

3

Healthy Workplace, Safety Adherence

Occupational Health and Safety P65

Employee Health Promotion P72



Key Response Stakeholders :

- Employees
- Suppliers / Contractors
- Government
- Non-government Organizations



Healthy Workplace, Safety Adherence

Management approach for material issues

Occupational health and safety



Meaning to the Group

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.



Policies and Commitments

The Group has invested much effort into the management of employee health and safety. Apart from complying with laws and regulations, the Group pursues a goal of zero accidents, injuries, and occupational diseases through principles of “risk assessment, full participation, continuous improvement, and zero hazards” to build a safe and healthy work environment.



Grievance Mechanism

Please see section [Stakeholder Identification, Communication, and Responsibilities](#) for details.



Evaluation of the Management Approach

- Our Campuses implement daily, monthly, and specific safety audits.
- We have conducted external audits such as ISO 45001.
- Management representatives convene management review meetings each year to discuss and review our occupational health and safety performance.



Specific Actions

- Our Huyue Campus participated in the zero hazard working hours challenge and accumulated 11,216,809 hours of zero hazards by the end of 2021; our Dingpu Campus accumulated 2,369,469 hours of zero hazards.
- Investigated a total of 22,625 hidden dangers and achieved a rectification rate of 100%.
- Organized production safety training attended by 1,287,074 employees and contractors.
- Organized firefighting skills contests, safety knowledge contests, safety knowledge quizzes, and fire drills attended by 1,131,192 employees and contractors.
- Handled and collected a total of 111 safety innovation and improvement proposals.
- Hosted 51 health promotion activities attended by 18,745 employees, including health lectures, fitness center events, sports classes, and online health lessons.



Goals and Targets

Short-term goals

Accumulate more than 12,000,000 hours with no operational incidents at Huyue Campus, and more than 2,800,000 hours with no operational incidents at Dingpu Campus.

Mid- to long-term goals

- Create the best work environment for all employees by achieving our goal of zero accidents, injuries, and occupational diseases.
- Achieve a target disabling injury frequency rate of less than 0.14 incidents per million working hours by 2030, significantly lower than industry standards.
- Lower disabling injury severity rate to less than 6.88 days per million working hours by 2030.
- Assist more than 70% of high-risk contractors in obtaining ISO 45001 Occupational Health and Safety Management System verification by 2030.



Occupational Health and Safety

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 for all employees and suppliers, and 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, health and hygiene unit, 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. We 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.

The Group continues 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 seek to protect Group employees and their families all around the world through food safety and physical health monitoring capabilities.

The Group's 16 main business groups 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 in Group Campuses. The Group convenes global epidemic prevention and production safety meetings each month which are headed by our Chairman. The general managers of all business groups and all campus managers attend the meetings online. The highest safety authority presents weekly reports mainly covering global production safety information, Group production safety conditions, regional production safety conditions, and production safety knowledge (including research on domestic and overseas safety management and technology case studies, safety management tools, and methodologies) while also deploying major production safety tasks throughout the Group and solving major problems within the Group. A total of 56 reports were presented throughout the year to build a culture of safety in 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 continued optimization of occupational health and safety management systems. We have also established Production Safety Management Organizations 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 assists employees and units responsible for managing occupational health and safety in communicating relevant issues through internal platforms, industrial safety officers in all units, and labor representatives. We also organize "health and safety month" activities each year, strengthening employee safety awareness and safety conditions of work environments through "online scavenger hunts," "themed lectures," "spreading positive energies," and "emergency response" activities, thus establishing sound occupational health and safety systems for employee participation, consultation, and communication. In 2021, our Huyue Campus participated in the zero hazard working hours challenge following establishment of the "Implementation Guidelines for Zero Hazard Work Hours in Business Institutes" and accumulated 11,216,809 hours with no operational incidents, while our Dingpu Campus accumulated 2,369,469 hours with no operational incidents.

For information on our epidemic prevention measures in response to the COVID-19 pandemic, please refer to the section on [epidemic prevention measures](#).

Safety and Hazard Prevention Center

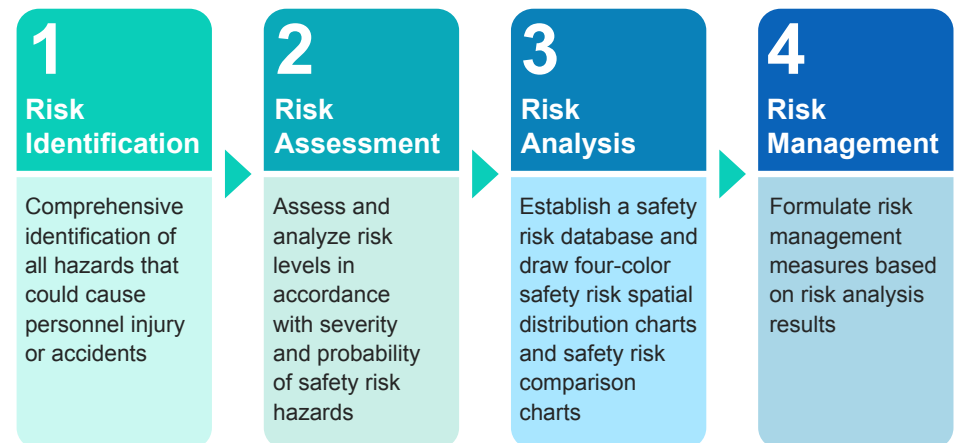
The Group has established a Safety and Hazard Prevention Center in Taiwan which collects safety information from all Campuses in real time. We have also set up typhoon response and epidemic prevention teams to provide relevant and timely information regarding typhoons, epidemics, and other natural disasters; training is provided for response personnel to strengthen our disaster and epidemic prevention systems. We manage safety equipment at our Campuses through the establishment of industrial safety clouds and other modules, which ensure that all Campuses have sufficient security hardware, software, and management mechanisms. We used infrared thermal scanners to inspect electric distributors and other electrical equipment at our Campuses and established an infrared thermal imaging promotion team composed of 21 seed personnel who regularly compile inspection reports, uncover problems, and improve upon them to effectively reduce fire hazard risks in our Campuses.



Safety Audits and Risk Identification

The Group formulated the “Hazard Identification, Risk Assessment, and Risk Controls Planning Procedures” for management of our occupational health and safety management systems. The first article in the production safety chapter of the Group’s Employee Manual, “Employee safety rights and duties,” stipulates that employees have the right to refuse illegal commands and the right to adopt emergency risk prevention measures. Interpretations of this article were provided during routine employee training and training for new employees; employees were informed that they had the right to refuse illegal commands and adopt emergency risk prevention measures. When emergencies such as severe fires or incidents that may impact personnel safety occur, employees and contractors have the right to immediately depart from the scene, and do not bear responsibilities for any corporate or personnel damages incurred.

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 is implemented according to risk levels. For example, major risks must be 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.





Our main business groups have formulated regulations for identification of occupational hazards and risk assessments, and all business groups carry out regular hazard identification, risk assessment, and risk control procedures. The Group has formulated the “Regulations for Implementation of Process Safety Assessments and Final Inspections” and requires all new/converted/expanded processes to undergo safety assessments. Hazardous processes must pass assessments and verifications conducted by campus-level industrial safety teams and general processes must pass assessments and verifications conducted by business group industrial safety teams before commencing production to ensure a safe, healthy, and eco-friendly workplace environment for our employees.

The Group has formulated safety assessments and verification procedures for various newly established, converted, and expanded manufacturing processes and hazardous processes. Manufacturing processes are categorized based on production procedures for analysis and assessment of dangerous and hazardous factors; manufacturing processes include preproduction preparation stages, in-production stages, post-production equipment maintenance, hazardous substances produced during production processes, and supplementary systems (such as exhaust systems, ventilation, dust removal systems, and exhaust gas and wastewater treatment). The Group adopts effective preventive control measures to identify and control risks at the source, thereby ensuring safe production processes and occupational health and safety for employees. We adhere to the principle of “design first, then assess, and then commence work.” In 2021, we received 1,064 pre-production assessment applications, 811 current-status assessment applications, and 964 verification assessment applications for hazardous processes at our Campuses, making a

total of 2,839 applications, 2,774 of which were approved, and 65 of which were rejected, achieving an approval rate of 97.7%.

The Group implemented the “Twelve Major Production Safety Violations” rectification plan and statistically analyzed the main reasons for various accidents that had occurred at the Group over the past ten years to compile the violations that could cause severe hazards or immediate accidents. We used these results to formulate the “Twelve Major Production Safety Violations” and associated severe penalties. The Group disseminated the “Twelve Major Production Safety Violations” by placing 13,377 posters throughout campus buildings, broadcasting videos a total of 3,068 times in public areas, assisting 830,000 people in completing online training courses, implementing a total of 4,366 safety training courses for new employees and daily pre-work team meetings, hosting 136 offline safety activities, and conducting 793 violation audits.

The Group hired employees with expertise in safety management who hold safety engineer licenses to establish professional audit teams that conduct daily, monthly, and specific safety audits for electrical safety, management of combustible materials, maintenance of information control precision machining, and management of hazardous chemicals for promotion of safety production processes at all our Campuses in China. We investigated a total of 22,625 hidden dangers in 2021 and achieved a rectification rate of 100%. The Labor Protection Supervision Committee of our Labor Union exerts its supervisory duties and regularly monitors and audits all Campuses to implement our occupational health and safety policies and commitments.

Risk categories	Item description	Identified hidden hazards
Class C warehouses and information security	Storage safety of Class C materials and control of information servers.	276
Hazardous items and safety of flammable gases	Storage safety of hazardous materials, transportation safety, usage safety, and waste handling.	1,837
Process safety	Management of polishing, grinding, cutting, drilling processes that may involve flammable dust, paint, covered processes, SMT processes, and washing of flammable and explosive solvents.	1,461
Fire safety	Requirements for use of fire-resistance construction materials, construction safety requirements, maximum fire resistance of construction components, and fire prevention segments.	5,519
Operations and equipment safety	Management of firefighting control rooms, firefighting power sources, automated warning systems, firefighting pools and pumps, and automated firefighting systems.	5,616
Electrical safety	Safety management and requirements for all sites using electricity and specific sites within the Group.	5,574
Management and training	Management of training and emergency responses.	2,342

Reward system for reporting hidden hazards relating to fire and industrial safety

To further strengthen safety management, the Group has formulated the “Regulations of Rewards for Reporting Hidden Fire and Industrial Safety Dangers,” which state that employees can report hidden dangers or safety recommendations through letters, phone calls, emails, or our corporate app. Reports substantiated by relevant units are rewarded, and informants and related information are kept confidential. In 2021, we received a total of 259 effective hidden hazard reports and distributed 78,000 NTD in rewards. Over the past five years, we have received a total of 1,193 reports and distributed 45.93 million NTD in rewards.



Employees can submit their reports through the following two ways

1. Employees can report non-compliance with standard operating procedures to the production safety supervision and management department, upon which the industrial safety department will retrieve relevant CCTV footage and admonish violators according to regulations. Information on informants is not disclosed, and therefore informants suffer no retribution.
2. Potential occupational hazards can be reported to the occupational health and safety managerial departments of each business unit by calling our hotline or through direct reports. On-site safety audit personnel will investigate situations reported by employees and provide feedback to relevant employees. To encourage such reports from our employees, informants of substantiated hidden dangers are rewarded and not punished.

Key tasks in 2021

ESG

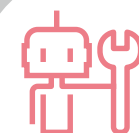
Released the Group’s chemical management policies and promoted ESG in chemical management.



Removed all prohibited chemicals from our Campuses in China and reduced restricted substances by 97%.



Promoted safety management of electric heating processes involving electrical plating and anodes to eliminate major fire hazards.





Promoted safety management of molding, robotics, and automation equipment to eliminate major occupational hazards.

Statistics on Disabling Injuries

The Group sets “100% safety and zero hidden dangers” as our main safety target. We have 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,” following which an incident investigation team responsible for the investigation, handling, and compilation of incident reports is instantly established.

Analysis of work-related injuries for 2021 showed that the stamping, machining, forming/die-casting processes held the highest risks within the Group. Additionally, upgrading of automated machinery, adjustments of equipment and facilities, and complex maintenance environments increased risks of crush and collision incidents. The most common injuries

were mechanical injuries, other injuries, and physical impacts, with the main reasons for injuries being ineffective shutdown of machinery due to mechanical failure, failure to execute LOTO (lockout and tagout) procedures when repairing equipment, and placing all or some body parts in hazardous regions during machinery adjustments and repairs. To eliminate these hazards and reduce risks, we implemented improvement procedures including strict execution of operational safety regulations for equipment maintenance, periodic inspections of safety facilities, ensuring that our equipment and facilities are in good and effective working condition, continued strengthening of LOTO implementations, and hosting safety training for professional equipment operators. In consideration of our 13 recordable contractor work-related injuries (including 2 fatalities), we will also strengthen contractor operational safety and prevent accidents through safety announcements, education and training, and audits.

		Fatalities caused by work-related injuries		Severe work-related injuries (excluding fatalities)		Recordable work-related injuries		Near misses		Total working hours
		Incidents	Ratio	Incidents	Ratio	Incidents	Ratio	Incidents	Ratio	
 Full-time employees	2021	4	0.0024	0	0.0000	189	0.1151	14	0.0085	1,642,760,216
	2020	1	0.0005	0	0.0000	227	0.1187	N/A		1,913,011,143
	2019	1	0.0005	2	0.0011	391	0.2074	N/A		1,885,132,142
 Contract employees	2021	0	0.0000	0	0.0000	8	0.0136	0	0.0000	589,180,800
	2020	1	0.0011	0	0.0000	17	0.0191	N/A		889,596,240
	2019	0	0.0000	0	0.0000	21	0.0360	N/A		583,468,080

Notes:

1. The aforementioned ratios are calculated on a basis of 1,000,000 working hours.
2. The Group began calculating near misses in 2021.
3. The figures above only encompass the Greater China region.

Safety Innovations and Improvement Projects

To reduce potential safety issues in operational sites and prevent the occurrence of safety incidents, the Group continues to introduce technology transformations that facilitate safety optimization through improved processes, material substitution, foolproof equipment, and other safety technologies and mechanisms. Additionally, the Group is planning to build a production safety warning and emergency response system which will be used for real-time monitoring of fire alarm systems at all Campuses and buildings. The project is currently in the software development stages and is expected to provide substantial supervision that will enable thorough implementation of production safety tasks. We continue to promote the implementation of safety guidelines and training for our five highly hazardous production processes. We have carried out safety innovation and improvement projects to improve various manufacturing processes and reduce waste processing risks. Our safety technologies and management standards were significantly increased.

The Group established a production safety information management platform which integrates the Internet and intelligent big data analytics to build a foundation of production safety information related to our technology, process, equipment, and other human, machinery, materials, legal, and environmental aspects. We use big data processing technologies to provide risk warnings, safety performance appraisal, analyses of personnel / accidents / hidden dangers / materials, and a variety of other valuable production safety information. Advantages and disadvantages of risk controls are interpreted from multiple dimensions including the administrative organization aspect (campuses / business groups / factories), geographical aspect (Campuses / buildings / floors), and professional capabilities aspect (operational risks / supply chain risks / management performance) for one-stop management and comprehensive monitoring of routine operations and fire safety tasks through the Group's dashboard, management website, and mobile application. A prototype of the platform has been designed, and the system is currently undergoing development.

Shared platform for safety improvement and innovation

To encourage active participation of all units in innovative safety technologies and management procedures, as well as submission of practical and valuable safety innovation proposals, the Group formulated the “Procedures for Implementing Fire and Industrial Safety Management Evaluations,” which served as a basis for the establishment of our shared platform for safety improvement and innovation proposals. We encourage all units to continue enhancing safety management and safety technology standards so as to ensure employee occupational health and safety. Outstanding improvement proposals are uploaded to the Group’s internal website for promotion to other Campuses. We collected a total of 111 safety innovation and improvement proposals in 2021. Following assessments based on compliance, innovation within the Group, professionalism, and promotional value, a total of 21 proposals were deemed to possess promotional value after they were revised in accordance with suggestions for improvements. These projects encompassed innovative improvements of technologies and management processes relating to CNC, painting, molding, welding, hoisting, wet dust collection, dissemination of safety knowledge, and smart controls. In January 2022, our production safety report for China shared six outstanding innovative safety improvement proposals with our Chairman and senior executives related to improvements in QR code camera locations for robotic security doors, cooling systems for CNC spindles, addition of oil throwers on robot RGV carts, safety of sliding tables for extrusions in machining Campuses, addition of wireless video monitoring systems on cranes, and storage of magnesium shavings.

Health and Safety Training and Drills

The Group strives to build a harmonious campus environment where all personnel is focused on safety. To enhance employee and contractor safety awareness and capabilities, the Group has formulated “Safety Training Systems” and “Procedures for Management of Supplier Production Safety” with clear stipulations for Group employee and contractor training. The Group formulates training plans at the beginning of each year and conducts training in accordance with said plan. We have established three educational systems at the campus, process, and production floor levels and implement training based on plans formulated at the beginning of the year to provide various forms of safety training for our employees.

In 2021, Group Campuses hosted production safety training for 1,287,074 new employees, special operators, construction supervisors, safety management personnel, on-site audit personnel, campus managers, and suppliers.



Item	Participants
Preparatory three-level (factory, process, and production floor levels) safety education for new employees (including temporary workers)	1,183,524
Certification training for hazardous chemicals workers	34,861
Safety training for suppliers/contractors prior to factory entry	37,544
Government-mandated certification training for special operations personnel and special equipment operators	7,096
Advanced capability training for safety management personnel	20,208
Certification training for on-site production safety auditors	3,841

To ensure that employee and contractors can respond in a timely fashion upon occurrence of emergencies and avoid employee safety incidents, the Group conducts emergency training and drills, with no fewer than two fire response drills each year and no fewer than two drills a year to practice responses to chemical leakage/poisoning incidents, suffocation/poisoning in confined spaces, electric shocks, and incidents involving personnel trapped in elevators. We achieved a completion rate of 100% for our planned drills. Our Campuses regularly organize safety promotion activities in June and November each year. In 2021, we hosted firefighting skills contests, safety knowledge contests, safety knowledge quizzes, and fire drills for a total of 1,131,192 participants. In 2021, we received 3,008 fire safety assessment applications across our Campuses, with 2,020 one-time directly approved, 593 returned for revisions, and 395 directly rejected (illegal buildings). Our one-time direct approval rate was 67.15% and overall approval rates were 86.87%.



Health and Safety of Suppliers and Contractors

To strengthen supplier safety management, eliminate illegal behaviors, and prevent accidents from occurring, the Group formulated the Procedures for Management of Supplier Safety and required all suppliers to comply with environmental, occupational health and safety, and safety laws and regulations. Suppliers are also required to possess nationally recognized certificates of personnel qualifications and safe production certifications before they can become qualified Group suppliers.

The Group requires all suppliers to undergo relevant safety training before entering Campuses. Resident personnel are required to complete additional safety training once every six months and attend emergency drills, which is why Group plans for emergency drills encompass supplier personnel. We supervise and inspect suppliers and penalize those with hidden hazards in accordance with our management procedures. Suppliers who do not comply with our requirements have to cease work on all projects or are expelled from our Campuses, thereby ensuring that our suppliers completely abide by our safety management regulations.

The Group convenes collaborator meetings each quarter to inform our contractors of Group requirements. Contractors have to undergo training and testing procedures before they can enter our Campuses, and we also check relevant information such as the preparation of personal protective equipment and information on company supervisors. We also organize health lectures for our contractors. Contractors are required to swipe access cards when entering and exiting Campuses. The Group conducts irregular inspections of contractor safety procedures. Issues are reported to our supervisors each month, and our system delivers notifications and requests improvements from responsible units. In 2021, we discovered 37 deficits and hidden hazards during contractor audits and required our contractors to improve upon these within specified time limits. All items were successfully improved. To enhance contractor epidemic prevention awareness and ensure the health and safety of relevant workers during the pandemic, the Group provided PPE and training for contractors and convened quarterly contractor negotiation meetings. Additionally, contractors are required to complete relevant training and all project applications.

Contractor hazard notification training and quizzes

[Basic information](#)

[Quiz-General affairs](#)

[Quiz-Engineering](#)



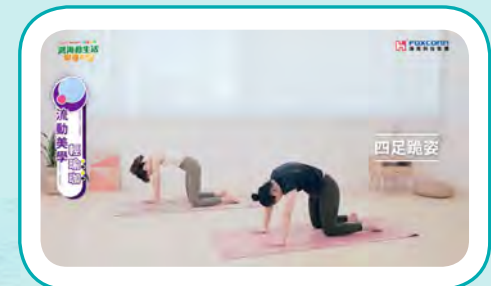
Employee Health Promotion

Health Promotion Activities

To provide a balance between work, physical health, and mental health for our employees, as well as implement the concepts of preventive medicine, the Group provides subsidies for health checks at a number of excellent institutes (with an annual budget of 95 million NTD). Even though the pandemic affected health check numbers, almost 80% of our employees underwent health checks in 2021. Due to active care by our nurses, the ratio of employees who have not undergone health checks for three years continued to decrease, and fell to 0.7% in 2021. To ensure employee safety in workplace environments, we also provide entry, on-the-job, and exit health checks for special operations personnel to avoid occupational hazards. Furthermore, to promote employee health, we hosted 51 health promotion activities in 2021 attended by 18,745 employees, including health lectures, fitness center events, sports classes, and online health lessons.

Online Health Classes

To maintain our health promotion services during the pandemic, we provided health promotion resources accessible to our expatriate and overseas employees; organized online health classes themed around the four topics of nutrition, exercise, LOHAS, and food safety; and used a variety of online videos to build a healthy environment and promote development of healthy habits. In 2021, we hosted 21 online themed activities for a total of 5,048 participants. Our surveys indicated that 99% of our employees supported organization of further activities and average satisfaction reached 98%.



Health and Care

The Group has established a multidimensional team composed of doctors, nurses, pharmacists, nutritionists, exercise coaches, and physical therapists to build a “Comprehensive Health and Care” service model for our employees that offers on-site medical, nutritional, sports, and physical care; integrated individualized health and disease management; and comprehensive planning services (we also provided remote services during the pandemic). Employees can also obtain internal health knowledge encompassing epidemic prevention, health, medical care, food safety, and nutrition through the iCivet channel to enhance their health awareness (a total of 992 articles were released in 2021, garnering a total of 828,058 views). These services embody our commitment to “use Group resources on Group personnel.”



Starting in 2013, we installed H2U Health ATMs with health monitoring devices in all stairwells of Group offices and Campuses. We are currently on the fifth generation of these devices. Employees can use these ATMs to measure, understand, and manage their health indicators.



Food Safety and Nutritional Diet

To ensure that our employees and contractors can enjoy clean and safe foods, we have formulated procedures for monitoring food safety which are thoroughly implemented to provide safe foods for our employees. Our food safety procedures include the “Handling Procedures for Food Safety Incidents” which regulates food safety issues, strengthens incident handling efficiency, and prevents risks. We also require our caterers to provide traceability records for full management of food sources. The Group’s high-standard food safety laboratory obtained ISO 17025 verification in 2021. All food safety inspection procedures are conducted in accordance with quality system regulations, and we offer routine food safety monitoring and risk identification services.

The Group conducts thorough inspections of employee canteen ingredients and caterer operations. This, paired with our real-time notification platform, allows us to monitor food safety in real time and provide counseling and guidance for improvements to relevant catering units if abnormal processes are discovered. To strengthen food safety awareness of catering units, we provided courses relating to food safety such as courses on COVID-19 operational requirements and pollution prevention to ensure both epidemic prevention and food safety. We also conducted thorough evaluations on suppliers to select those that complied with legal requirements, adhered to strict procedures, and provided good quality products, to ensure food safety for Group employees.

Item	Description
Sampling checks	The Group conducts sample checks on all foods and completed a total of 9,419 checks. This, paired with our with our real-time notification platform, allows us to monitor food safety in real time, and our pass rates were 99.3%.
Visits and consultations	We visited our catering units 103 times over the year. The average assessment score was 88.1 and we achieved an improvement rate of 70.7%.
Supply chain management	We used supplier evaluations to select suppliers that complied with legal requirements, adhered to strict procedures, and provided safety food products. We completed audits on 52 suppliers throughout the year, achieved a compliance rate of 86.5%, and eliminated one food supplier with inadequate hygiene conditions.
Food safety education	In 2021, we provided online food safety classes for a total of 304 participants covering ractopamine (leanness-enhancing agent) testing, pesticide residue testing, and heavy metal testing.
Handling of Food Safety Incidents	We formulated our Handling Procedures for Food Safety Incidents based on our food safety targets, which are rigorously implemented. We also formulated regulations to prevent risks relating to food safety issues. We implemented strict traceability measures on ingredients relating to African swine fever, ractopamine pork, and American beef. We incurred no major food safety incidents in 2021.

Food Safety Lab

The Group has invested more than 100 million NTD in establishing a “food safety lab” that adheres to national standards. We hired food safety professionals to head inspections and adopted various measures to ensure employee food safety. We are not in the food industry, but are the first major cross-Strait technological enterprise to establish employee food safety inspection institutes. We have already completed construction on and obtained CMA and ISO 17025 certification for our Zhengzhou and Taipei labs.

Testing supplemented with audits and traceability measures enabled us to build a complete food safety supply chain. We not only continue to expand the testing capabilities of our labs, but have also established professional food safety audit teams to conduct health and safety audits on catering production environment and dining environments. We are also planning to establish a food safety database which provides integrated analysis of ingredients, foods, and audit targets, thereby helping us to filter high-quality suppliers and foods, strengthen food safety measures, and enhance food safety standards.

Management of Nutrition in Employee Meals

The Group has formulated regulations relating to food content and nutrition of campus meals to ensure compliance with healthy dietary conditions. We established clear plans and regulations regarding calorie counts, nutrients, and meal content, and restrict the use of processed and pickled foods. Additionally, we offer clear nutrient information to our employees while also helping them to learn about portion sizes and selection of healthy foods. Nutritionists formulated healthy menus for those requiring additional health and care to control calorie intake and adjust nutrient ratios. A total of 642 healthy menus were formulated in 2021.

Food Safety Cloud Implementation Guidelines

