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Business Sustainability, Beneficial Partners

A sustainable supply chain is central to our key developments with strategic cooperation partners. The Group is committed to fostering efficient and collaborative long-term relationships with suppliers. This will be demonstrated through environmental, social, and governance (ESG) risk assessments and audit verifications. These efforts significantly enhance the resilience of our supply chain, mitigate operational risks, and promote overall sustainable management.

In addition, we are committed to enhancing customer satisfaction by continuously improving our processes and interactions to meet and exceed customer expectations, thereby reinforcing our commitment to quality and excellence.

Major Topics of This Chapter:

Sustainable Supply Chain; Customer Satisfaction

Commitment to SDGs



GRI Standards:

GRI 204; GRI 308; GRI 414; GRI 418:

Key KPIs and achievements/ honors for 2024:

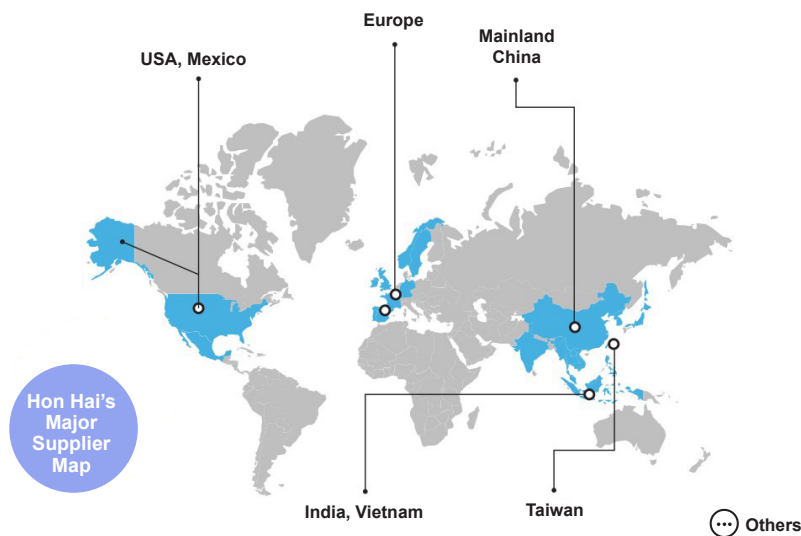
- ① In 2024, the Group completed the identification, assessment, and response framework for conflict minerals supply chain risks, conducting due diligence on 2,166 suppliers for conflict minerals.
- ② In 2024, the number of suppliers that completed the RBA VAP audit within the group reached 45, exceeding the expectations for 2024 and representing a 73% increase compared to 2023.
- ③ The score for the 2024 Customer Satisfaction Survey reached 83.79 points, representing a 2% increase compared to the previous survey.
- ④ The localization procurement rate reached 73%, effectively promoting local economic development and optimizing supply chain resilience.



Supplier Sustainability Management

Profile of Hon Hai Global Supply Chain

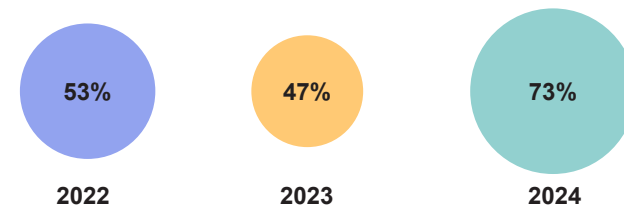
The Group has implemented a comprehensive global supply chain system across various regions to offer more convenient and complete services to our customers. Hon Hai's suppliers are situated in diverse countries and regions across Asia, including Mainland China, Taiwan, India, and Vietnam, as well as in America, such as Mexico, and Europe.



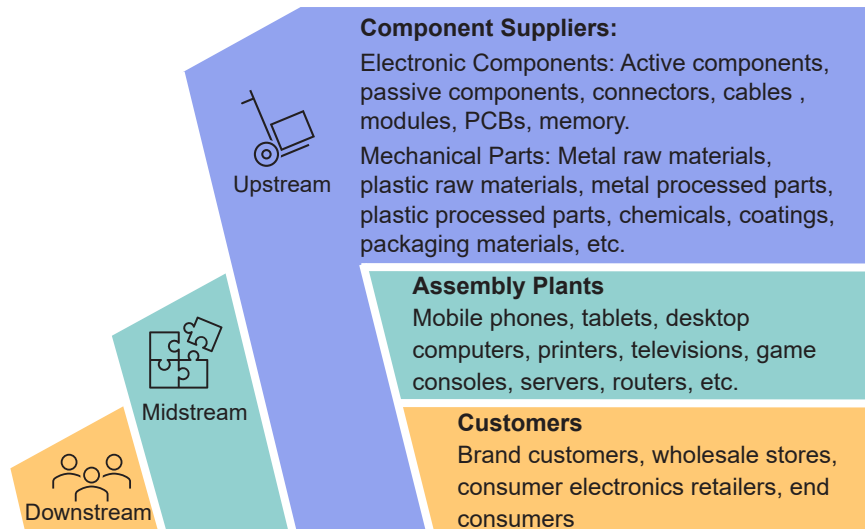
In 2024, Hon Hai's localization procurement rate reached 73%, effectively strengthening supply chain resilience and supporting local economic development. We prioritize sourcing raw materials and components from local suppliers located within the production campus under equal conditions, actively implementing our localization procurement strategy. This approach aims to shorten supplier delivery cycles, enhance supply chain resilience, and concurrently reduce energy consumption associated with product transportation, thereby lowering carbon emissions. Furthermore, it contributes to the economic

development of local communities by creating more job opportunities for residents. As a leading company in the electronic manufacturing sector, Hon Hai's industry chain structure comprises upstream component suppliers and a diverse range of downstream customer groups.

Local Procurement Ratio

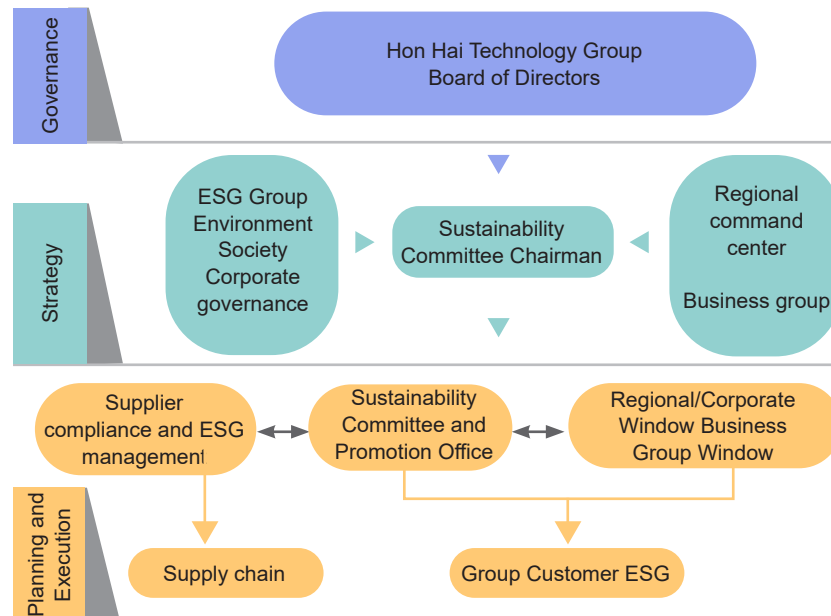


Local Procurement: The supplier's product manufacturing factory is located in the same country as the assembly campus of Hon Hai where the supplier's products are delivered to.



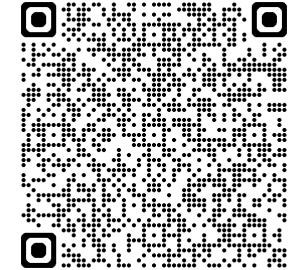
Supplier Management Governance

The Board of Directors at Hon Hai serves as the highest decision-making body for sustainable supply chain management, overseeing the implementation of supplier ESG management through the Sustainability Committee. The Sustainability Committee reports annually to the Board on sustainability achievements and plans, which are then reviewed and evaluated by the Board. Major issues are executed only after thorough deliberation by the Board. Additionally, Hon Hai has established a Sustainability Promotion Office, dedicated to managing the company's sustainability systems and standards, supervising policy execution, driving due diligence, and managing ESG risks ensuring strategic implementation. The Supplier Management Department follows the company's relevant policies and standards to implement supplier guidelines and review mechanisms. Through institutionalized processes and daily management, we ensure the effective implementation of these policies, further strengthening the compliance and sustainability of the supply chain.



Policies for Supplier Management

Supplier Social and Environmental Responsibility Code of Conduct



The Group is focused on cultivating efficient and collaborative long-term relationships with suppliers. This commitment is demonstrated through environmental and social risk assessments and audit verifications, which play a crucial role in enhancing supply chain resilience, mitigating operational risks, and promoting sustainable management.

As a leading global electronics manufacturer, the Group is dedicated to achieving sustainability and competitiveness in supply chain development. To support this, the Group has established the Hon Hai Supplier Social and Environmental Responsibility Code of Conduct, along with the Hon Hai's Biodiversity and Non-Deforestation Commitment, ensuring compliance with local laws and regulations.

Hon Hai has implemented Responsible Supply-Chain Management (RSM), a comprehensive and systematic approach to managing the supply chain in collaboration with its suppliers. This system is supported by specific guidance on Environmental, Social, and Governance (ESG) standards, ensuring adherence to best practices and sustainability goals.

1. Carbon Reduction and Environmental Protection

- Encourage suppliers to regularly quantify greenhouse gas emissions, set reduction targets, and implement energy-saving and carbon-reduction measures to decrease greenhouse gas emissions and achieve net-zero carbon.
- Promote compliance in waste management among suppliers and continuously enhance waste conversion rates through the implementation of the 3R (Reduce/Reuse/Recycle) strategy, aiming for zero waste to landfill.

- Require and monitor suppliers to prevent environmental pollution during the production process and ensure compliance with environmental management standards.

2. Social Responsibility and Green Compliance

- Require and monitor suppliers to adhere to the Hon Hai Supplier Code of Conduct for Social and Environmental Responsibility, strictly prohibiting any violations of human rights and ensuring a healthy and safe workplace.
- Implement due diligence management, rejecting illegal minerals originating from conflict-affected and high-risk areas to achieve a green supply chain.
- Encourage suppliers to enhance their green product management capabilities, rejecting products containing chemicals regulated by green product-related laws in various countries and regions, and reducing the use of harmful chemicals in products, ultimately achieving full material reporting of products.

3. Data-Driven Transformation and Optimization

- Establish ESG performance evaluation standards for suppliers, conduct regular assessments, reward high-performing suppliers, and provide guidance for improvement or adjustment to underperforming suppliers.

Procurement 2.0 Strategy

In 2024, the Group introduced the Procurement 2.0 strategy, which is centered on the core principles of “openness, transparency, science, and management” to comprehensively upgrade the Group’s procurement operating model. “Openness” means expanding the selection of Tier-1 suppliers to ensure supply; “transparency” emphasizes the public disclosure of procurement specifications and prices to enhance the fairness of procurement decisions; “science” represents the use of scientific methods to determine partner selection, negotiation approaches, and share ratios; and “management” encompasses strengthening of personnel professional capabilities and the

institutionalization of digital platform operations. Through the implementation of the Procurement 2.0 strategy, the Group aims to ensure supply, reduce costs, eliminate malpractices, and enhance quality and efficiency.

Key Material Risk Management Strategy

The Group places a high priority on the supply resilience of critical materials, regularly providing demand forecasts to key material suppliers to secure the necessary materials in advance. At the same time, Hon Hai plans to establish a dedicated team for critical materials to continuously monitor market dynamics and increase investments in research and development, as well as material alternatives. This initiative aims to develop and promote sustainable alternative materials to reduce dependence on critical materials.

	Supply Diversification	The Group adopts a global procurement strategy, actively expanding raw material supply sources across multiple countries and regions to reduce reliance on a single supplier or origin. This approach helps mitigate risks associated with sudden events like natural disasters and geopolitical issues.
	Price Fluctuation Management	Through long-term contracts, bulk purchasing, and futures market tools, the Group stabilizes raw material procurement prices. By integrating cost forecasting and financial hedging mechanisms, the Group reduces the impact of severe price volatility on operations.
	Alternative Materials and Localization	The Group promotes material technology innovation by actively introducing alternative materials to lessen dependence on rare or high-risk materials. It also assesses the feasibility of localizing procurement of key raw materials to enhance supply stability.

	Regulations and Geopolitical	The Group has established a multinational compliance monitoring mechanism to stay informed about environmental regulations, labor standards, and trade policies in raw material export regions, preventing supply disruptions due to policy changes or trade restrictions.
	Inventory and Contingency	The Group sets safety stock standards for critical raw materials, dynamically adjusting inventory levels based on market trends. It also has emergency procurement and alternative supplier switching mechanisms to address sudden interruptions.
	Sustainable Procurement and ESG	According to the Group's sustainable development guidelines, key raw materials must meet environmental friendliness and social responsibility standards, such as avoiding conflict minerals and ensuring labor rights. The Group also strengthens the traceability of raw material sources.
	Supplier Management	The Group regularly evaluates supplier performance in terms of delivery time, quality, cost, and ESG performance. There are mechanisms for elimination and improvement to ensure the stability and sustainability of the supply system.

Green Sustainable Raw Materials Policy

The Group is committed to selecting green sustainable raw materials, aiming to minimize the negative impacts of raw material usage on the environment and society. We actively collaborate with external stakeholders to promote best practices for sustainable green raw materials, thereby enhancing the sustainability of the supply chain. Where feasible, we aim to increase the proportion of third-party verified raw materials and recycled materials used,

reducing reliance on virgin materials. Additionally, we avoid using raw materials sourced from globally or nationally significant biodiversity sites to protect biodiversity.

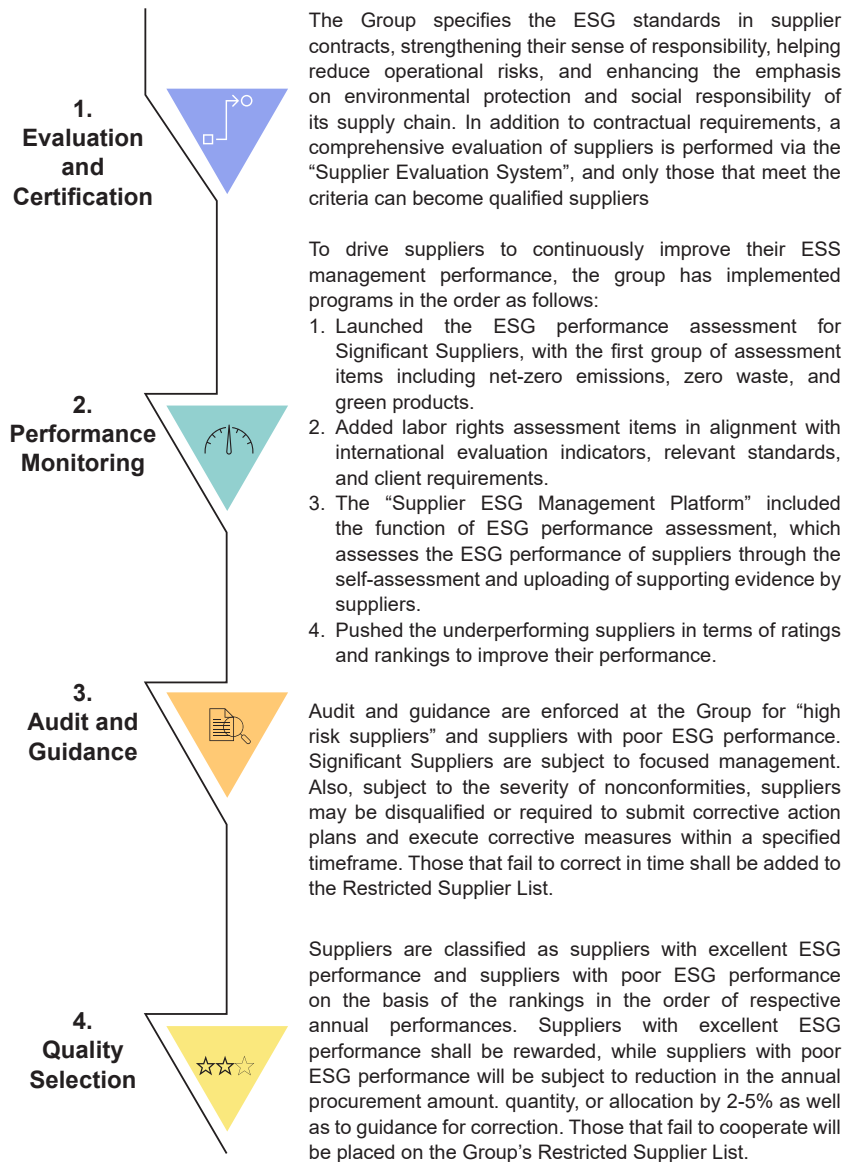
Supplier Sustainability Management Processes

Supplier ESG Management Program Overview

Hon Hai has established a precise management mechanism for key suppliers, encompassing ESG risk questionnaires, on-site audits, ESG performance evaluations, sustainable audits, guidance on improvement action plans, sustainable empowerment, and capability building. These measures are designed to effectively identify and address potential risks, enhance the resilience of the supply chain, and promote its stability and sustainable development.

Simultaneously, Hon Hai promotes supply chain management through institutionalized processes. A rigorous data review and evaluation mechanism is in place for new suppliers, and QSA/QPA/GP/SER audits and written document reviews are conducted based on the criticality of materials. Management actions include self-assessments every three years, regular audits, performance evaluations, and tracking of anomalies, covering aspects such as pricing, quality, delivery time, and cooperation. Suppliers are classified into grades A to D based on their evaluation scores: A-grade suppliers receive priority for orders, B-grade suppliers are considered normally qualified for supply, C-grade suppliers are placed under improvement monitoring, and D-grade suppliers are recommended for disqualification. Additionally, for key materials, green product declarations and conflict mineral assurances are required, gradually introducing responsible sourcing mechanisms to enhance supply chain quality and sustainable development capabilities.

Hon Hai's supplier management process encompasses four key stages: Evaluation and Certification, Performance Monitoring, Audit and Guidance, and Continuous Improvement.



Supplier Evaluation and Certification

Overview of New Supplier Requirement

To ensure the compliance and stability of the supply chain, the Group requires all new suppliers to adhere to the group’s supplier management guidelines, including the “Supplier Social and Environmental Responsibility Code of Conduct” and the “Supplier Management Requirements.”

Suppliers must sign the “Purchase Agreement “ and the “Environmental Protection and Social Responsibility Undertaking “ with the group to confirm their compliance with the relevant regulations. Additionally, all suppliers are required to sign the “Vendor Commitments” and the “Proactive Supplier Declarations” to explicitly commit to not bribing or providing improper benefits to personnel or designated individuals of the group and its affiliates, nor to directly or indirectly profit from such actions. In 2024, Hon Hai revised the “Environmental Protection and Social Responsibility Undertaking “, adding clauses on hazardous substance control, labor rights, and responsible sourcing requirements for cobalt and mica to further enhance the social and environmental responsibility standards for suppliers.

The Group requires suppliers to have relevant management system certifications, such as ISO 9001 (Quality Management), IATF 16949 (Automotive Quality), ISO 14001 (Environmental Management), ISO 45001 (Occupational Safety), QC 080000 (Hazardous Substance Management), ISO 50001, or GB/T 23331 (Energy Management), to ensure compliance with the Group’s standards in quality, environmental protection, and safety. At the same time, the Group conducts comprehensive evaluations of suppliers based on product quality, financial stability, green product promotion, social and environmental responsibility performance, and greenhouse gas management, to identify potential risks and ensure that partners possess stable operational capabilities and a commitment to sustainable development.

In the evaluation of new suppliers, ESG standards account for 30% of the total score, and suppliers must achieve a score of over 60 points to qualify as approved suppliers. In 2024, a total of 159 new suppliers passed the ESG screening and received certification.

Screening Principles for Significant Suppliers

To enhance supply chain management efficiency and sustainability performance, Hon Hai has established precise management and improvement plans based on supplier types and characteristics. By referencing the Dow Jones Sustainability Index (DJSI) standards, Hon Hai has formulated the "Significant Supplier Selection Principles." During the selection process, the group considers four major aspects of ESG and business, incorporating three major risk assessment standards for significant supplier management to ensure the stability and resilience of the supply chain, thereby further strengthening the implementation of sustainable procurement.

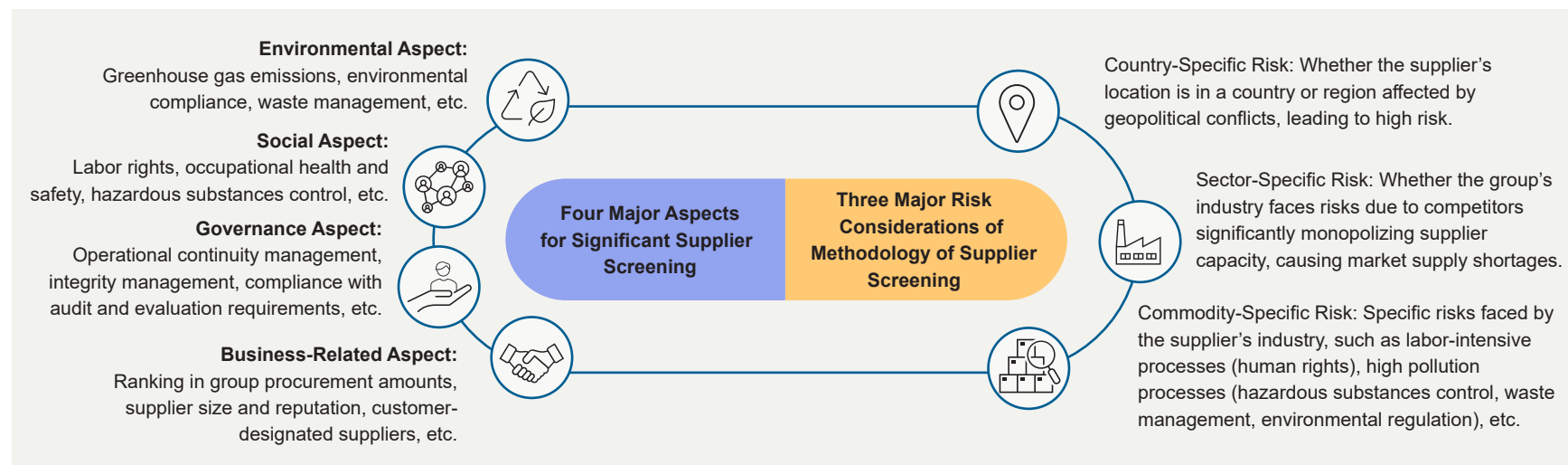
Based on the above criteria, Hon Hai has selected 263 significant suppliers, 223 tier-1 significant suppliers. The procurement amount from tier-1 significant suppliers accounts for over 60% of the total procurement amount from tier-1 suppliers. The Group identifies its significant suppliers based on procurement amounts, including raw material suppliers, key component suppliers, and irreplaceable suppliers that rank among the top in transaction amounts

within product categories. This assessment integrates their performance in environmental, social, and governance (ESG) aspects, as well as specific risks related to countries, sectors and commodities.

Supplier Sustainability Risk Assessment and Performance Monitoring

Supply Chain Assessment

To promote the improvement of ESG performance among suppliers, Hon Hai has implemented ESG performance evaluations for significant suppliers since 2022. Based on international standards and customer requirements, we have established an evaluation system covering four key areas: "Net Zero Carbon," "Zero Waste," "Green Products," and "Labor Rights." Significant suppliers are required to self-assess the ESG digital management platform every month and upload supporting documents. The Group systematically evaluates performance through quantitative indicators to incentivize suppliers to continuously improve.



Performance Evaluation Indicators				
Benchmarking standards and specifications	Net Zero Carbon	Zero Waste	Green Products	Labor human rights
DJSI MSCI ESG IPE CITI/CATI RBA Customer SR Standards QC 080000 ISO 14064 UL 2799	1. Carbon management mechanism 2. Carbon emissions disclosure 3. Carbon emission reduction promotion 4. Carbon Neutralization Actions 5. Extension of responsibility	1. Policies and Procedures 2. Compliance management 3. Recycling 4. Waste Disposal 5. Management system	1. System management 2. Upstream management 3. Testing management 4. Process management 5. Announcement management	1. Certification and Awards 2. Labor and Human Rights Policy 3. Labor Management Practices 4. Employee Health and Safety 5. Responsible Mineral Sourcing

The ESG performance of suppliers is an additional scoring factor in their overall performance, with a maximum of 20 points available (accounting for 20% of the total score). Suppliers that perform well have the opportunity to be included in the Group's Preferred Supplier List (PSL), gaining access to more contracts and the chance to participate in the Sustainable Excellence Supply Chain Award selection. For those with poor performance, the Group will provide guidance for improvement; however, non-compliant suppliers may face reduced procurement volumes, amounts, or shares, and could even be placed on the RSL (Restricted Supplier List).

Case Studies: Risk Assessment

To understand the supply chain risks of the Group, Hon Hai adopts the "ISO 20400 Sustainable Procurement Guidelines" as the assessment principle,

ensuring that its procurement processes align with sustainable development goals, reducing risks and enhancing the overall resilience of the supply chain.

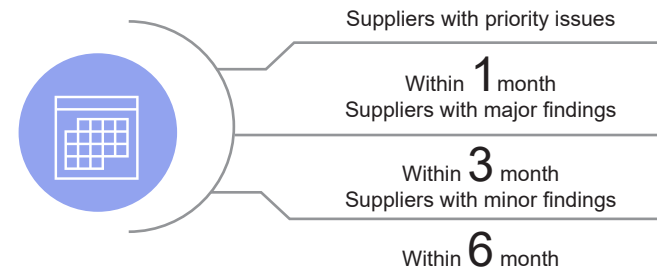
Hon Hai analyzes sustainable risk issues related to different procurement types, covering aspects such as human rights, labor, environment, fair operations, consumer issues, as well as corporate governance and community engagement. In 2024, data was collected from 307 suppliers across regions including China, Taiwan, India, and Vietnam, with on-site audits conducted for 11 major suppliers. The results indicate good performance in areas such as raw material traceability, controversial materials, wastewater management, labor systems, and internal feedback; however, greenhouse gas and energy management, as well as human rights due diligence, were relatively weaker. Among them, key raw materials include steel/iron, aluminum, plastic, tantalum, tin, tungsten, gold, cobalt, and mica.

Risk Level	Risk Issues	Issue Content
Primary Risks	Human Rights	Human Rights Management Policy / Due Diligence
	Labor Standards	Labor Management Policy / Labor-Management Negotiation and Internal Communication / Occupational Health and Safety Management and Hazardous Environment Management / Labor-related Penalties
	Environment	Environmental Regulations and Penalties / Environmental Management System / Waste Management
	Fair Operating Practices	Code of Integrity in Business Operations
	Consumer Issues	Quality Management / Cybersecurity and Personal Data / Communication with External Stakeholders / Fair Marketing
Secondary Risks	Corporate Governance	Supplier Management / Information Disclosure/ Protection of Trade Secrets / Intellectual Property and Legal Compliance / Business Continuity Management
	Community Engagement and Development	Community Resident Consultation Activities / Social Participation

Supplier Audit and Guidance

The Group conducts audits on high-risk suppliers regarding quality, processes, social responsibility, green products, and greenhouse gas emissions, and strengthens management through regular online surveys and on-site audits. If zero-tolerance defects are discovered, the supplier will lose eligibility for new projects; for non-zero-tolerance defects, suppliers must submit improvement plans on time. Failure to make timely improvements will result in being placed on the poor performance restriction list.

Hon Hai Improvement Timeframe Requirements



Hon Hai maintains a zero-tolerance policy for the following deficiencies:

	Employment of child labor.
	Utilization of forced labor or prison labor.
	Discharge of untreated toxic or hazardous substances or materials.
	Practices and working environments that pose immediate physical harm to employees.
	Provision of false information to Hon Hai.
	Retaliation against employees who provide truthful information.

In 2024, we conducted written assessments and on-site audits for 800 suppliers, including 263 significant suppliers, which accounts for 33% of the total assessed, achieving a coverage rate of 100% for significant suppliers. During the evaluation process, we identified a total of 8,953 deficiencies. Through the auditing system, we required suppliers to submit improvement plans within a specified timeframe. The Group provided online guidance to suppliers to analyze the root causes of issues, develop and implement corrective actions, and verify supporting documents or on-site photos. Among these, 126 suppliers were identified as having significant actual or potential negative impacts following the assessment.

2024 Supplier ESG Audit Results

Aspects & Standards		Supplier Audited	Pass Rate
Audit Item	QPA & QSA & SCM (involving ISO 9000, IATF 16949)	483	89%
	GP (QC 080000)	306	98%
	SER & GHG (involving RBA, ISO 14001, ISO 45001, ISO 14064, ISO 50001)	455	78%

Note:
QPA: Commodity Quality Process Assessment
QSA: Quality System Assessment
SCM: Supplier Chain Management Assessment
GP: Green Product Assessment
SER: Social and Environmental Responsibility Assessment
GHG: Greenhouse Gas Assessment

Supplier Quality Selection and Continuous Improvement

Based on the annual ESG performance rankings of suppliers, Hon Hai implements a reward and elimination mechanism, categorizing suppliers into ESG high performers and underperformers:

1. For suppliers demonstrating exceptional ESG performance, Hon Hai provides incentives and collaboration opportunities to encourage sustainable practices.
2. Suppliers whose ESG performance does not meet standards are subject to improvement monitoring. Based on evaluation results, their annual procurement amount, quantity, or collaboration share may be reduced by 2-5%, alongside receiving improvement guidance.
3. Suppliers failing to actively cooperate with improvement measures are placed on the underperforming supplier list, limiting future collaboration opportunities to ensure the sustainable competitiveness of the supply chain.

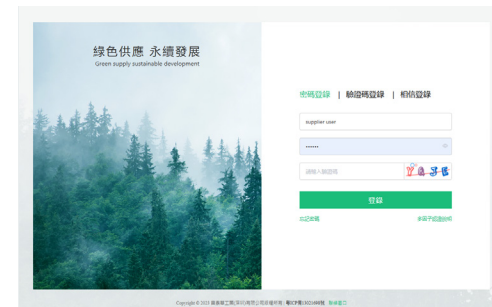
In 2024, the Group fully initiated corrective action plans for suppliers identified with actual or potential negative impacts, achieving a 100% improvement rate, with no suppliers terminated due to failure to improve. Hon Hai played a guiding and supportive role during the implementation process, providing necessary resources to assist suppliers in optimizing deficiencies and enhancing

sustainability performance. The Group set a target to support 100 suppliers in 2024, which has been fully achieved, demonstrating our proactive efforts in promoting sustainable development within the supply chain.

Supplier Communication and Compliant Mechanism

Hon Hai, in accordance with the “Supplier Social and Environmental Responsibility Code of Conduct,” explicitly requires suppliers to establish a smooth and reliable internal grievance mechanism that ensures employees and stakeholders can raise concerns or report misconduct in an environment free from retaliation risks. Suppliers must commit to prohibiting any form of retaliation, ensuring that whistleblowers can express their opinions safely and that all complaints received are investigated promptly and handled appropriately.

At the same time, Hon Hai has also established an anonymous grievance channel at the group level, available for use by employees, labor representatives, and external stakeholders. This channel addresses reports related to suppliers’ violations of the Code of Conduct, labor rights, human rights protection, occupational safety and health, environmental responsibility, the use of conflict minerals, and business integrity. All grievance cases are reviewed and followed up by a dedicated unit, adhering strictly to confidentiality principles to fully protect the safety and privacy of whistleblowers, ensuring the effective operation of the grievance system and the establishment of trust. Relevant channel information can be found on the Hon Hai official website (<https://www.honhai.com/zh-tw/contact>) as well as on the supplier ESG management platform.



Supplier Environmental Impact Management

Green Supply Chain Commitment

Hon Hai is committed to building a green supply chain, prioritizing environmental protection, promoting energy conservation, carbon reduction, and resource recycling. We require suppliers to adhere to strict environmental standards, actively improve processes to reduce their environmental impact, and achieve sustainable development goals through innovation and collaboration, thereby contributing to the protection of the Earth.

Hon Hai places great importance on collaboration with external organizations and works closely with the Institute of Public and Environmental Affairs (IPE) to continuously monitor suppliers' environmental compliance performance using the IPE Blueprint database. In 2024, the group actively promoted corrective measures for 17 suppliers with environmental violations and assisted them in passing audits conducted by professional organizations recognized by IPE and the Green Choices Alliance (GCA). After successfully passing the audits, the negative monitoring records of these suppliers were removed from the IPE Blueprint database, demonstrating Hon Hai's strong commitment to enhancing supply chain environmental management and promoting sustainable development in partnership with external organizations.

Net Zero Waste Management

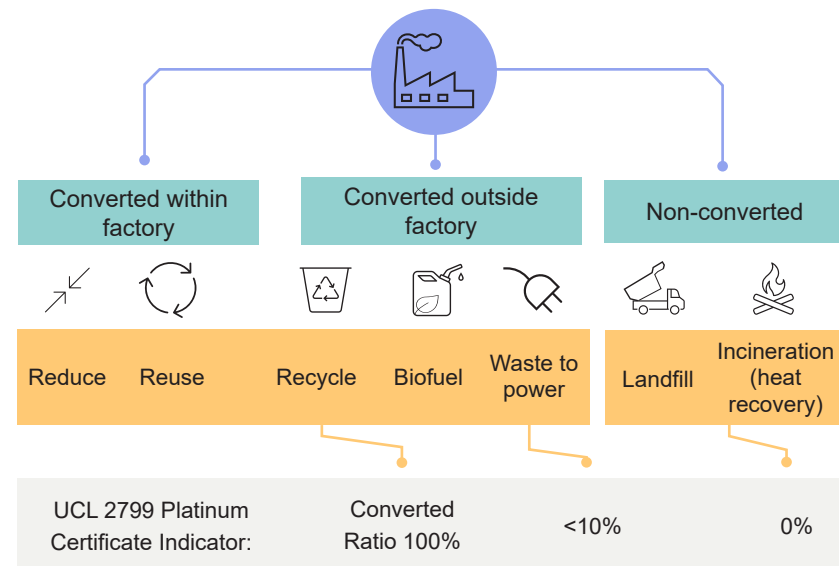
Zero Waste Initiative

Hon Hai is actively promoting the "Zero Waste" initiative in collaboration with external organizations to advance resource recycling and achieve zero waste landfill certification (UL 2799) for its facilities. To encourage supplier participation, the Group has incorporated this initiative into the ESG performance evaluation of suppliers, assessing their zero-waste management performance across five

key areas: policy and procedure, compliance management, recycling, waste disposal, and management systems.

In 2024, the Group conducted monthly performance monitoring for 200 significant suppliers and successfully assisted 20 suppliers in obtaining third-party zero landfill certification.

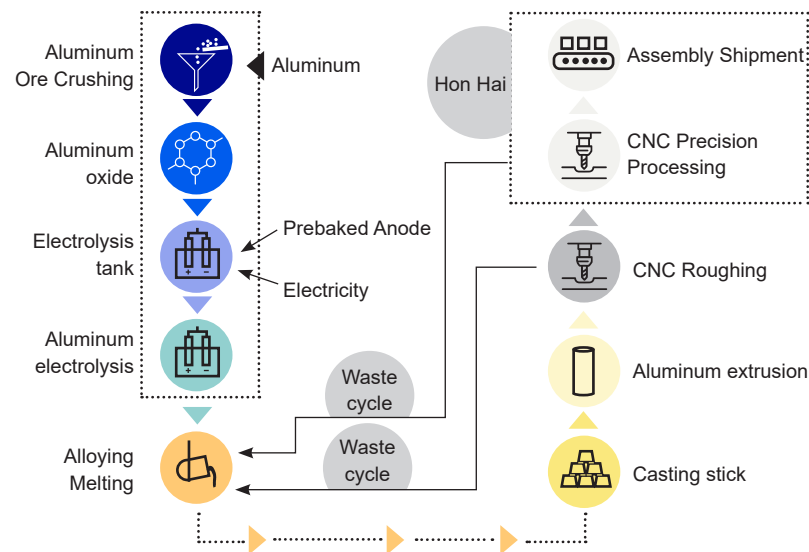
Zero Landfill or factory waste flowchart



Case Studies: Recycled Aluminum Waste Reduction

To reduce carbon emissions associated with raw material extraction, Hon Hai is actively collaborating with suppliers on a recycled aluminum usage initiative. Through this collaborative project, we have effectively lowered energy consumption and carbon emissions during the aluminum production process while promoting resource recycling and sustainable development.

In 2024, the Group plans to use approximately 9,500 tons of recycled aluminum, significantly enhancing environmental benefits and demonstrating our strong commitment to carbon reduction goals and tangible actions.

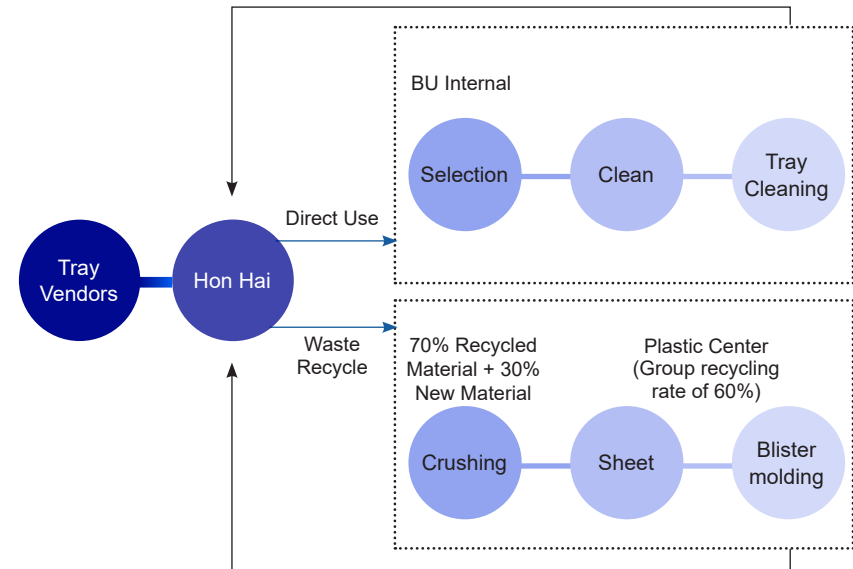


Case Studies: Plastic Trays Recycling

The Group extensively utilizes and reuses plastic pallets; however, some waste is still generated. To alleviate the environmental burden, we are promoting a recycling and reuse program for plastic pallets to reduce the demand for new plastics and minimize waste. This initiative also encourages internal recycling of production scrap, including sprue materials, edge trims, and defective materials, which are sorted, crushed, and pelletized for reuse.

In 2024, we aim to reduce plastic procurement by approximately 4,450 tons, effectively enhancing resource utilization and demonstrating the group's commitment to reducing plastic usage and promoting sustainability.

Blister Tray Cycle



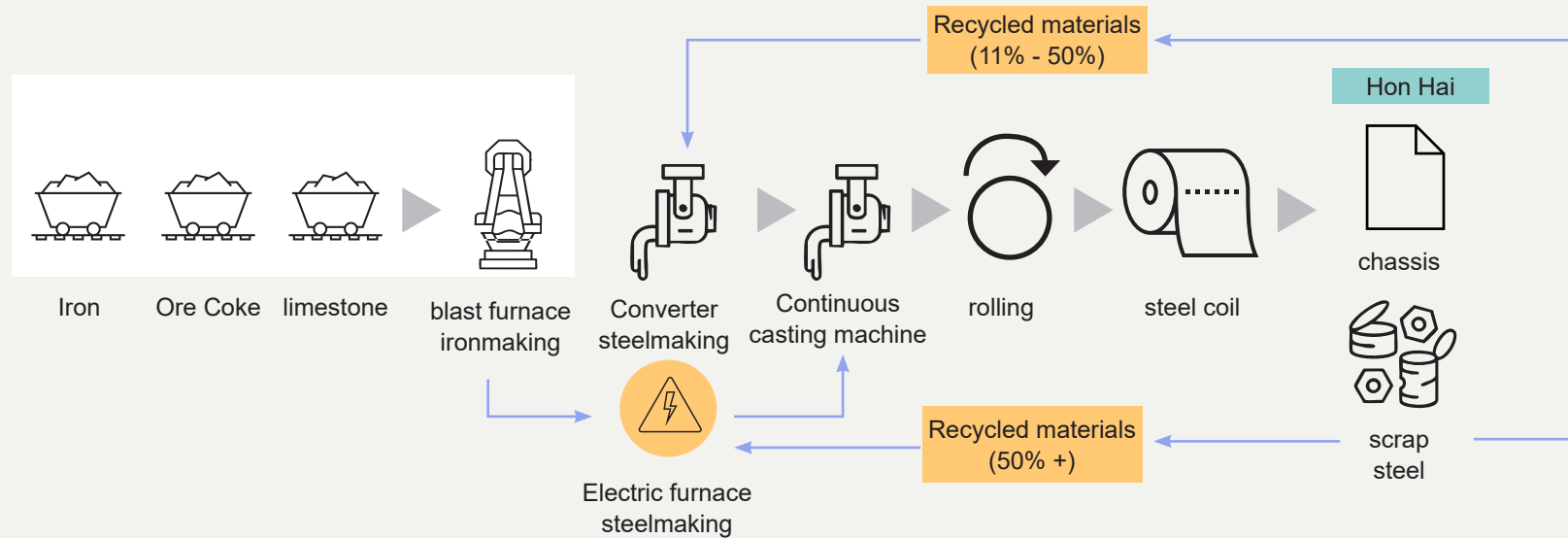
Wasted Tray Replacement

Case Studies: Steel Recycling

Hon Hai collaborates with steel suppliers to promote the use of steel produced through the EAF process, which contains a high proportion of recycled materials. This initiative enhances recycling rates through advanced technology, effectively reducing carbon emissions and further strengthening the sustainability of steel production.

In 2024, Hon Hai's central procurement efforts drove the circular recycling of major raw materials, including recycled aluminum, reclaimed steel, PCR recycled plastics, and recycled pallets, reaching a total of 24,438 tons. This initiative fosters the advancement of the supply chain towards green circular development.

Process diagram



Case Studies: Supplier Pollutant Emissions and Management

The Group encourages suppliers to publicly disclose pollutant emissions and transfer data on the IPE platform, covering the generation of both general and hazardous industrial waste, as well as goals for comprehensive utilization (reuse, recycling, composting) and waste reduction. In 2024, Hon Hai facilitated 226 suppliers in reporting their PRTR data. In 2023, suppliers generated a total of 230,000 tons of general industrial waste and 640,000 tons of hazardous industrial waste, with 150,000 tons of general industrial waste being utilized, achieving a utilization rate of 65%. Additionally, 152 suppliers have disclosed PRTR data for two consecutive years, cumulatively reducing general industrial waste by 16,000 tons and hazardous industrial waste by 25,000 tons.

Supplier Energy and Carbon Reduction Management

Supplier Greenhouse Gas Management Policy

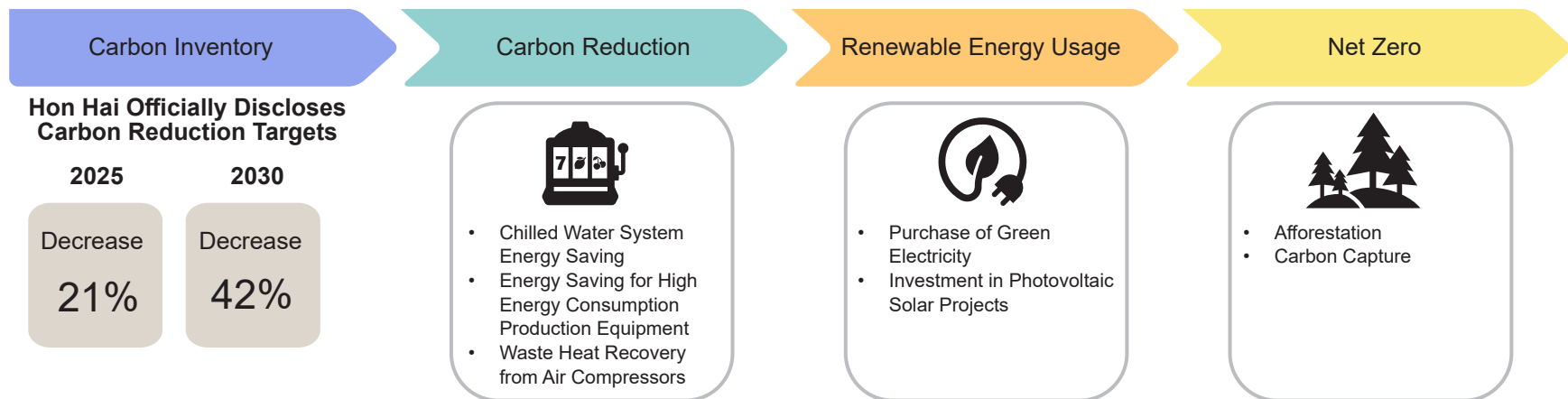
The Group is actively responding to the Paris Agreement's 1.5°C pathway by setting its own net-zero emissions target, participating in the CA100+ climate initiative, and committing to achieving net-zero emissions across the value chain by 2050. Additionally, the Group has established the following supplier net-zero emissions policy and requirements:

1. Suppliers must commit to achieving net zero emissions by 2050, establish scientific carbon reduction targets, and implement proactive measures to ensure these targets are met. If the end customer has more stringent requirements, the customer's requirements shall take precedence.
2. Suppliers are required to conduct annual internal carbon inventories in line with ISO 14064/GHG Protocol standards and disclose third-party verified carbon emission data and reduction outcomes on the supplier's ESG management platform.
3. Suppliers must implement energy-saving and carbon reduction projects, such as solar energy construction, renewable energy usage, energy-saving retrofit programs, and zero waste to landfill initiatives, to reduce carbon emissions and ultimately achieve net-zero emissions. The Group evaluates suppliers' performance based on these projects, which serve as the basis for supplier appraisals.

Hon Hai's path to net-zero carbon emissions involves a comprehensive approach, including:

1. **Conducting Internal Carbon Inventories:** Utilizing ISO 14064 and GHG Protocol standards to perform thorough internal carbon audits, ensuring accurate measurement and management of carbon emissions.
2. **Implementing Energy Efficiency Retrofit Programs:** Executing energy-saving initiatives, such as optimizing central air conditioning systems and compressed air equipment, to reduce energy consumption and carbon emissions.
3. **Utilizing Renewable Energy:** Investing in renewable energy sources, including purchasing green electricity and constructing solar panels, to replace conventional energy usage with sustainable alternatives.
4. **Offsetting Unavoidable Carbon Emissions:** Engaging in afforestation projects and carbon capture technologies to offset emissions that cannot be eliminated, thereby contributing to a balanced carbon footprint.

Group Supplier Net Zero Roadmap and Actions



Note: The Group's carbon reduction targets encompass upstream suppliers.

Supplier Net Zero Targets

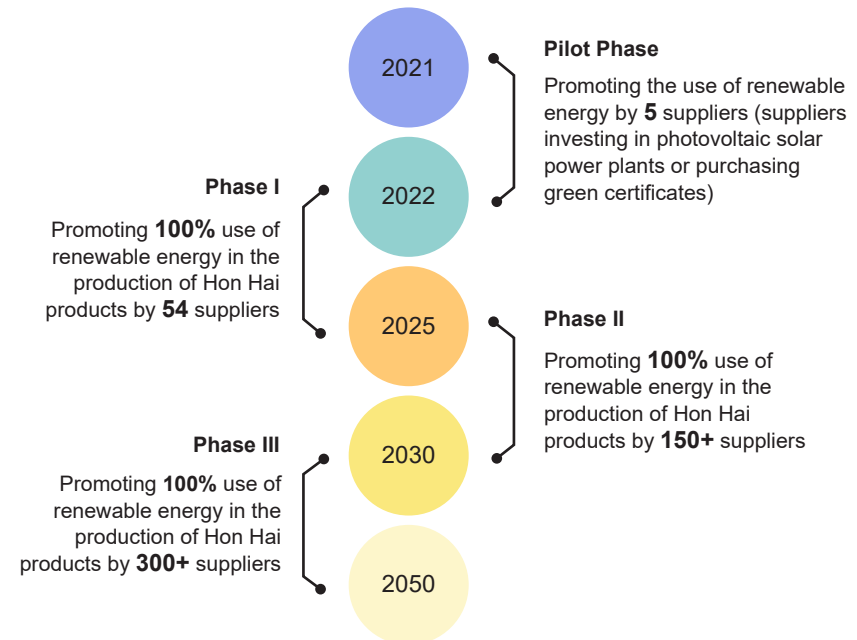
Hon Hai promotes net zero carbon management through five aspects: carbon management mechanisms, carbon emission disclosures, emission reduction initiatives, net zero actions, and extended responsibilities.

Hon Hai aims to achieve net-zero emissions by 2050 and has established science-based carbon reduction targets and calculated its carbon footprint since 2021. Over 80% of carbon emissions come from Scope 3, primarily related to the production of raw materials and services, amounting to approximately 17.128 million tons of CO₂e. To reduce carbon emissions in the supply chain, Hon Hai is promoting a carbon reduction program for suppliers, encouraging partners to work together and communicating the Scope 3 reduction targets to suppliers, requiring key suppliers to achieve a 42% reduction by 2030.

In 2024, Hon Hai collaborated with 200 major suppliers to complete the carbon inventory task for 2023 and assisted in formulating specific reduction actions. Through measures such as solar facilities and green power procurement, suppliers collectively reduced CO₂e emissions by 1.38 million tons. Hon Hai promotes net-zero carbon management through five aspects: carbon management mechanisms, carbon emissions disclosure, reduction promotion, net-zero actions, and extended responsibilities.

Since 2022, Hon Hai has implemented the “Supplier Net-Zero Carbon Performance Assessment” and has begun evaluating key suppliers through the ESG digital management platform. The pilot program started with 75 suppliers in 2022, expanded to 150 in 2023, and reached 200 in 2024, with plans to assess 300 suppliers by 2025. Through standardization and data-driven approaches, we aim to enhance the carbon management maturity and resilience of the entire supply chain.

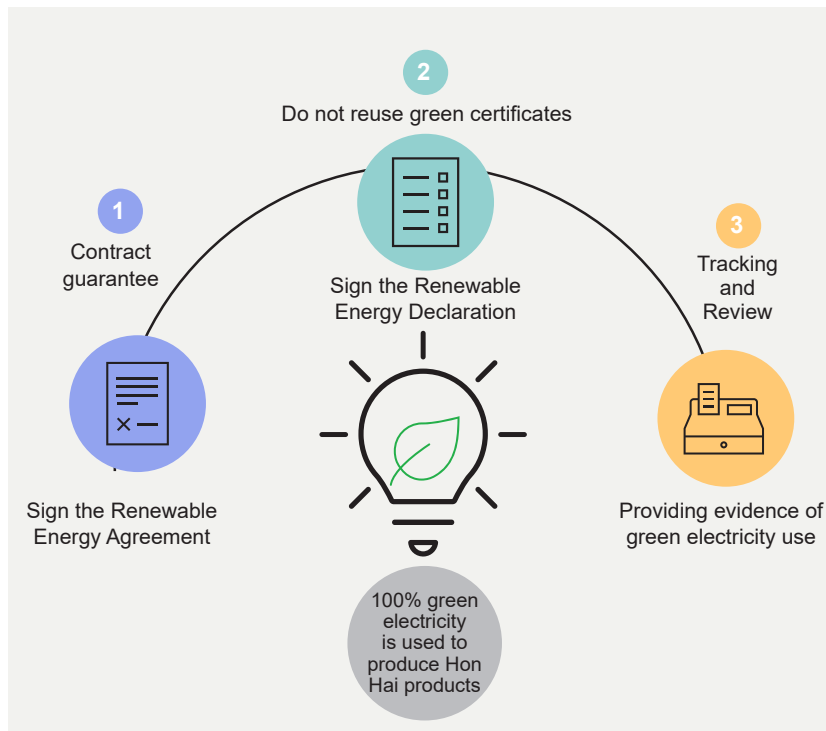
Promotion of Renewable Energy Usage by Suppliers



Over 90% of Hon Hai’s carbon emissions come from purchased electricity. To promote the use of renewable energy among suppliers, we encourage partners to install solar systems or procure green power to offset the carbon emissions generated from electricity consumption. Since 2022, Hon Hai’s key suppliers have been signing the “Renewable Energy Undertaking”, and by the end of 2024, 36 suppliers have completed the signing.

To ensure the authenticity and auditability of green electricity, we require suppliers to sign the “Renewable Energy Declaration,” committing to use dedicated green power for the production of Hon Hai’s products, which cannot be reused for other customers. In 2024, 36 suppliers completed the declaration, using approximately 169 million kWh of green electricity and reducing about 96,000 tons of carbon emissions, demonstrating proactive actions in the energy transformation of the supply chain.

The Group will continue to advance this initiative, aiming for 150 suppliers to use 100% green power in the production of Hon Hai’s products by 2030, thereby promoting low-carbon transformation in the supply chain and achieving Scope 3 carbon reduction targets.



Supplier Social Impact Management

Monitoring of Supply Chain Social Impacts

Hon Hai places great importance on the social responsibility performance of its suppliers, requiring them to comply with local laws regarding labor rights, health, and safety, while also referencing international standards such as the United Nations Universal Declaration of Human Rights, the Guiding Principles on Business and Human Rights, International Labour Organization conventions, and the OECD Guidelines for Multinational Enterprises.

The Group actively monitors the social impact of its supply chain to ensure that suppliers adhere to principles of ethical behavior, environmental protection, and fair competition. Through regular audits and assessments, Hon Hai not only identifies suppliers with high social risk but also collaborates with them to develop improvement plans, thereby enhancing the overall sustainability of the supply chain. This proactive approach mitigates risks but also fosters long-term partnerships, aligning with Hon Hai’s commitment to sustainable development and corporate responsibility.

Results of Social Impact 2024



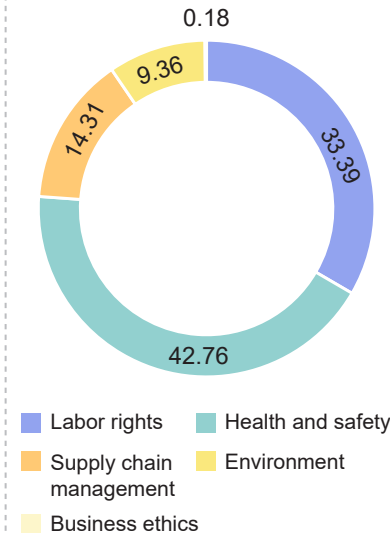
RBA VAP on Supply Chain

Hon Hai employs the RBA VAP (Validated Assessment Program) methodology to conduct ESG audits of its suppliers, covering five key areas: labor, health and safety, business ethics, environment, and supply chain management. These audits are carried out by a professional team formed internally within the Group. In 2024, Hon Hai audited a total of 455 suppliers and identified 2,788 deficiencies. The distribution of audit deficiencies is as follows: health and safety accounted for 42.75%, labor for 33.39%, supply chain management for 14.31%, environment for 9.36%, and business ethics for 0.18%.

Distribution of the top ten deficiencies in supplier labor and occupational health and safety



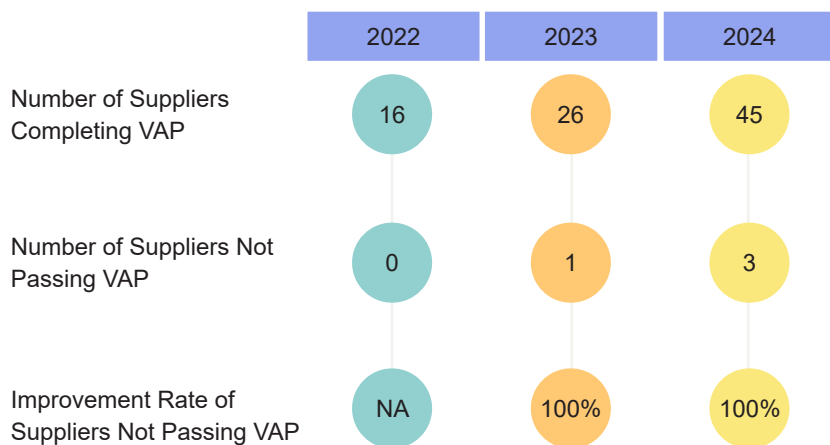
Distribution of supplier SER audit deficiencies in 2024



Hon Hai continues to monitor the audit results and assists suppliers in addressing the identified deficiencies. To date, suppliers have completed corrections for 2,509 deficiencies, achieving an improvement rate of 90%. For the five major categories of deficiencies, the Group provides specific guidance and support to ensure compliance and enhance the sustainability performance of the supply chain.

Deficiency Classification	Main Findings	Improvement Action Plan
 Working Hours	- Weekly working hours > 60 hours - Continuous work for 7 days or more - Lack of overtime control mechanism	- Recruit more employees to increase capacity - Implement automation to distribute manual tasks - Set up working hours alerts and improve overtime approval processes
 Emergency Preparedness	- Inadequate maintenance of fire safety measures - No fire evacuation drills conducted for all employees	- Engage professional agencies for regular maintenance and inspection of fire safety equipment - Develop a fire evacuation drill plan and organize regular drills for all employees
 Work Injuries and Occupational Diseases	- No first aid personnel in the factory - Improper management of first aid kits	- Arrange for employees to learn first aid and obtain first aid certification - Assign dedicated personnel to manage first aid kits and conduct regular inspections
 Occupational Health and Safety	- Employees exposed to health and safety hazards do not wear protective equipment correctly - Correct personal protective equipment not provided to employees	- Conduct employee training, strengthen supervision, and include in assessments - Identify occupational hazard factors and provide correct protective equipment
 Compensation and Benefits	- Insufficient leave provided to employees according to local regulations - Social insurance not purchased for all employees	- Develop/revise the company leave policy according to local regulations and enforce it strictly - Purchase social insurance for employees promptly and conduct insurance knowledge training

The Group encourages suppliers to independently complete RBA VAP audits through third-party organizations. For suppliers that have undergone VAP audits, the Group will not conduct duplicate audits. Suppliers that pass the RBA VAP audit will receive additional points in their labor rights performance evaluation based on their audit scores.



Responsible Mineral Sourcing Management

Commitment to Conflict Minerals Management

Hon Hai adheres to the OECD “Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas,” supporting responsible mineral procurement to avoid sourcing raw materials and products containing conflict minerals (tin, tantalum, tungsten, gold) from the Democratic Republic of Congo and surrounding high-risk areas, either directly or indirectly. Hon Hai mandates that all suppliers to commit to not using minerals from conflict regions and to ensure that the metals in their products originate from compliant, transparent, and traceable refineries, prioritizing sources certified by international standards such as the Responsible Minerals Assurance Process (RMAP).

Hon Hai will continue to promote supply chain transparency and responsible procurement, collaborating with suppliers to create a conflict-free, compliant, and sustainable mineral supply chain, thereby practicing corporate social responsibility, and fulfilling international commitments to human rights and environmental protection.

Conflict Minerals Management Process

As a member of the RMI, the Group regularly pays attention to its latest requirements and utilizes the investigation tools developed by RMI, namely the Conflict Minerals Reporting Template (CMRT) and Extended Minerals Reporting Template (EMRT). Each year, the Group conducts due diligence on suppliers and requires that the smelters or refiners of the minerals used by suppliers comply with the RMI’s Responsible Minerals Assurance Process.

1. Governance and Management System

The Group’s Sustainability Committee is responsible for overseeing the management of conflict minerals at the group level. The Supplier Compliance and ESG Management Department is tasked with formulating policies, processes, and standards for responsible mineral procurement management, establishing and maintaining management systems, and developing training materials to educate relevant procurement personnel. The Procurement Department assists in collecting suppliers’ conflict minerals due diligence reports and promotes the signing of environmental and social responsibility commitment letters by suppliers.

The Group has established systems such as the “Responsible Minerals Procurement Declaration” and “Supplier Responsible Mineral Sourcing Management Process” to create a conflict minerals management system and due diligence framework. Responsible mineral procurement is integrated as part of the suppliers’ ESG management system and incorporated into new supplier certification and annual supplier audit requirements, ensuring that the supply chain does not use illegal minerals from conflict or high-risk areas.

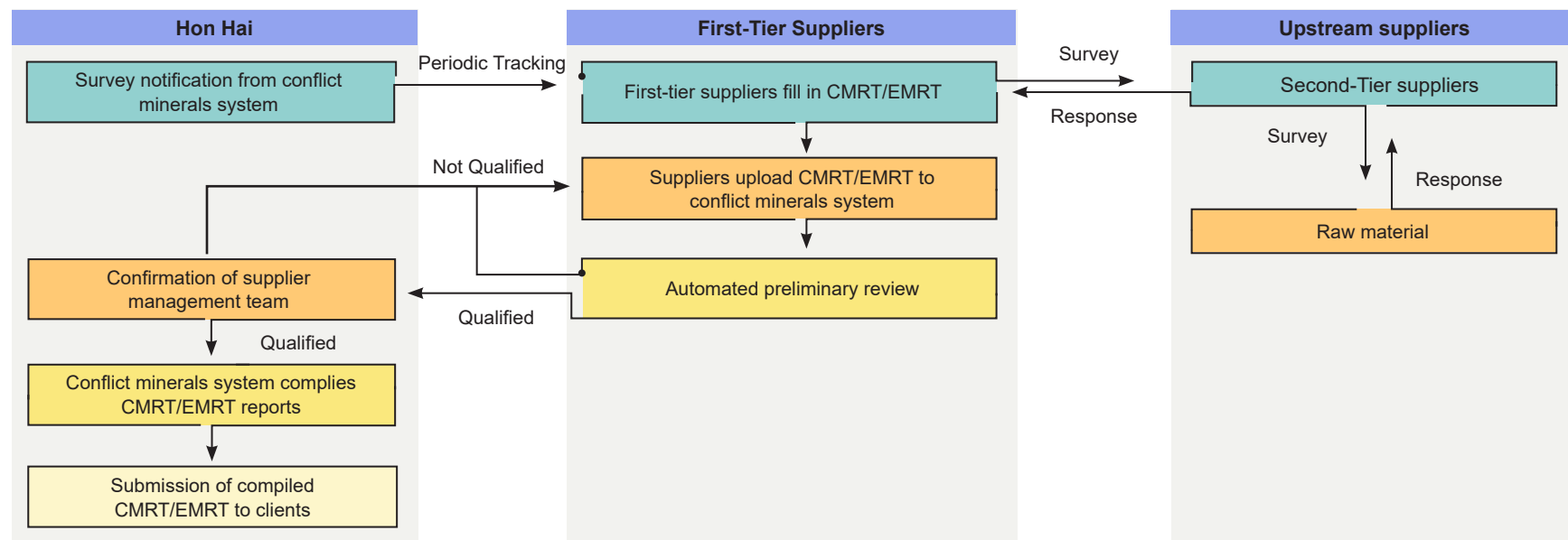
The Group has developed a “Conflict Minerals Management System” for the digital management of conflict minerals, enabling various business units to collect, review, and summarize suppliers’ due diligence reports, ensuring the long-term preservation and traceability of data. Additionally, stakeholders are encouraged to provide feedback on conflict minerals issues or violations through the contact window on the official website (<https://www.honhai.com/zh-tw/contact>).

2. Supply Chain Risk Identification and Assessment

The Group’s manufactured electronic products involve a wide range of electronic and mechanical components. To achieve specific functions, these components must contain one or more of the following: 3TG (tantalum, tin, tungsten, and gold), cobalt, or mica. The Group’s parts engineering department has developed a list of the usage of 3TG and other minerals in electronic and

mechanical components according to material classification standards to identify the risks of conflict minerals associated with various product suppliers.

The Group conducts due diligence annually on qualified suppliers involved with conflict minerals using the CMRT and EMRT survey tools developed by RMI. By verifying the suppliers’ responses to the CMRT and EMRT reports, the Group assesses whether suppliers use minerals sourced from designated countries (the Democratic Republic of the Congo and its nine neighboring countries) and from conflict-affected and high-risk areas, as well as whether they use smelters certified by third-party RMAP or equivalent recognized sources. Additionally, the Group utilizes the RMI Reasonable Country of Origin Inquiry (RCOI) database to conduct reasonable investigations into the origin of minerals, identifying the sources of conflict minerals 3TG and managing upstream risks associated with conflict minerals.



At the same time, the Group will compare the mineral smelters involved with suppliers against the list of RMAP-certified smelters published by RMI to ensure that 100% of the mineral smelters used by suppliers are conflict-free smelters certified by a third-party RMAP. The categories of raw materials covered include tantalum, tin, tungsten, gold, cobalt, and mica. By 2024, 90% traceability for these raw materials has been achieved.

3. Supply Chain Risk Response

The Group takes the following measures to reduce the risk of conflict minerals in the supply chain:

1. New suppliers must sign the 'Environmental and Social Responsibility Undertaking' and commit to complying with the group's responsible mineral procurement policy. They must also submit qualified CMRT and EMRT reports to become approved suppliers of the Group.
2. The Group collects suppliers' CMRT/EMRT reports annually and compares the smelter information provided by suppliers with the list of certified smelters published by RMI. If any smelters or refiners that have not obtained certification through the Responsible Minerals Assurance Process are identified, the Group requires suppliers to ensure these smelters or refiners complete RMAP certification within a specified timeframe or be removed from the supply chain. Suppliers that fail to meet the deadline will be listed as underperforming suppliers with trading restrictions. If suppliers continue to be unable to improve, alternative materials will be sought.
3. During SER on-site audits of suppliers, the Group verifies the suppliers' conflict minerals management programs and reviews their records of due diligence investigations on upstream suppliers to ensure that the mineral sources in their products comply with the OECD Due Diligence Guidance for Responsible Supply Chains or equivalent recognized due diligence frameworks. If deficiencies are found, the Group will promote and guide suppliers to improve within a specified timeframe; suppliers that do not cooperate will be listed as underperforming suppliers with trading restrictions.

4. By participating in RMI's monthly online meetings for members in China, the Group exchanges experiences on responsible mineral procurement with RMI and industry experts and obtains the latest information on mineral smelters, collaborating with the Group's suppliers to encourage the involved mineral smelters to accept and advance third-party RMAP audits.
5. Through online education and training sessions, the Group provides suppliers with interpretations of conflict minerals regulations/standards, the Group's responsible mineral procurement policy, and guidance on filling out CMRT/EMRT, ensuring that suppliers understand and implement the Group's requirements.
6. The management of conflict minerals is included as a key performance indicator in the ESG assessment of suppliers, and regular performance evaluations are conducted to urge suppliers to implement the Group's requirements.

4. Independent Third-Party Audits

The Group does not directly procure raw materials from upstream smelters/refiners of 3TG, cobalt, and mica minerals, and therefore cannot directly participate in third-party audits of mineral smelters. As a downstream company, Hon Hai requires that the products of direct suppliers only use minerals certified as conflict-free by independent third-party auditors. By cascading our requirements up the supply chain, we ultimately ensure that the smelters/refiners of 3TG, cobalt, and mica involved in the group's products are 100% verified through RMAP third-party audits.

The Group's various facilities undergo regular audits by third-party RBA VAP auditors, who verify that the Group's facilities have designed and implemented effective conflict minerals supply chain policies and management systems. This is done to reasonably ensure that the sources of tantalum, tin, tungsten, gold, cobalt, and mica in their produced products comply with organizational due diligence guidelines or equivalent and recognized due diligence frameworks.

5. Disclosure of Due Diligence Results

In 2024, a total of 2,166 suppliers (covering over 90% of the company's procurement amount) completed conflict mineral due diligence through the system platform, achieving a 100% response rate. As of the end of 2024, the group found no products delivered by suppliers containing minerals such as 3TG, cobalt, or mica sourced from conflict regions or other high-risk areas without third-party RMAP certification. All relevant minerals/products are RMAP certified, meeting responsible procurement requirements.

2024 Conflict Minerals Due Diligence Results

	3TG	Cobalt, Mica
Number of Investigated Vendors	2,166	1,740
Number of Responded Vendors	2,166	1,740
Passing Rate	100%	100%

Conflict Minerals Due Diligence Results for the Past 3 Years

	2022	2023	2024
Number of Investigated Vendors	2,002	1,975	2,166
Number of Responded Vendors	2,002	1,975	2,166
Responding Rate	100%	100%	100%

In 2024, based on the completion of conflict mineral due diligence, the group has accumulated commitments from 1,761 suppliers who have signed declaration documents explicitly stating that they do not use illegal conflict minerals. The Group involved 293 smelters or refiners of 3TG, cobalt, and mica in 2024, all of which are listed on RMI's list of conformant smelters certified by third-party RMAP (Conformant status). An analysis of the geographical distribution of these smelters indicates that they are primarily located in Asia.

Conflict Minerals Certification Status	Tantalum	Tin	Tungsten	Gold	Cobalt	Mica
Conformant	39	71	37	93	50	3
Active	0	0	0	0	0	0
Not conformant	0	0	0	0	0	0
Total	39	71	37	93	50	3

Distribution of Smelter Locations

Region	Tantalum	Tin	Tungsten	Gold	Cobalt	Mica	Total
Asia	25	49	28	50	31	3	186
Africa	1	3	0	5	12	0	21
Europe	4	5	4	22	4	0	39
North America	6	3	4	11	2	0	26
Australia	3	11	1	4	0	0	19
South America	0	0	0	1	1	0	2
Total	39	71	37	93	50	3	293

Supply Chain Human Rights Due Diligence

In daily management, Hon Hai conducts online training and examinations on the Supplier Code of Conduct, requiring suppliers to comply with the Supplier Social and Environmental Responsibility Code of Conduct. This code strictly prohibits six zero-tolerance behaviors, including the use of child labor and forced labor. Furthermore, suppliers must promote the requirements of the Supplier Code to their upstream suppliers and conduct due diligence management.

Hon Hai conducts quality and process assessments, social and environmental responsibility audits, green product evaluations, and greenhouse gas audits for medium- to high-risk suppliers. The social and environmental responsibility audits are based on the RBA Code of Conduct and utilize the RBA VAP tools. The audit team consists of dedicated supplier management personnel from the group's procurement department, along with staff from human resources, occupational safety, and environmental protection departments. The audits cover five aspects: labor, health and safety, ethics, environment, and management systems.

The Group incorporates labor rights into the ESG performance evaluation criteria for suppliers and requires corresponding supporting documentation. Group personnel verify the submitted content and materials, which are ultimately included in the suppliers' ESG performance rankings.

Promotion of Mutual Growth

The Group places significant emphasis on building partnerships with suppliers in the ESG area. We achieve this through sustainability capacity building, empowerment workshops, and education and training, aimed at helping supply chain partners grow and develop sustainably alongside the Group. In 2024, the Group successfully achieved its goal of assisting 200 suppliers in participating in capacity-building projects.

Supplier Empowerment (Number of Suppliers)	FY 2022	FY 2023	FY 2024
Supplier Sustainability Capacity Building	75	150	200
Supplier Education and Training Platform	538	687	1,207
Low-Carbon Supply Chain Transformation Promotion Plan	10	30	30

Supplier Sustainability Development

We have established a supplier ESG assessment system based on industry ESG rating standards. Since its implementation in 2022, the scope of assessment has expanded year by year, and by 2024, 200 suppliers have completed the assessment, accounting for 76% of significant suppliers.

We rank similar suppliers based on their ESG performance, allowing suppliers to compare themselves with their peers. Each year, we invite high-performing suppliers to share their experiences.

By analyzing the ESG performance of different suppliers, we selected 10 key suppliers for on-site diagnostics and guidance on energy conservation and waste reduction. We proposed 61 energy-saving suggestions, of which suppliers have adopted 43, which is expected to save 29.37 million kilowatt-hours of electricity annually and reduce 16,749 tons of CO₂e. In terms of waste reduction, we proposed 18 recommendations, of which 13 have been adopted.



Hon Hai Supplier Participation in Sustainable Capacity Building

Supplier Online Education Platform

Supplier Code of Conduct Training

To enhance suppliers' understanding of the Code of Conduct, we utilize digital tools and training mechanisms to expand the scope of education. In 2024, we held three online CoC training sessions and made the courses available on the supplier ESG management platform, requiring self-directed learning and testing. A total of 373 suppliers participated. At the same time, we encouraged participation from secondary suppliers, with 195 secondary suppliers completing the courses.

Supplier Carbon Reduction Education and Training

To enhance suppliers' carbon reduction capabilities, we held a total of four carbon-related meetings in 2024, including training on carbon inventory, green electricity presentations, and introductions to carbon pricing. In the future, we will add courses on product carbon footprint and energy efficiency.

In 2025, we will continue to conduct online training and assessments through the ESG digital platform, covering topics such as chemical management, zero landfill waste certification, energy-saving case studies, science-based carbon reduction targets, conflict minerals management, and the Code of Conduct. This aims to enhance suppliers' professionalism and sustainability execution capabilities to meet the demands of international customers.

Case Study: Supplier Carbon Reduction and Waste Minimization Advocacy Conference

In March 2024, Hon Hai hosted a Supplier Carbon Reduction and Waste Minimization Advocacy Conference, attended by over 380 suppliers. The conference covered energy-saving project experience sharing, innovative management mechanisms, Energy Management Contract (EMC) collaboration models, and zero waste park management, fostering supply chain consensus and collaboratively exploring paths to energy conservation, waste reduction, and sustainable development.



Low Carbon Supply Chain Transformation Program

In response to the Group's goal of achieving net-zero emissions across the value chain by 2050 and with support from local governments, Hon Hai is promoting the 'Low-Carbon Supply Chain Transformation Plan' in Taiwan. This initiative assists seven primary suppliers in energy conservation and carbon reduction, while encouraging 23 secondary suppliers to utilize digital management platforms and carbon inventory tools to promote comprehensive low-carbon governance.

The plan was launched in April 2023, and in September, a 'Supplier Low-Carbon Kickoff Conference' was held to demonstrate our commitment to green transformation. An expert team conducted in-depth visits to suppliers, providing energy-saving diagnostics and carbon reduction recommendations, setting targets, and conducting regular follow-ups.

The original goal was to reduce carbon emissions by 10,000 tons of CO₂e over two years. As of March 2025, 25 energy-saving improvement projects have been completed, resulting in a carbon reduction of over 15,000 tons, exceeding the target by 50%, which is equivalent to the annual carbon absorption of 75 Da'an Forest Parks. Among these, suppliers contributed approximately 11,000 tons, demonstrating the supply chain's robust progress toward net-zero emissions.

First-Tier Supplier Carbon Reduction Results

Supplier	Expected Target of the Plan (tons CO ₂ e)	Current Accumulated Carbon Reduction (tons CO ₂ e)	Achievement Rate	Carbon Reduction from April 2023 to June 2024 (tons CO ₂ e)	Carbon Reduction from July 2024 to December 2024 (tons CO ₂ e)
A	4,718	7,936.08	168%	5,524.32	2,411.8
B	70	96.45	138%	66.01	30.4
C	127	101.43	80%	72.32	29.1
D	851	732.53	86%	522.26	210.3
E	1,024	831.87	81%	784.16	47.7
F	1,089	1,492.55	137%	866.42	626.1
G	137	114.88	84%	81.90	33.0
Total	8,016	11,305.79	141%	7,917.39	3,388.4

Customer Relations Management

Customer Relations Strategy and Policy

Customer Services

Hon Hai continues to focus on “intelligence” as its core, leveraging Innovative Integrated Design and Manufacturing (IIDM) to create smart manufacturing and intelligent supply chain solutions for global benchmark customers, aiming to become a comprehensive provider of smart living solutions. The company adheres to five principles: “speed, quality, service, flexibility, and price,” actively building long-term and trust-based customer relationships, with “meeting customer needs” as one of its most important operational goals.

Hon Hai has strategically expanded its online services to enhance customer engagement and streamline operations. By leveraging advanced digital platforms, the company provides a seamless and efficient service experience that caters to a diverse global clientele. The robust online infrastructure supports a wide range of services, including product inquiries, technical support, and real-time data access, ensuring that customers receive timely and accurate information.

In 2024, Hon Hai witnessed significant growth in its online service sector, with a percentage of the group’s revenue derived from online products and services exceeding the 2024 target by a specified percentage. This growth is driven by an increase in the number of online customers.

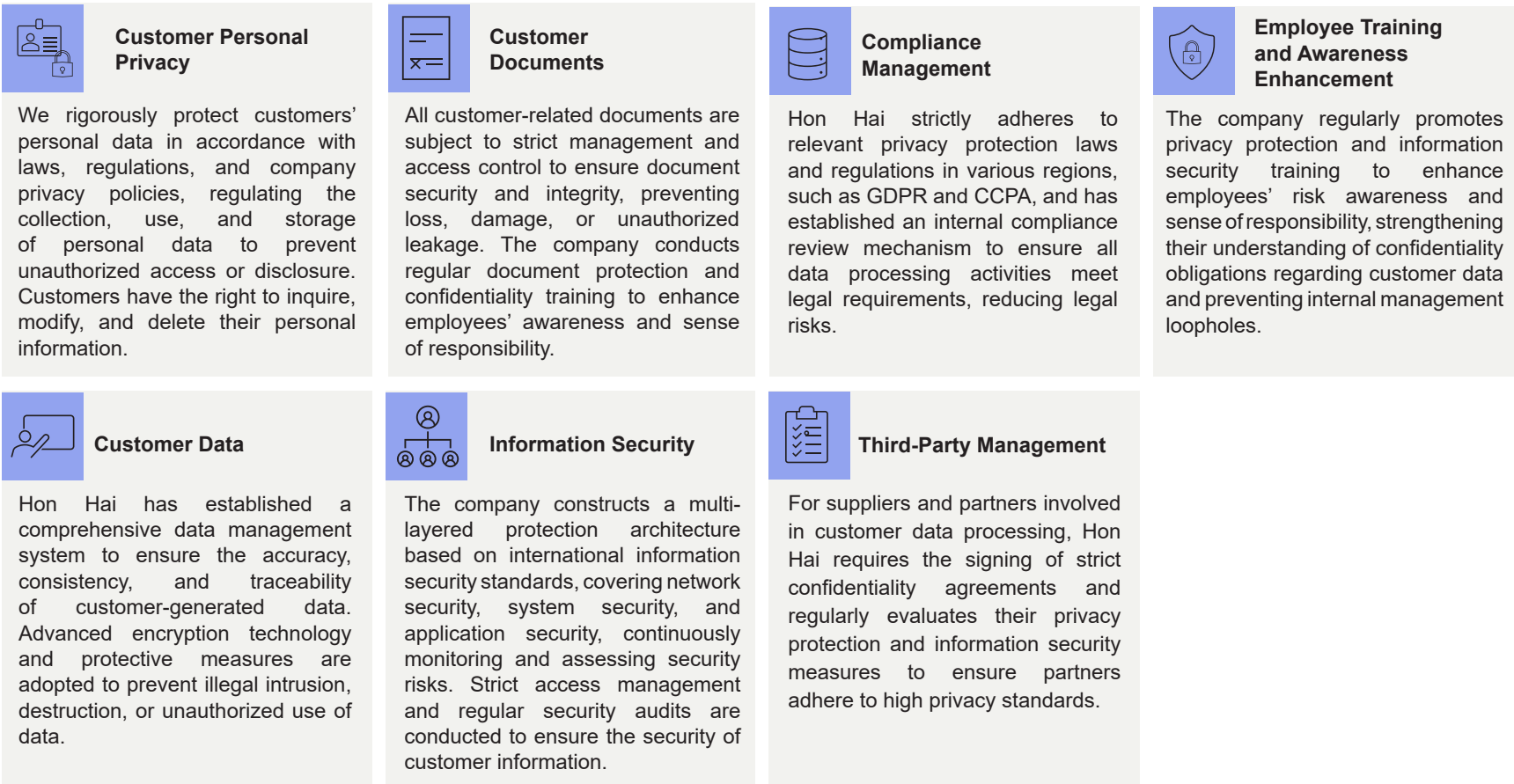
To strategically manage customer relations, Hon Hai has implemented a quality management system, integrating customer satisfaction surveys and diverse feedback mechanisms to effectively capture and respond to customer opinions and needs.

In practice, the Group has obtained certifications such as ISO 9001 Quality Management System and IATF 16949 Automotive Quality Management Standard, establishing a comprehensive service process that covers demand reception, process control, quality inspection, delivery, and after-sales support, ensuring products and services meet customer standards and expectations. Furthermore, Hon Hai regularly conducts customer satisfaction assessments and has dedicated units to handle customer feedback and complaints, following standardized internal processes for classification, tracking, and improvement, forming a “continuous improvement” closed-loop management mechanism to further strengthen customer trust and collaboration.

Customer Privacy

Hon Hai regards customers as crucial partners, adhering to principles of respect and trust, and is committed to comprehensively protecting customers’ privacy rights. The company has established and publicly disclosed the “Hon Hai Technology Group Privacy Policy” based on its rigorous “Code of Conduct” and “Responsibility Standards,” ensuring all customer data is properly safeguarded. Hon Hai is committed to strictly complying with relevant laws and regulations in the collection, processing, and use of customer information, and employs effective technical and managerial measures to prevent data breaches or unauthorized use, thereby ensuring customer privacy and safety and fostering long-term trust-based partnerships.

In practice, Hon Hai manages customer privacy across the following seven dimensions:



Hon Hai continuously optimizes its privacy and information security management mechanisms based on multi-dimensional measures, striving to establish long-

term and stable trust-based partnerships with customers. For more details, please refer to the "Privacy and Information Security Management" section.

Customer Satisfaction Measurement

Hon Hai places a high value on customer satisfaction and quality. The company is dedicated to understanding customer needs and optimizing its existing product portfolios through diverse communication channels. By providing products and services that exceed customer expectations, Hon Hai is committed to being a trusted partner for its customers.

To enhance customer satisfaction, Hon Hai conducts annual customer satisfaction surveys, collecting feedback across four key areas: product quality and performance, delivery, customer service, and ESG. The Group formulates improvement plans based on the feedback received and continues to optimize areas that need enhancement. In 2024, we conducted a survey targeting the top 80% of our customers by transaction volume, collecting a total of 27 valid responses. The final satisfaction score was 83.79 points, which reflects a 2% improvement compared to the last survey.

Management of Customer Feedback and Complaints

The Group employs a structured customer complaint handling process, which includes receiving and categorizing feedback, investigating and analyzing the severity of the feedback, and providing appropriate response strategies to customers based on this analysis. The Group also regularly compiles and analyzes customer feedback to enhance responsiveness and customer satisfaction. Hon Hai's customer complaint management strategy not only addresses current issues but also strengthens long-term relationships with customers, reflecting the Group's commitment to customer-centric service.

Customer Complaint Handling Process Flowchart

Receiving and Categorizing Complaints

Record the description of product or service issues in the "Customer Complaint Statistics Overview" and promptly update customers on the handling status.

Based on customer feedback, classify the issues according to the "Complaint Level Classification Table" and escalate issues that meet a certain severity level.



Investigation and Analysis

Depending on the issue's severity, either handle it internally or refer it to the relevant department for assistance. For identified critical issues, establish relevant project teams to conduct root cause analysis and develop improvement strategies and preventive measures.



Developing Solutions

After investigation and analysis, formulate temporary and permanent solutions based on customer needs. Temporary solutions may include but are not limited to immediate cessation of production and enhanced inspections; permanent solutions may include but are not limited to improvement of tools or equipment and re-education of personnel.



Response and Effectiveness Tracking

A response to customer complaints must be provided within 24 hours of receipt, and the results must be recorded in the system. Each month, categorize and analyze the types of complaints, implementing corrective measures to prevent recurrence.



In 2024, the Group did not experience any significant customer complaint cases. This commendable record of customer complaints not only reflects Hon Hai's commitment to sustainable development but also demonstrates the Group's emphasis on social responsibility, reinforcing its positive reputation in the market. In the future, we will continue to strive to maintain high standards of service quality and are dedicated to creating an even better customer experience.