 samples were taken and 10,830 tests were completed, raising the sampling pass rate to 97.1%.

Strictly Selected Manufacturers

In accordance with regulatory requirements and the Good Hygiene Practice (GHP), we have established a supplier quality control system and conducted legal and quality audits of long-term suppliers, employee gifts, and food and beverage companies with group activities. In 2023,

a total of 90 food suppliers were audited, with a compliance rate of 97.8%. Meanwhile, the Group observes safe water, sanitation, and hygiene services (WASH): committed to the safe management of water resources, ensuring safe and hygienic water at our workplaces and in local communities, safeguarding the health and safety of our employees and community residents, and providing pure water to our employees.

Supplier Audit Counseling

According to the classification of suppliers' manufacturing processes, the Group has set up management and audit methods to conduct process risk analysis, traceability, and health and safety audits, and regularly provide food safety education to suppliers to enhance their safe operation skills, to comply with healthy food hygiene regulations and reduce food risks. In 2023, the number of audits totaled 128, and the average score was raised to 88.0, with an average improvement rate of more than 70%.

Food Safety Education

Quarterly communication and exchanges with food and beverage suppliers and management units in each factory, with topics covering common deficiencies in factory food and beverage operations, good practices, and analysis of the latest news and current events, as well as analysis of the causes of food poisoning and how to prevent it. At the same time, we conduct course satisfaction surveys and post-course tests to collect participants' wishes for the course topics and feedback on the course content. In 2023, a total of 4 courses were held, with 107 participants and a 97.2% satisfaction rate.

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Food Safety Express - Factory Tracking

Tracking the latest food safety news and events, and when finding any suspicious raw materials or products, we immediately follow up and investigate them to confirm whether they are used or affected in the plant, and then we respond quickly and publish a food safety bulletin to publicize the results of the investigations and hygiene information in order to protect the health of our employees and food safety. In 2023, 8 food safety reports were issued, and there were no unqualified risk events in the plant.