



3

Health and Safety



Occupational
Health and Safety



Employee
Health Promotion

Health and Safety

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 CSR.

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.

Goals and Targets

Short-term goals

Our Huyue Factory accumulated more than 10,400,000 working hours with no operational incidents, and our Dingpu Factory accumulated more than 2,400,000 working hours with no operational incidents.

Audited production safety training for new/existing employees and found compliance rates exceeding 95%.

Mid- to long-term goals

Create the best work environment for all employees by achieving our goal of zero accidents, injuries, and occupational diseases.

Grievance Mechanism

Please see Section [Stakeholder Communication and Responsibilities](#) for details.

Evaluation of the Management Approach

- Our factories implement daily, monthly, and specific safety audits.
- We have conduct 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 central audit team conducts rotating safety audits on all factories and discovered 1,456 hidden dangers. Of these, 1,456 issues were improved within scheduled periods, achieving an improvement rate of 100%.
- A total of 16 safety innovation and improvement projects passed our evaluations and were uploaded to our internal website for promotion to other factories.
- Hosted health and safety training courses for employees and contractors, which were attended by nearly 1.66 million participants.
- Conducted 1,283 emergency drills and exercises, which were attended by a total of 1.12 million participants.
- Hosted 191 health promotion activities, safety month activities, and firefighting month activities attended by 696,171 employees, suppliers, and contractors.

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 accidents, injuries, and occupational diseases 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/industrial 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 factories. 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.



Occupational Health and Safety

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. These management systems are applicable to all Group employees and all suppliers and contractors working in Group factories. 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 factories, which convene weekly production safety meetings for discussion and analysis of production safety conditions at all factories 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 “scavenger hunts,” “themed lectures,” “health and LOHAS activities,” “spreading positive energies,” and “emergency response” activities, thus establishing sound occupational health and safety systems for employee participation, consultation, and communication. In 2020, our Huyue Factory participated in the zero hazard working hours challenge following the “Implementation Guidelines for Zero Hazard Work Hours in Business Institutes” and accumulated 10,310,561 hours with no operational incidents, while our Dingpu Factory accumulated 2,008,986 hours with no operational incidents.



Huyue Factory

10,310,561 hours

with no operational incidents



Dingpu Factory

2,008,986 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 [COVID-19 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 factories in real-time. We have also set up typhoon response and epidemic prevention teams to provide relevant, timely information regarding typhoons, epidemics, and other natural disasters; and training is provided for response personnel to strengthen our disaster and epidemic prevention systems. We manage safety equipment at our factories through the establishment of industrial safety clouds and other modules, which ensure that all factories have sufficient security hardware, software, and management mechanisms.

We use infrared thermal scanners to inspect electric distributors and other electrical equipment at our factories 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 factories.



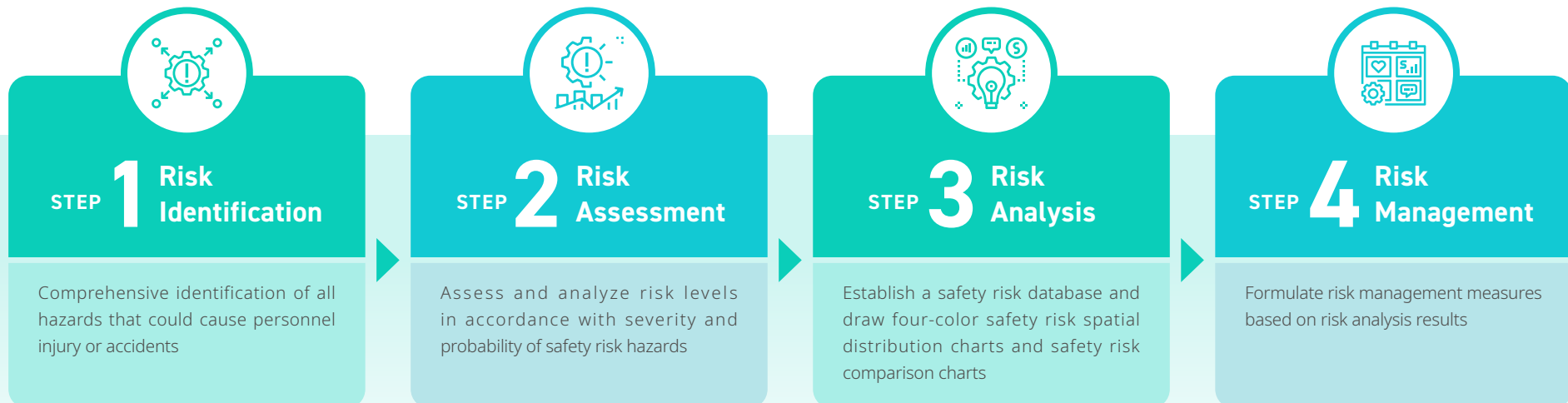
Safety Audits and Risk Identification

We formulated the “Hazard Identification, Risk Assessment, and Risk Controls Planning Procedures” under our occupational health and safety management systems for comprehensive identification of hazards that could cause personnel injuries or accidents through routine or non-routine activities. Identified safety risks are categorized according to severity and probability of hazard events for assessment of risk levels. Safety risk categories and levels are used to establish a safety risk database, as well as draw risk assessment matrix visualized with four colors (red, orange, yellow, or blue depending on risk levels) which are used to formulate our risk management measures. Additionally, the Group has appointed third-party testing institutes to inspect hazardous positions, hazardous items, risk assessments, and scope of impact. These institutes are also responsible for issuing legally valid testing reports that all production units can use as a basis for implementing different levels of management and control. We continue to optimize and advance our occupational health and safety management system using the PDCA cycle.

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 pre-

production preparation stages, in-production stages, post-production equipment maintenance, hazardous substances produced during production processes, and supplementary systems (such as exhaust gas discharge systems, ventilation, and dust removal systems, and exhaust gas and wastewater processing systems). 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 2020, we received 582 safety assessments for hazardous processes, 547 of which were approved, achieving an approval rate of 94%.

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 technology systems and precision equipment, and management of hazardous chemicals for promotion of safety production processes at all factories. We carried out surveys in 2020 and discovered 1,456 hidden hazards. Of these, 1,456 issues were improved within scheduled periods, achieving an improvement rate of 100%. We also implemented 36 Group management systems and proposals under professional guidance. The Labor Protection Supervision Committee of our Labor Union exerts its supervisory duties and regularly monitors and audits all factories to implement our occupational health and safety policies and commitments.



Risk categories	Item description	Identified hidden hazards
Industrial safety	Safety management, stamping and decompression equipment, industrial robots, machining tools, and molding equipment.	392
Class C warehouses and information security	Storage safety of Class C materials and control of information servers.	21
Hazardous items and safety of flammable gases	Storage safety of hazardous materials, transportation safety, usage safety, and waste handling.	132
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.	111
Fire safety	Requirements for use of fire-resistance construction materials, construction safety requirements, maximum fire resistance of construction components, and fire prevention segments.	93
Fire equipment	Management of firefighting control rooms, firefighting power sources, automated warning systems, firefighting pools and pumps, and automated firefighting systems.	142
Electrical safety	Safety management and requirements for all sites using electricity and specific sites within the Group.	515
Management and training	Management of training and emergency responses.	50

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

To further strengthen safety management, enhance employee proactiveness in participation of safety monitoring, facilitate timely discovery and elimination of various hidden hazards relating to fire and industrial safety, and ensure employee safety, the Group has established a reward system for reporting hidden hazards. Informants are protected from retribution and provided with additional rewards. In 2020, we received a total of 255 hidden hazard reports and distributed 337,000 NTD in rewards. Over the past five years, we received a total of 1,161 reports and distributed 2.088 million NTD in rewards.

Employees can submit their reports through the following three 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. The Discovery of hidden safety hazards is not punished but is instead rewarded for serving as an incentive.
- 3 If employees are uncertain whether hidden hazards are related to fire or industrial safety, they can call the 15199 hidden hazards whistle-blowing rewards hotline. On-site safety audit personnel will investigate situations reported by employees and provide feedback to said employees. Informants are not punished but are instead rewarded for serving as an incentive.

In 2020
255
hidden hazard reports

In 2020 distributed
337,000
NTD in rewards

Over the past five years
1,161
hidden hazard reports

Over the past five years distributed
2.088
million NTD in rewards

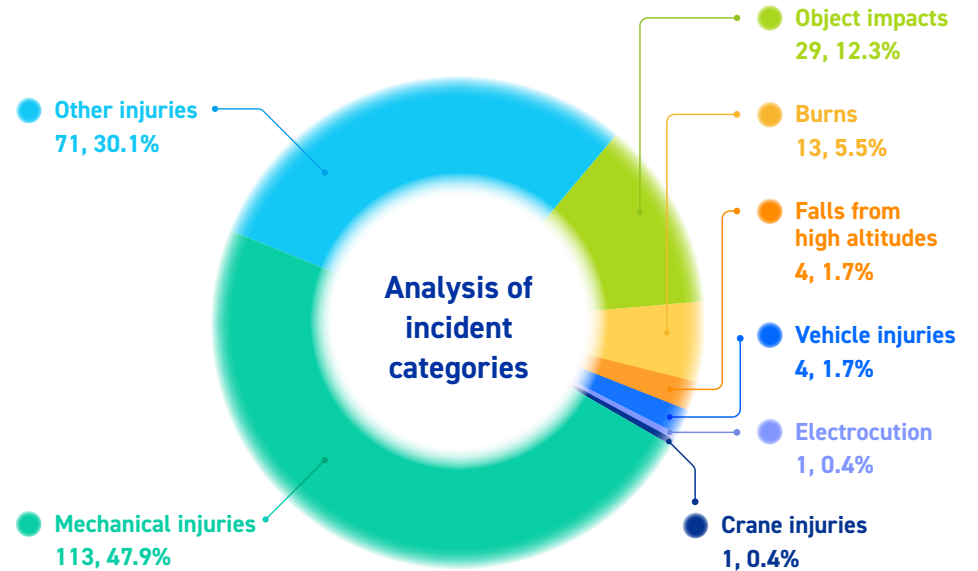
Statistics on Disabling Injuries

The Group sets “100% safety and zero hidden dangers” as its 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 the incident investigation team responsible for the investigation, handling, and compilation of incident reports is instantly established.

		Fatal incidents caused by occupational injuries		Severe occupational injuries (excluding deaths)		Recorded occupational injury rate		Total work hours
		Incidents	Ratio	Incidents	Ratio	Incidents	Ratio	
Employees	2020	2	0.0007	0	0	244	0.0871	2,802,607,383
	2019	1	0.0004	2	0.0008	412	0.1669	2,468,600,222
	2018	1	0.0004	0	0	486	0.1800	2,700,273,339

Note: The aforementioned ratios are calculated on a basis of 1,000,000 work hours.

Analysis of occupational injuries for 2020 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: the two fatal incidents were caused by mechanical injuries and physical impacts. Therefore, the Group carried out comprehensive reviews and formulated safety operating manuals for mechanical injuries, object impacts, falls from high altitudes, and other high-risk factors, emphasizing the thorough implementation of safety devices for mechanical facilities, periodic inspections, and strengthened risk identification and hazard notification for personnel of all positions to ensure multiple layers of prevention and management. We also strengthened safety training for and supervision of safety operational procedures by entry-level managers to ensure timely discovery and elimination of dangerous behaviors. Due to the outbreak of the COVID-19 in 2020, changes were made to the Group's production conditions, resulting in increased movement of factory personnel; inadequate safety training and safety warnings resulted in increased occupational injuries for temporary workers. In the future, the Group will strengthen the education and training of temporary workers relating to safety operations regulations and skills. In consideration of our 5 recorded contractor occupational injury incidents, we will also strengthen contractor operational safety through safety announcements, education and training, and audits.



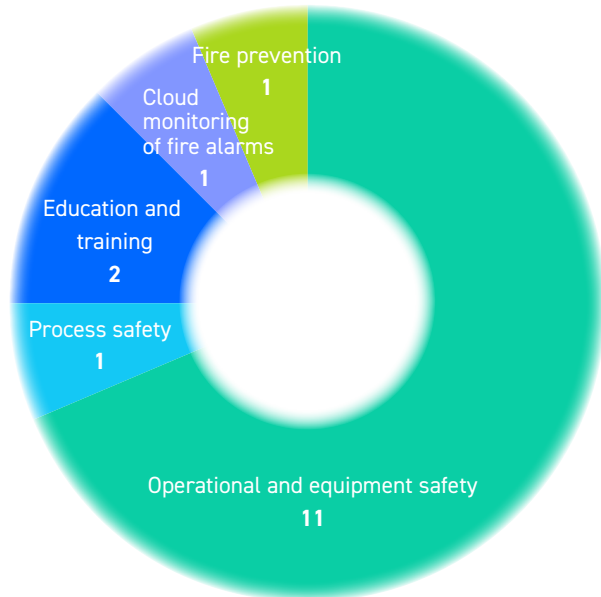
Safety Innovations and Improvement Projects

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 factories 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.

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 serves 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 factories. In 2020, 26 evaluation units submitted a total of 123 improvement and innovation proposals, 16 of which passed evaluations, including 11 proposals for operational and equipment safety, 1 proposal for process safety, 2 proposals for education and training, 1 proposal for cloud monitoring of fire alarms, and 1 proposal for fire prevention.



Examples of improvement and innovation proposals 1

Development and improvement proposal for automated CNC cutting oil recycling system

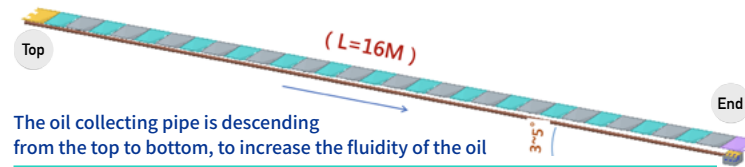
Before

Cutting oil carried by mechanical claws often dripped onto factory floors, creating wet floors and increasing risks of slips. The cutting oil also released oil mist into operating environments, increasing occupational hazards and risks of fire.

After

Cutting oil carried by mechanical claws was automatically collected, reducing the risk of accidents and making it possible to recycle the cutting oil for future use.

Key technology: oil delivery method/descending



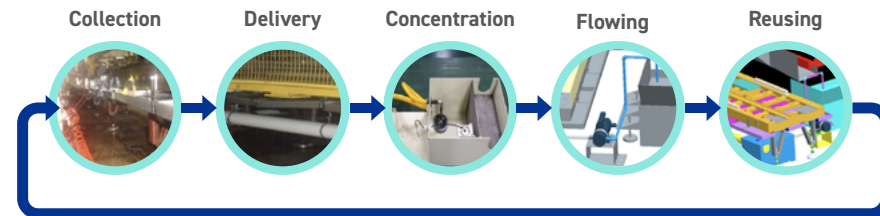
The oil collecting pipe is descending from the top to bottom, to increase the fluidity of the oil



The oil in the pan will gather into the oil collecting pipe



Circulatory system



Examples of improvement and innovation proposals 2

Intelligent mandatory safety check system

According to Heinrich's Law, dangerous personnel behaviors and dangerous object conditions are the root causes of accidents. Ensuring the reliability and effectiveness of safety devices for mechanical equipment is important for the prevention of mechanical injuries.

Before

Traditional safety protection devices relied on manual operations, but human error and inability to implement real-time checks to ensure reliability and effectiveness of safety devices was a major pain point.

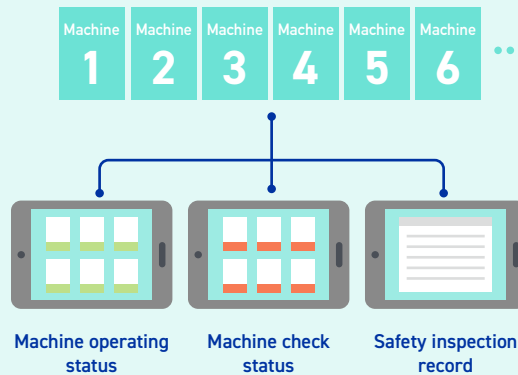
After

Integrated “manual checks,” “equipment self-checks,” and “third-party inspections” using Group technologies and built an intelligent monitoring platform that effectively resolved dangerous factors, including “human inertia” and “equipment malfunctions.” This solution applied and was approved for a Group patent and trade secret.

Self-developed intelligent mandatory safety inspection system



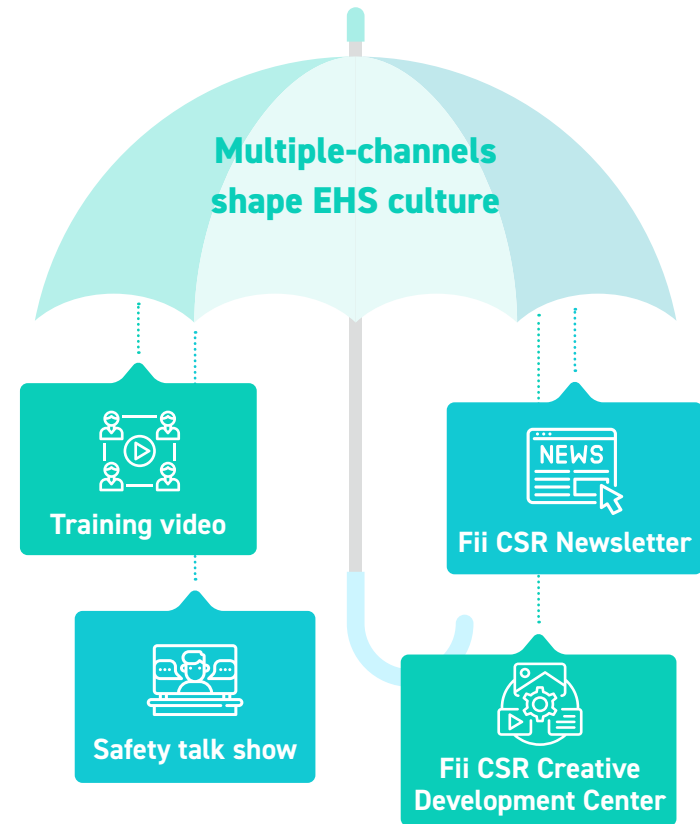
Data was uploaded to the database for the intelligent monitoring platform to serve as a foundation for IIoT.



Examples of improvement and innovation proposals 3

Multiple-channels shape EHS culture

The Group uses multimedia and channels to promote EHS promotion, such as online education application. The Group provides employees with more comprehensive, timely and multiple safety education resources to support employees' "Safety Umbrella" and achieve ours CSR cultural.



Guanlan fire prevention network

The Group established a customized fire prevention network platform in accordance with the characteristics of our Guanlan Factory. The central focus of the platform was an intelligent fire prevention visual decision-making system integrated with other subsystems to form a comprehensive intelligent cloud platform. Integration of tangible and intangible fire prevention assets, human-computer interactions, the realization of data integration, and comprehensive monitoring and management of equipment enhanced decision-making efficiency of routine monitoring and emergency responses, resulting in the comprehensive and efficient management of hidden hazards, improvements over pain points in traditional fire prevention management systems, early detection of equipment abnormalities, increased fire management supervision, enhanced fire prevention efficiency, better risk management capabilities, strengthened incident response capabilities.



Health and Safety Trainings and Drills

The Group strives to build a harmonious factory 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. We have established three educational systems at the factory, process, and production team levels and implement training based on training plans formulated at the beginning of the year to provide various forms of safety training for our employees.

The Group's health and safety training can be divided into safety training for new employees, supplier/contractor training, training for safety management personnel, training for safety auditors, and production safety training for factory managers. Additionally, we also carry out special safety training sessions for fire response teams, occupational health and safety, external personnel, maintenance and management of dust, and management of hazardous chemicals. In 2020, nearly 1.66 million participants attended these training sessions. The Group specifically organized online production safety management training for factory managers and certification training for on-site production safety auditors. We made this certification a necessary requisite for promotion to factory manager to ensure top-down implementation of safety training and awareness, thereby strengthening the Group's safety performance.

Furthermore, the Group audited production safety training for new/existing employees at all factories. New employees are required to complete 24 hours of training while existing

employees are required to complete 8 hours of training each year. Our audits revealed that 92.39% of factories complied with our requirements. Non-complying factories were requested to meet training requirements.

Item	Participants	166 million participants
Preparatory three-level (factory, process, and production team) safety education for new employees (including temporary workers)	1,275,305	
Certification training for hazardous chemicals workers	26,193	
Safety training for suppliers/contractors prior to factory entry	26,694	
Advanced capability training for safety management personnel	4,313	
Certification training for on-site production safety auditors	5,135	
Safety management training for factory managers	3,763	
Other	316,127	

The Group conducts emergency practices and drills to ensure that employees and contractors respond in a timely fashion upon the occurrence of emergencies and to prevent employee safety incidents. In 2020, we conducted 1,283 emergency practices and drills attended by 1.12 million participants.

1,283
emergency practices and drills

112
million participants



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 factories. 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 include 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 factories, 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 factories, 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 to exit factories. The Group conducts irregular inspections of contractor safety procedures. Issues are reported to our supervisors monthly, and our system will deliver notifications and request improvements from responsible units. In 2020, we discovered 28 deficits and hidden hazards during contractor audits and required our contractors to improve upon these within specified time limits. All items were successfully improved. Additionally, the Group provided PPE and training for our contractors during the pandemic to enhance contractor epidemic prevention awareness and ensure the health and safety of relevant workers.



Contractor hazard notification training and quizzes



Basic information



Quiz of hazard notification training-1



Quiz of hazard notification training-2

Employee Health Promotion



Health Promotion Activities

To provide a balance between work, physical health, and mental health for our employees, we implemented a series of environmental inspections and disinfection procedures in our workplace environments to ensure environmental safety. The Group has established an employee health check center that provides complimentary annual health checks for employees. In addition to regular health checks, personnel responsible for monitoring occupational hazards also undergo pre-and post-employment medical examinations. We conduct more than 100,000 health checks each year. Additionally, our factories regularly organize safety promotion activities in June and November each year. In 2020, we hosted firefighting skills contests, safety knowledge contests, fire drills, and safety knowledge quizzes. We hosted a total of 191 activities attended by 696,171 employees, suppliers, and contractors.

Healthcare Cloud Services

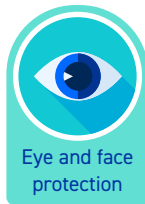
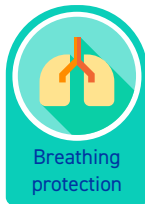
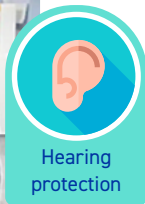
We are fully committed to the development of our “smart health management platform” and “H2U health management platform,” which integrate health information of our employees and their family members, allowing our health consultation team to provide comprehensive and personalized recommendations, health management plans, and disease management plans to our employees and their families at all times. “Use the Group resources on the Group personnel” is our most thoroughly implemented principle when developing healthcare for employees. Unlike conventional health checks, the Group’s biotech subsidiary Healthconn (established and founded by the Group in 2009) delivers a dedicated personal health management solution for employees. Upon joining the Group, our employees can establish personal healthcare bank accounts to receive health management services, obtain professional guidance from nurses and nutritionists, keep abreast of health promotion activities within the Group, receive health information and health education services, and attain personalized solutions for health promotion from a professional medical team.

Safety Experience Exhibition Hall

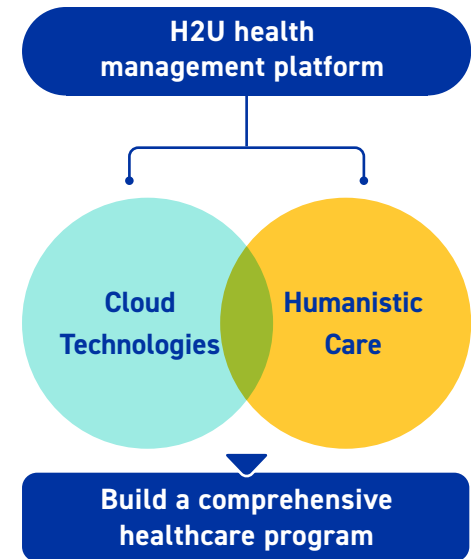
Since 2012, deficit data taken from our labor protection supervision audits indicate that our employees lack knowledge of safety protection and emergency first-aid. Therefore, we established a safety experience exhibition hall to offer experiences relating to hearing protection, breathing protection, eye and face protection, and emergency first-aid. We also provided training for seed teachers, first-line employees, and occupational hazard personnel to promote the best EHS personnel within the Group. In 2020, we trained and certified 12 seed teachers and 4,320 first-line employees.



Safety Experience



We launched the H2U (Health to You) Health Management Platform by combining our advantages in cloud technologies with humanistic care to build a comprehensive healthcare program for our employees and provide around-the-clock for their families. The H2U Health Management Platform can operate at any time and any place with zero time delays. Starting in 2013, we installed H2U Health ATMs with health monitoring devices in all stairwells of the Group offices and factories. We are currently on the fifth generation of these devices. Employees can use these ATMs to measure, understand, and manage their health indicators. The H2U platform is backed by a large team of professional health managers who





provide customized care and information (including appropriate health consultations, nutritional guidance, and health education) based on relevant data within the system. We added handheld body fat analyzers that used Bioelectrical Impedance Analysis (BIA) to estimate body fat ratios, body shapes, muscle mass ratios, and basic metabolic rates to our ATMs. These analyzers allowed our employees to understand their basic metabolic rates and daily calorie consumption for more effective diet control. In 2020, we collected 175,465 simultaneous H2U measurement usage records.

Additionally, the Group's healthcare business group has established a special medical and healthcare team composed of physicians, pharmacists, nurses, and health managers who support the emergency medical needs of our employees and their families. The team provides a variety of healthcare assistance to employees at all our factories around the world, including emergency medical assistance for expatriates, visits to overseas factories by health consultation teams, support for International SOS medical evacuations to Taiwan, and continued care for returned employees. In 2020, we organized the autumn/winter eye care event and lucky draw events for blood pressure measures and weight measurements taken at H2U health stations to encourage our employee to be attentive to their health at all times.

Food Safety Cloud Services

To ensure that our employees and contractors can enjoy clean and safe foods, we have formulated procedures for monitoring food safety which is 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. In 2020, we implemented strict traceability measures on ingredients relating to African swine fever, ractopamine pork, and American beef.

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 training 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, adhere to strict procedures, and provided good quality products, thereby ensuring food safety for Group employees.



Sampling checks

The Group conducted sample checks on all foods and completed a total of 12,767 checks. This, paired with our real-time notification platform, allows us to monitor food safety in real-time. Our pass rates were 99%.



Visits and consultations

We visited our catering units 130 times over the year to identify operational issues, provide supervision and improvement counseling, guide units through improvements, and strengthen food safety awareness.



Supply Chain Management

We selected suppliers that complied with legal requirements, adhered to strict procedures, and provided good quality products through supplier evaluations. We completed audits on 28 suppliers throughout the year.



Food safety education

We organized 8 food safety training courses for catering personnel in 2020, including courses relating to food safety, such as courses on COVID-19 operational requirements and pollution prevention.



Handling of food safety incidents

We formulated our Handling Procedures for Food Safety Incidents based on our food safety targets. These procedures were rigorously implemented. We also formulated regulations to prevent risks relating to food safety issues. In 2020, we implemented strict traceability measures on ingredients relating to African swine fever, ractopamine pork, and American beef.

Food safety lab

The Group invested more than 100 million NTD in establishing a “food safety lab” that adheres to national standards. We hired food safety professionals to conduct inspections and adopted various measures to ensure employee food safety. We are not in the food industry, but we are the first major Cross-Strait technological enterprise to establish an employee food safety inspection institute. 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 food production and dining environments. We are also planning to establish a food safety database that 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.



Food Safety Cloud Implementation Guidelines

Risk Analysis
Prevention
measures

High-quality
testing
Problem
identification

Guidance
and visits
Improvement
guidelines