

eCloudvalley

2023 ESG Report

CONTENTS

About this Report 03

A Letter from CEO 04

Sustainability Performance At a Glance 05

01 Overview

1.1 About eCloudvalley 07

1.2 Innovative Cloud Ecosystem 12

02 Sustainability Governance

2.1 Sustainable Vision and Strategy 23

2.2 Materiality Assessment 26

03 Corporate Governance

3.1 Corporate Governance Organization 39

3.2 Risk Management and Response 43

04 Risk Management

4.1 Information Security and Personal Data Protection 50

4.2 Service Quality and Customer Relationship 53

05 Employee Care

5.1 Human Rights 60

5.2 Talent Attraction and Retention 65

5.3 Employee Development and Benefits 68

5.4 Occupational Health & Safety 73

06 Social Empowerment

6.1 Cultivating Cloud Knowledge Talent 80

6.2 Public Welfare Participation 82

07 Climate Governance

7.1 Climate Transition and Net-zero 85

7.2 Climate Governance Organization 86

7.3 Climate Risks and Opportunities 87

7.4 Climate Scenario Analysis 92

08 Environmental Management

8.1 Resource Management 98

8.2 Greenhouse Gas Inventory and Carbon Reduction 99

Appendices

Third-party Assurance Statement 102

GRI Standards Index 103

SASB Index 108

Task Force on Climate-Related Financial Disclosures (TCFD) Index 109

Disclosure of Sustainability Information by Listed Companies in Taiwan 110



About this Report

GRI 2-2 / 2-3 / 2-4 / 2-5

Welcome to the 2023 ESG report of eCloudvalley Digital Technology Co., Ltd. (hereinafter referred to as eCloudvalley or the Company). This report responds to our performance and actions in the three major sustainability aspects of environment (E), social (S) and corporate governance (G), and also provides insight into our philosophy and actions in sustainability. We are concerned about and value the expectations and needs of our stakeholders, respond accordingly in the report, and keep an open mind to continuous improvement to meet or exceed the expectations of our stakeholders.

Reporting scope and guidelines

Except for the financial performance provided in the consolidated financial statements, the disclosure scope of this report is mainly based on the business premises of eCloudvalley's headquarter in Taiwan, and if the disclosure scope is different from the above, it is indicated in the paragraph. The disclosed financial figures are calculated in New Taiwan dollars, and the relevant statistics are calculated on the basis of international standard indicators. This report is based on understanding the issues of concern to stakeholders through materiality analysis, and as the focus of information disclosure in this report, we follow the four major reporting content principles and six reporting quality principles required by the GRI Sustainability Reporting Standards, and write in accordance with the AA 1000 Account Ability Principle Standard (APS) materiality, inclusiveness, responsiveness, and impact principles.

Review and assurance

The data and related information disclosed in this report are provided by the competent departments, collected by the ESG Office, and reviewed and approved by the Corporate Sustainability Committee (CSC). In addition, PricewaterhouseCoopers (PwC) was entrusted to perform an independent third-party limited assurance (Limited Assurance) work on the information of the selected subject matter information in accordance with the R.O.C. Standards on Assurance Engagement TWSAE 3000" Assurance Engagements Other than Audits or Reviews of Historical Financial Information", and disclosed the assurance report in the appendix.

The previous report for 2022 was published in June 2023	This report for 2023 was published in June 2024	The publication of the next report for 2024 is scheduled for June 2025

Past ESG reports







Following guidelines
GRI Standards
SASB-Software & IT Services
Task Force on Climate-Related Financial Disclosures (TCFD)
Sustainable Development Goals (SDGs)
Sustainable Development Best Practice Principles for TWSE/TPEx Listed Companies
Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies

Reporting cycle and period

This report is available for digital download on the Company's website. The information disclosure period of this report is from 2023 (January 1, 2023 to December 31, 2023), and part of the content is to improve the reader's grasp of the information in the report, and the disclosure is retrospective to 2020.

Contact information

If you have any questions about this report, or if you have any suggestions for eCloudvalley, please feel free to contact us through the contact details below.

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Official website	ESG	Downloads

A Letter from CEO

eCloudvalley marks its first decade in 2023. We started in 2013 with heart rhythm measurement and web design, then focused on cloud services as an AWS partner in 2014. We expanded globally from Taiwan by hiring locally in different regions from 2015, and became the first AWS APN Premier Partner in Greater China in 2017. In 2021, we also ventured into multi-cloud development with AWS, Azure, GCP, and Oracle.

We achieved a lot from 2015 to 2023, when we went global, by respecting and embracing the diversity and innovation of our local branches. We will keep advancing with this strength of valuing differences and cohesion.

In the future, all industries will move to the cloud, and we must build value-added services on the cloud to create a trend of service productization and e-commerce. We have built a solid foundation in the past 10 years, and we continue to show good results in 2023, with revenue and net profit increasing by 14% and 74% respectively from last year, and customer retention at 95%.



eCloudvalley CEO

We uphold respecting differences and empathy, and strive to implement systems and policies that respect different cultures, races, colors, genders, religions, politics, nationalities, social origins or other identities, and ensure equal opportunities, benefits, wages, and rights for all employees of eCloudvalley. We prohibit child labor, forced labor, and illegal discrimination, and aim for zero human rights risks in the workplace.

Therefore, eCloudvalley's talent management policy aligns with the United Nations Sustainable Development Goals (SDGs), including "SDG10 to reduce inequality" and "SDG5 gender equality". More than 90% of our employees have a college degree or above, the gender ratio of male and female employees is nearly "1:1", and we pay equally for equal work, with the performance of male and female pay at "1:0.844".

In 2023, we also expanded our internship program overseas, providing cloud-related trainings during the internship, and helping fresh graduates develop cloud skills and certifications through the company's systematic training. In the 2023 University Cloud Seedling Program, we retained 52% of the interns in Taiwan.

In 2023, we continued to win awards at home and abroad, and ranked first in Asia and seventh in the world in the ChannelE2E Top 100 Cloud Hosting Service Providers in the Global Vertical Market for two consecutive years. We also won the EE Awards Asia's first Gold Choice Cloud Provider Award in Asia Pacific. In terms of sustainability, we continued to publish sustainability reports, follow the GRI, SASB and TCFD frameworks to disclose our sustainability actions, and won the Taiwan Sustainability Award - Service Industry Gold Award for three consecutive years. We also participated in the "Corporate Sustainability Assessment Questionnaire" provided by S&P Global for the second year, and achieved an ESG score of 55 points, which is better than the average of the IT service industry. We will continue to learn from benchmark companies and take action.

With the first ten years of experience, eCloudvalley has globalized and diversified its cloud services, holding the values of integrity, dedication, concentration, professionalism. We provide our customers with world-class cloud services, support our own sustainable development goals, and help our customers achieve digital transformation and carbon reduction and net zero. Ten years later, we will continue with the One ECV spirit that we cultivated in the past ten years, and keep moving forward. We will not be content with the status quo, but remain curious and passionate, and meet the organizational goals for the next ten years, to live up to the expectations of our shareholders and the public.

Sustainability Performance At a Glance

Sustainable governance

S&P Global CSA ESG scored **55**

3 consecutive years awarded Gold Reporting Award of TCSA

BOD assessment **5** Marks
- Directors self-assessment **4.95** Marks
- Functional committee assessment **5** Marks

Accumulated **18** patents as of 2023 at least **7** of patents cover green technology areas

0 case of major illegal affairs

Obtained multiple ISO certifications
- ISO 9001 Quality Management System
- ISO 27001 Information Security Management System
- ISO 27017 Information Security Management for Cloud Services

Social empowerment

Global affirmation of service quality:
95.9% customer satisfaction and **95%** customer stickiness

Completed human rights due diligence for the first time, and identified a total of **9** risks for **3** types of stakeholders

The ratio of male to female employees in Taiwan is nearly **1:1**, and the salary ratio of employees is **1:0.844**

The cumulative number of public welfare hours reached **271** hours

Environmental governance

Refer to TCFD for climate governance and complete **4** climate scenario risk analysis

2.98% power saving, exceeding the target of **1%** power saving

The headquarters completed the ISO 14064-1 greenhouse gas inventory and verification

Towards "RE10×10" **3.6%** green electricity consumption

01 Overview

1.1 About eCloudvalley

1.2 Innovative Cloud Ecosystem



KEY PERFORMANCE

Secured 3 international information security certification awards

Atlas received 6 R&D and interface patent awards

Honored as the number one cloud hosting service provider in Asia by ChannelE2E

8 DECENT WORK AND ECONOMIC GROWTH

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

17 PARTNERSHIPS FOR THE GOALS

1.1 About eCloudvalley

GRI 2-1 / 201-1 / 201-4

eCloudvalley is a leading Cloud Managed Services Provider (Cloud MSP) in Greater China by Amazon Web Services (AWS) and has achieved the AWS Premier Tier Services Partner status. Since its inception, eCloudvalley has been dedicated to helping customers with their digital transformation using the cloud, and has become the most trusted partner of many customers. To better fulfill this mission, eCloudvalley started to collaborate with several prominent global software companies in 2019, such as SAP, Salesforce, Oracle, Microsoft and Google Cloud, and expanded the scope of its cloud services. By offering diverse services and product portfolios, and leveraging synergies, eCloudvalley combines market trends and industry insights, and uses the most advanced cloud technology, to deliver intelligent, automated, and secure cloud hosting services to help more businesses benefit from the cloud solutions. These solutions include cloud migration, enterprise core system migration to the cloud, big data analytics, artificial intelligence and machine learning, next-generation Cloud MSP, Cyber Security, carbon reduction and sustainability (ESG), and cloud education and training. Think digitally about your business's future and create a new plan for future operations.

With the values of integrity, dedication, concentration, professionalism, eCloudvalley is committed to providing customers with the best quality cloud technology expertise and consulting services to achieve customers' digital transformation and business innovation goals. Since 2022, it has integrated the professional capabilities of CloudRiches Digital Technology Co., LTD. (hereinafter referred to as CloudRiches) and Dynacloud CO., LTD. (hereinafter referred to as Dynacloud) to create a comprehensive and high-performance cloud ecosystem, and provide customized solutions based on customer needs. Provide businesses with a full range of cloud services from cloud infrastructure, AI/data management, information security protection, and sustainability management to help businesses gain a competitive edge in the highly competitive market.



1.1.1 eCloudvalley milestones

- **Operating mileage**
- **Professional mileage**



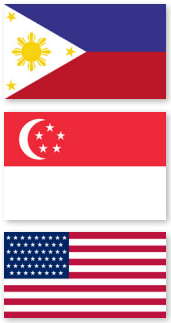
2013-2015

- eCloudvalley Digital Technology Co., Ltd. was officially established with a capital of NT$5,000 thousand.



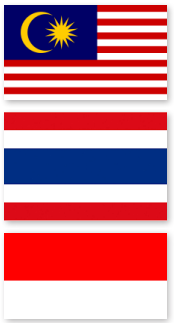
2016-2017

- Expanded to Hong Kong
- The number of employees reached 100
- Taiwan's first SAP cloud migration case
- Obtained both the ISO27001 (ISMS) and ISO27017 (Cloud ISM)
- AWS Advanced Consulting Partner
- AWS Managed Service Partner
- AWS Premier Consulting Partner
- AWS Mobile Competency



2018-2019

- Establishment of a new company in Philippines
- Establishment of a new company in Singapore
- Establishment of a new company in Seattle
- AWS DevOps Competency & Well-Architected Competency
- SAP Silver Partner
- AWS Migration Competency、Data & Analytics Competency



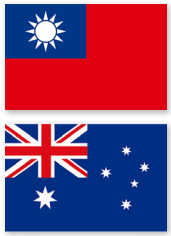
2020

- Establishment of a new company in Malaysia
- Establishment of a new company in Thailand
- Establishment of a new company in Indonesia
- Implement and certified ISO 9001 (QMS)
- Obtained the Oracle Value-Added Distributor (VAD)
- Obtained Salesforce Implementation Partner
- Obtained SAP Gold Partner
- Obtained AWS SAP Competency & Security Competency



2021

- Establishment of a new company in Vietnam
- Obtained Microsoft Licensing Solution Partner (LSP)
- Obtained Salesforce Silver Partner
- Obtained Databricks Partner in Taiwan
- Obtained Machine Learning Competency



2022

- Establishment of a new company in Australia
- Strategic cooperation with eCloudvalley and Dynacloud
- The decision was made to pass eCloudvalley by holding the equity of Dynacloud 100%.
- Obtained AWS APN Financial Service Competency
- Deepen the alliance with Dynacloud, and the cloud territory has crossed into GCP services
- The landscape and scope of services provided by the four major public clouds (AWS, AZURE, GCP, OCI) have been established.
- Microsoft Taiwan's Microsoft Sustainability Changemaker of the Year
- Officially became a full member of the Cloud Security Alliance



2023

- eCloudvalley acquired 40.91% equity interest in CloudRiches.
- AWS Services Partner of the Year (ASEAN)
- AWS Partner of the Year (Malaysia)
- AWS Partner of the Year (Philippines)
- Microsoft Taiwan Microsoft Cloud Service Provider of the Year
- NetApp Hong Kong Partner of the Year FY23 Award-Public Cloud
- VMware Hong Kong Best Performance Award Cloud Marketplace Pioneer FY23
- SAP on Microsoft Azure specialization

For more details, please refer to the Annual Report: 2023 Company Annual Report

1.1.2 Operational locations and company size

We are one of the few vendors focused on providing cloud services, and our market position in Greater China Region (GCR) and Southeast Asia (SEA) is growing. We know cloud technology like the back of our hand, and we always listen to what our customers want. That's why our technical skills and cloud services are top-notch and well-respected by major vendors, Gartner, ChannelE2E and other organizations. We have offices in Taiwan, China, Hong Kong, Macau, the Philippines, the United States, Singapore, Malaysia, Thailand, Indonesia, Vietnam, and Australia, where we offer excellent cloud services and data-related solutions for any industry.

As more and more customers look for cloud services, we're determined to grow our global presence and broaden our product and service portfolio. We also join various professional groups and work with industry and academia to create a complete cloud ecosystem, and we keep improving our technology and innovation to give our customers smarter and faster cloud services.

Our footprint



Direct economic value generated and distributed

Unit: NTD $K

Item		2021	2022	2023
Direct economic value generated:				
	Revenues	10,152,394	8,638,394	9,899,390
Economic value distributed:				
	Operating costs	9,111,059	7,568,088	8,590,984
	Employee wages and benefits	576,895	691,622	783,112
	Payments to providers of capital	6,070	2,978	5,068
	Community investments	-	-	-
	Payments to the government	-	-	-
Economic value retained:		-	-	
	Direct economic value generated -Economic value distributed	458,370	375,706	520,226

For more details, please refer to the Financial Report: 2023 Company Financial Report

1.1.3 Partnership relations

With the customer first principle, we have been expanding our multi-cloud service capabilities to meet the growing cloud needs of enterprise customers. We have opened up 14 global markets in both domestic and overseas regions in the past four years. We have also established partnerships with internationally renowned information technology companies, actively acquired the original company's certification, trained relevant talents and enhanced cloud professional technical services. By offering a variety of services and product portfolios, we can provide customers with all their cloud professional service requirements at eCloudvalley, and achieve close collaboration with major manufacturers.

Furthermore, we reached a strategic alliance with Dynacloud, a subsidiary of eCloudvalley with 100% investment, to launch an "Cross-distribution of all products and technical services", which includes Google Cloud into our cloud business domain. The two companies have teamed up, leveraging eCloudvalley's extensive cloud hosting experience and Dynacloud's skilled technical team in Google Cloud, to deliver one-stop multi-cloud solutions that help enterprise customers speed up their digital transformation, improve digital resilience, and advance to enterprise sustainability.



Awards and recognition

~ 2020

- 25th in the Top 250 Public Cloud MSPs of the ChannelE2E in 2018
- 1st in Taiwan in Deloitte's Technology Fast 500 Asia Pacific 2018 Ranking
- 15th in the Top 200 Public Cloud MSPs of the ChannelE2E in 2019
- Listed as one of the 16 recommended service providers in the survey of public cloud MSPs in the Asia-Pacific region by Gartner
- AWS Consulting Partner of the Year in ASEAN
- 20th in the Top 250 Public Cloud MSPs of the ChannelE2E in 2020
- 1st in Taiwan, and 10th in the overall rankings of the Top 500 of the Financial Times' High-Growth Companies Asia-Pacific

2021

- 1st in the Taiwan Region and 12th in the overall rankings in the Financial Times 2021 Asia-Pacific Top 500 High-Growth Companies
- 19th in the ChannelE2E 2021 Top 250 Public Cloud MSP Survey
- TCSA ESG Reporting Gold Award
- Listed as a representative vendor by Gartner Market Guide for Public Cloud Managed and Professional Services of the Asia Pacific region
- 53rd in the Strong Resilient Business category of the Taiwan Top 2000 of CommonWealth Magazine, ranking in the Top 8 in the software industry and Top 206 in the service industry
- 68th in the Fast 100 of CommonWealth Magazine
- Bronze Medal in the 2021 TSAA Taiwan Sustainability Action Awards
- CEO MP Tsai was the winner of the "Master Entrepreneur Award" of Asia Pacific Enterprise Awards (APEA)
- AWS Consulting Partner of the Year (Taiwan & Philippines)
- SAP Partner of the Year

2022

- Ranked as one of the top 100 global vertical market cloud Managed service providers in 2022 by CHANNELE2E, with outstanding performance in the Asian market
- Listed as a representative vendor by Gartner Market Guide for Public Cloud Managed and Professional Services of the Asia Pacific region
- TCSA ESG Reporting Gold Award
- AWS Services Partner of the Year (Hong Kong & ASEAN)
- AWS Solution Provider of the Year (Taiwan)
- AWS Specialized Partner of the Year (ASEAN)
- AWS Partner of the Year (Malaysia & Philippines)
- 2022 HRAsia Best Companies To Work For In Asia Awards
- 「Sustainability Changemaker of the Year」 by Microsoft Taiwan
- 18th in the ChannelE2E 2020 Top 250 Public Cloud MSP Survey in 2022

2023

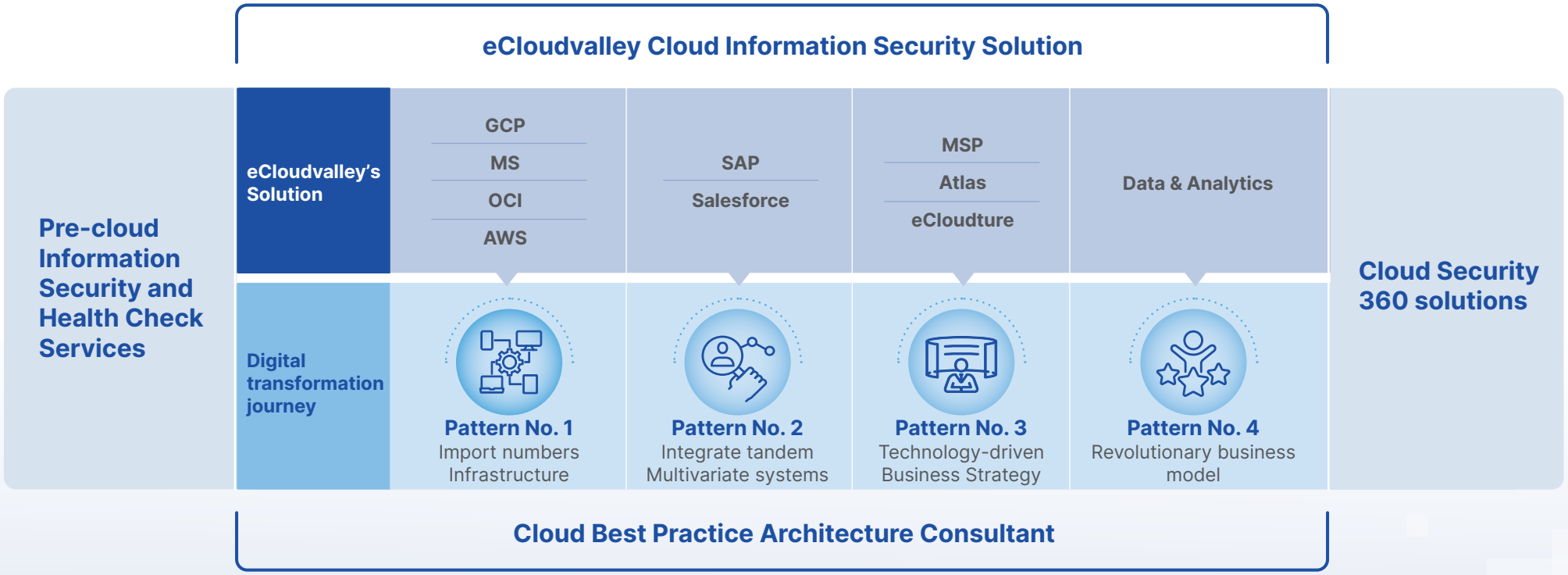
- Ranked as one of the top 100 global vertical market cloud Managed service providers in 2023 by CHANNELE2E, with outstanding performance in the Asian market
- TCSA ESG Reporting Gold Award
- EE Awards Asia - First Cloud Supplier Award in the Asia Pacific Region
- AWS Services Partner of the Year (ASEAN)
- AWS Partner of the Year (Malaysia & Philippines)
- Microsoft Partner of the Year- Top MSP Partner (Taiwan)
- SAP Partner of the Year- Best Reseller Silver (Taiwan)
- SAP Partner of the Year- Best Cloud Innovation Partner BTP (Taiwan)
- NetApp Partner of the Year FY23 Award-Public Cloud (Hong Kong)
- VMware Best Performance Award Cloud Marketplace Pioneer FY23 (Hong Kong)

1.2 Innovative Cloud Ecosystem

GRI 2-6

As well as offering cloud infrastructure services and professional value-added services like information security, Internet of Things (IoT), artificial intelligence (AI), and big data, eCloudvalley is devoted to assisting enterprises with their digital transformation goals. Besides these services, it also develops innovative solution platforms, such as Atlas cloud management platform, Adonis enterprise carbon management platform, and NeoEdge next-generation AIoT edge device collaboration management platform. These platforms not only enable enterprises to achieve digital transformation effectively, but also provide comprehensive solutions in information security, carbon footprint management, and AIoT applications, thereby greatly enhancing the operational efficiency and sustainability of enterprises.

Digital transformation process



One-stop cloud service of eCloudvalley

ISO 27017 Cloud Security Certified

Cloud-based management platform

Atlas

Quickly deploy cloud resources, optimize cloud performance and environmental impact, and reduce operational costs. Help simplify your tasks and effortlessly manage your cloud environment with our Cloud-based management platform.

Meet the requirements of ISO 14064-1 and ISO 14067 verification, supply chain carbon management, and carbon reduction target management

Enterprise carbon management platform

Adonis

Assist enterprises in formulating and achieving carbon reduction goals, implement annual carbon reduction targets to track needs, and comprehensively improve the sustainable development capabilities of enterprises

Achieve all-round digital transformation through AIoT

A next-generation AIoT collaboration management platform for edge devices

NeoEdge

Combined with AI MLOps, data collection and AI iteration can be completed at one time, opening up the last mile of AIoT.

MSSP

Based on rich experience in cloud information security, we understand customer needs with consultative services and provide 7 × 24 hours, 365 days a year cloud information security managed services.

AI and big data analytics

Transform your business with artificial intelligence, data modernization, and efficient deployment solutions.

Cloud information security

From the cloud architecture design review, regularly review and optimize the cloud optimization framework to strengthen the information security system.

ERP

SAP

Provide end-to-end technical support capabilities to significantly increase the value of your customers' SAP systems and reduce the total cost of ownership (TCO) of SAP solutions.

CRM

Microsoft Dynamics 365

salesforce

With rich experience in cloud import, we have built an operation demonstration site of SFDC & D365 sales/service/marketing/analysis cloud, providing customers with a one-stop innovative experience of marketing, business and service processes.

Training in the cloud

eCloudture

As an AWS Authorized Training Partner, we are committed to improving our customers' cloud skills and helping to bridge the digital transformation technology gap.

1.2.1 Cloud Managed Services (MSP)

Besides the MSP services that eCloudvalley offers in cloud professional services, which are unlike the ones that typical system maintenance providers offer, our professional services have also met the rigorous standards of AWS, which can enable us to deliver professional, innovative and high-value services to our customers.

eCloudvalley differences in cloud professional managed services

	Traditional MSP	Next Generation MSP	MSSP
Focus	Run and operate focus	Design, architect, automate	Assisting customers in protecting their cloud environments from external threats and security vulnerabilities
Solutions	Hardware based solutions	Cloud and software based solutions	Based on cloud security architecture and defense systems
Operations	Centralized operations	Distributed operations and resources	Incorporating global standard security frameworks and customization to meet client requirements
SLAs	Device based SLAs	Solution/ Application based SLAs	Built upon cloud infrastructure
Management	Complex, manual change management	DevOps, CI/CD self-healing solutions, infrastructure as code	Continuous security monitoring, vulnerability risk assessments, threat intelligence and assessment, intrusion management, video surveillance, and access control
Monitoring	Static monitoring with fixed thresholds	Dynamic monitoring, anomaly detection, machine learning	Proactively scanning and continuously monitoring cloud assets
Security	Security risk mitigation	Security by design, continuous compliance	Scanning cloud infrastructure to align with commonly adopted international security frameworks
Provider	Outsourcing vendor	Trusted advisor and partner	Trusted consulting and partnership

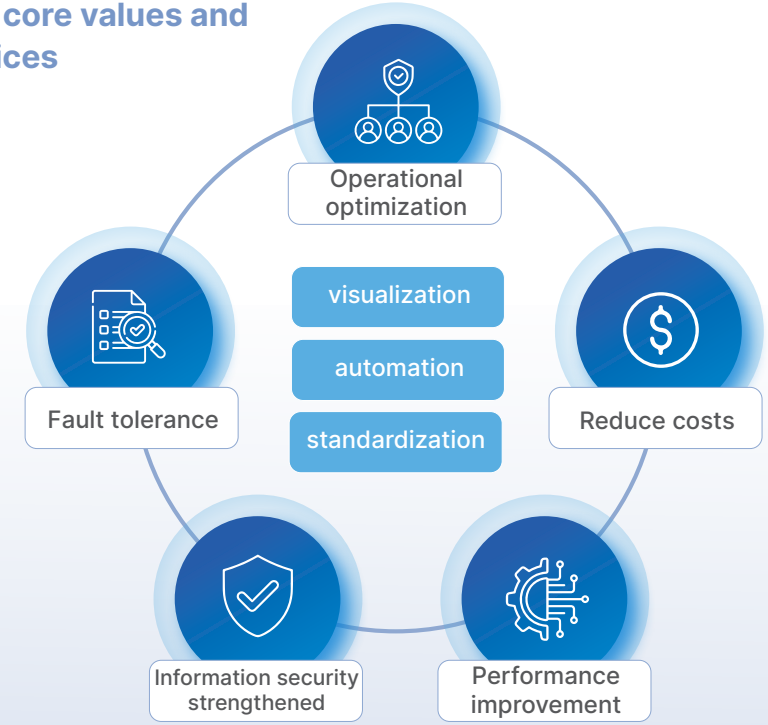
Cloud management visible hand

We are the best partner for customers, helping them manage over 20,000 instances. Our rich experience enables us to understand deeply how to deploy digital transformation strategies, set up and manage cloud environments, migrate and optimize core systems, and more. We offer customers the most direct technical support, and provide maintenance services through our MSP team. We can swiftly resolve any issues with different public cloud systems, and also monitor the cloud security for customers and assess the security of their cloud environment architecture.

Value for customers obtained

The new generation of MSPs, by the professional engineers of eCloudvalley play the role of enterprise IT deployment strategy consultants, system architects, maintenance personnel, and information security consultants, so that enterprises can not only liberate IT resources, get professional cloud talents to provide services at any time, but also focus enterprise resources on strengthening and improving the core competitiveness of enterprises, starting from managed services, creating data for enterprises as the starting point of transformation.

MSP core values and services



MSP efficacy



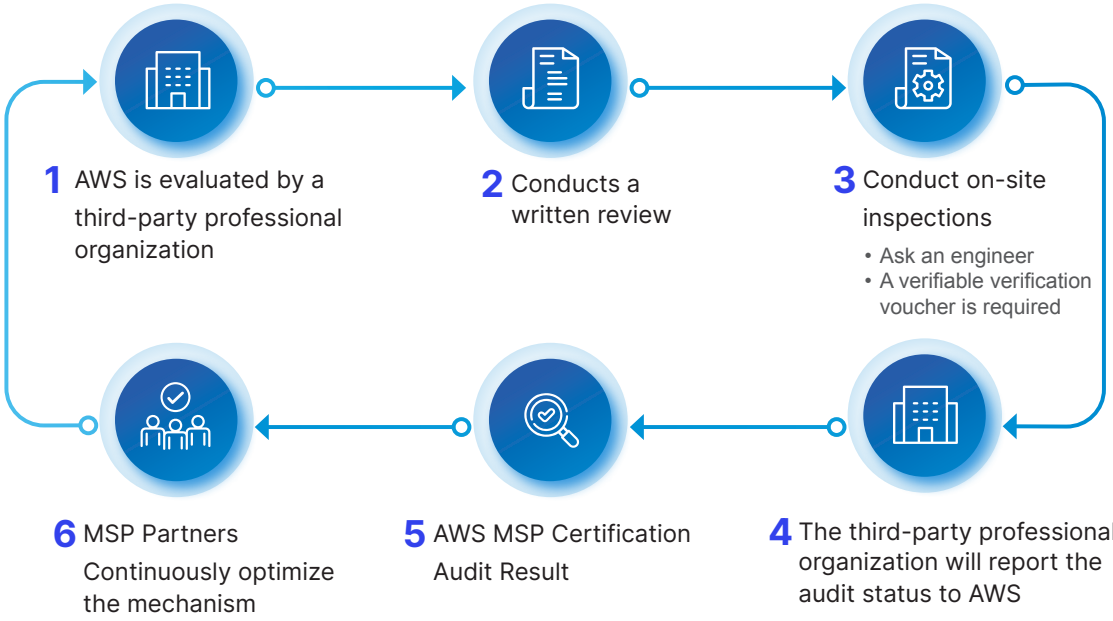
AWS certified

eCloudvalley is an AWS Business Partner that has risen to the top of the AWS Premier Tier Services Partners (hereinafter referred to as the "Premier Partners") with many AWS professional certifications and a lot of coaching experience. To be a Premier Partner, eCloudvalley has to pass AWS's tough tests every 3 years - AWS Managed Service Provider Partner Program Audit (hereinafter referred to as the "MSP verification"). AWS hires a neutral third party to do this test to make sure that the partner can keep up a certain level of service, and the test results will decide if the reseller can stay as a Premier Partner.

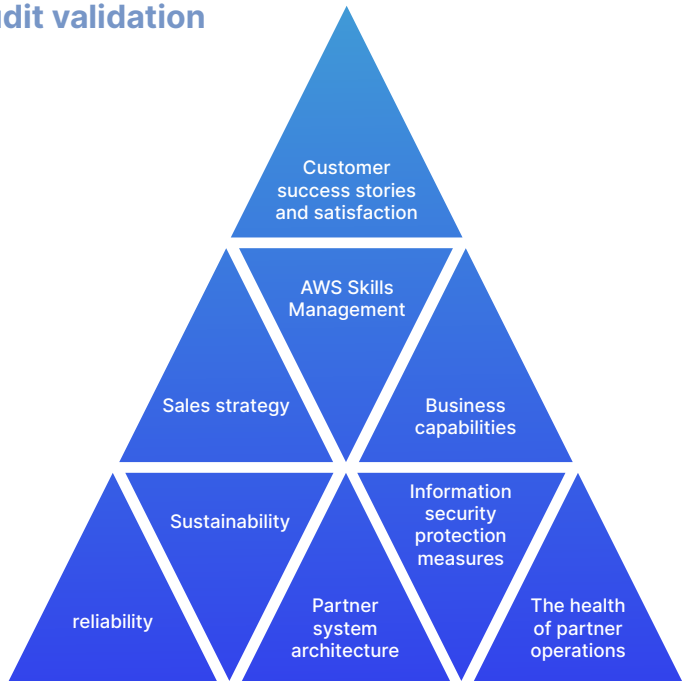
The MSP verification comprises 13 modules, including evaluations of the partner's business operations, management processes, and information security measures. It comprehensively assesses the partner's familiarity with AWS modules and the adequacy of their information security safeguards. Additionally, the MSP verification incorporates weighted measures based on AWS's annual focus areas, evaluating the partner's adherence to service policies, knowledge proficiency, provision of appropriate pricing platforms, and quality of data optimization services. Each aspect undergoes stringent scrutiny by AWS.

Since 2016, eCloudvalley has passed the MSP certification with excellent results every time, thanks to its rich customer coaching experience and a sufficient number of partner-certified engineers. This is the best proof that the service quality is highly recognized by the partners and customers. Therefore, eCloudvalley has become one of the outstanding business partners of AWS.

AWS MSP audit validation process



AWS MSP audit validation module



1.2.2 Cloud Management Platform-Atlas

eCloudvalley aims to ensure that customers spend their money wisely by investing in services that bring value to their businesses. Providing high value services to customers is one of eCloudvalley's core principles. In this regard, our automated multi cloud management platform-Atlas is an indispensable ally when it comes to multi-cloud services. Atlas not only supports obtaining at least 5 patents for inventions and designs related to cross-cloud services but also follows the Cloud Financial Operations (FinOps) framework in its design. It provides visualized data results, allowing easy access to financial data, and recommends the use of more efficient machines based on data analysis. It also offers suggestions to customers for shutting down idle machines. Moreover, Atlas enables different stakeholders, from strategic executives to operational personnel, to view cost changes from various perspectives. This helps businesses enhance resource management and utilization, accelerating their optimization of cloud deployment and cost control.

Atlas cloud management platform-five key features

Financial management	Atlas analyzes past usage and detailed billing information, predicts future spending and usage trends, and provides billing usage alerts. It allows setting budget limits to avoid overspending
Automated operations and service monitoring	Automated control of Amazon Elastic Compute Cloud (EC2) and Remote Data Services (RDS), backup scheduling, one-click cross-region backup for RDS, and monitoring of various services and application management. It helps save costs and enables IT operations personnel to focus on core business services
Cost control	Through visualized cost analysis charts, optimal specification recommendations, and Reserved Instances (RI) best practices, Atlas enables effective tracking of cloud usage and expenses, facilitating optimization decision-making
One-click generation of cloud best practices reports	Atlas provides one-click generation of various cloud reports, including cost reports, usage reports, high availability reports, information security reports, performance reports, etc. Users can easily adjust their cloud environment based on these reports
Security assurance	Atlas is a cloud management platform that complies with ISO 27017 information security standards. It continuously enhances cloud security for enterprises through automated configurations and security reports. setting a benchmark for cloud security

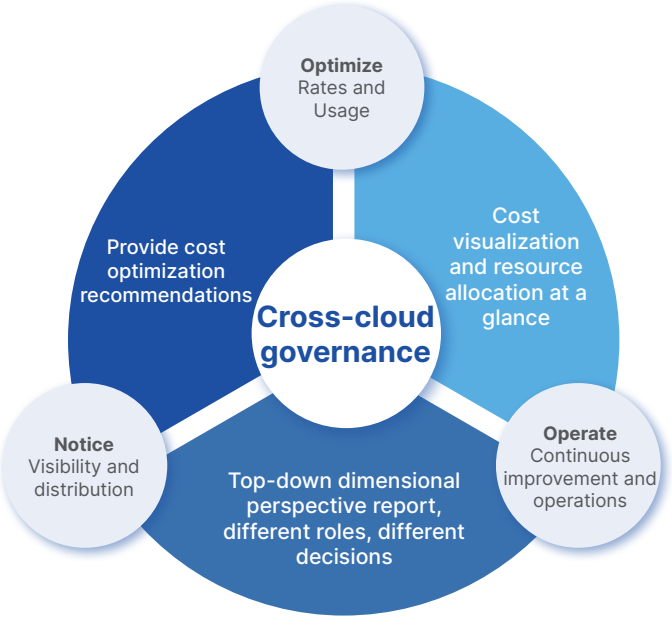
Atlas certification - ISO 27017

In order to enhance customers' trust in the service platform - Atlas, we follow the ISO 27017 management framework and obtain certification to provide customers with a trusted cloud management platform.

Within the ISO 27000 standard series, ISO 27017 is a practice tailored for cloud service providers and their customers to provide additional information security controls to ensure the security of cloud environments. The standard provides cloud-specific guidelines for the 37 controls in ISO 27002 and adds seven new cloud-based controls, such as shared roles and responsibilities, cloud service activity monitoring, and unified security management of virtual and cloud network environments. ISO 27017 certification ensures that your organization's cloud services are as secure as any other piece of information.

Value for customers obtained

Atlas is a valuable tool for customer cloud management, based on the FinOps framework to address customer challenges. Atlas can help customers rapidly identify and list the causes and costs of increased spending through various cost indicators, and then implement resource control to optimize cloud costs.



ISO 27017 Inspection items for information security management of cloud services

1. Shared roles and responsibilities within the cloud computing environment
2. Removal and return of customer assets from the cloud service upon contract termination
3. Protection and segregation of customer's virtual environment from others
4. Enhanced requirements for virtual machines to meet business needs
5. Procedures for system management operations in the cloud computing environment
6. Enabling customers to monitor relevant activities within the cloud computing environment
7. Security management integrating virtual and physical networks

1.2.3 Information security

Information security is the most important concern for all enterprises in the information technology era, and even more so in the booming development of cloud technology! As a provider of cloud professional services, we not only care about our own information security protection, but also offer customer-related information security services, so that customers can use the cloud and connect to the ground with more confidence, and of course, all customers can get adequate protection and experience in the digital transformation journey. As digital threats keep changing, having a robust cloud security strategy is essential to securing the digital space. The international information security certification further demonstrates eCloudvalley's dedication to maintaining the highest standards of security, reliability and compliance for customers, so as to provide customers with reliable information security services.

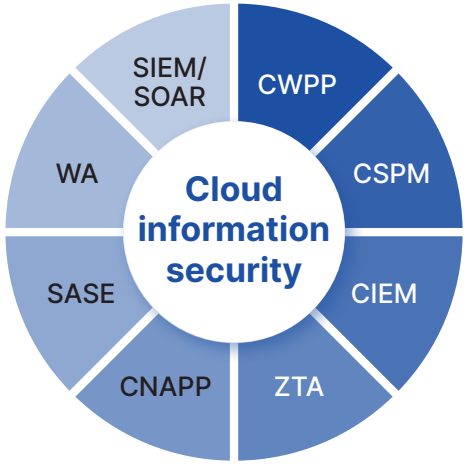
eCloudvalley international information security certification

aws PARTNER L1 MSSP Services Competency

SG CYBER SAFE | CYBER ESSENTIALS Certified

CLOUD SECURITY ALLIANCE Trusted Cloud Provider CSA

Cloud security services



eCloudvalley information security services

As cloud services expand to meet the growing demands of digital transformation in businesses and Artificial Intelligence Generation (AIGC), the need for cybersecurity in cloud services has also emerged. In the next few years, cloud security will undoubtedly be the most important issue for cloud service providers and users. Therefore, we also provide corresponding services to our customers.

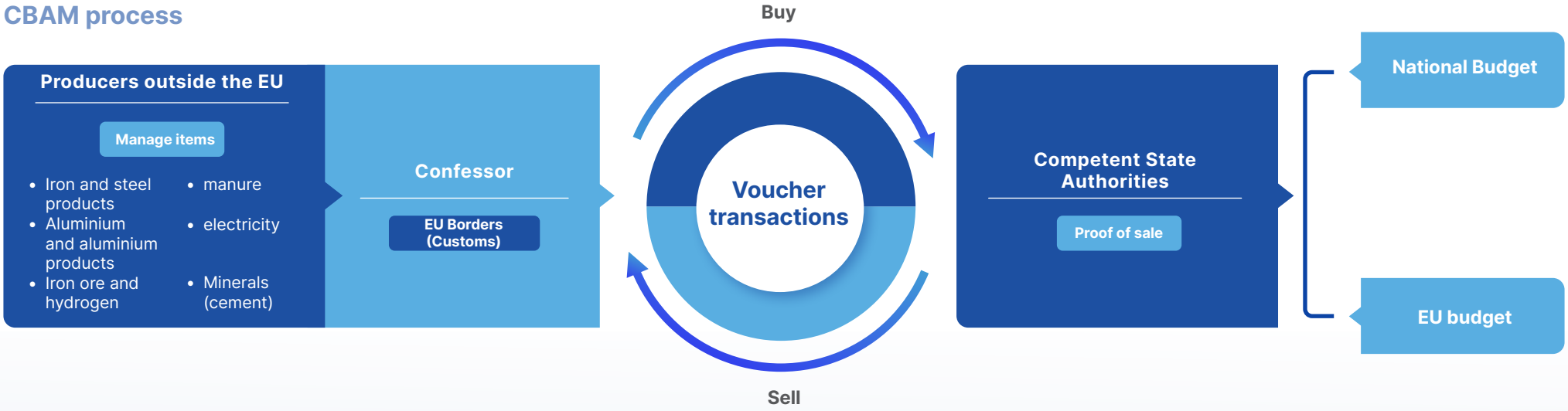
Cloud Workload Protection Platform (CWPP)	CWPP is a system workload security-focused solution that meets the needs of modern hybrid data center architectures, spanning physical machines, virtual machines, public cloud IaaS environments, and containerized applications. It monitors an organization's cloud systems and on-premises infrastructure, providing centralized visibility to protect the organization's workloads.
Cloud Security Posture Management (CSPM)	Cloud misconfigurations are a common information risk that hackers can exploit to break into an organization's environment. The cost of preventing misconfiguration is lower than fixing it after the fact, and CSPM detects misconfiguration and compliance risks in cloud environments and provides recommendations for adjustments to improve security.
Cloud Infrastructure Entitlements Management (CIEM)	There are more authorization requesters in the cloud environment than in the local environment, from users, systems, cloud services, etc. These requests can lead to over-authorization. CIEM assists managers in monitoring the anomalous behavior of authorization requesters, adopting the principle of least privilege to reduce the risk of over-authorization.
Cloud Native Application Protection Platform (CNAPP)	CNAPP provides a comprehensive view of security in the cloud, including CSPM, CWPP, and CIEM. It detects security risks caused by misconfigurations, insecure workloads, and over-authorization, and analyzes attack paths in the cloud to identify how low-risk signatures or events can be transformed into high-risk attack vectors, helping organizations stay ahead of the curve.
AWS Well-Architected Assessment (WA)	WA help organization to build up a safe, high performance, reliably and efficiency cloud architecture, WA evaluate according to the 6 pillars: (1) operational excellence, (2) security, (3) reliability, (4) performance efficiency, (5) cost optimization, and (6) sustainability. The best practices and suggestion will be provided in accordance with the 6 pillars.
Secure Access Service Edge (SASE)	In the face of today's distributed work environment and increasingly sophisticated cybersecurity threats, we recognize the importance of secure access to the Service Edge (SASE). As enterprise resources move to the cloud, we're fully embracing the SASE architecture for seamless, secure remote access. By integrating cybersecurity services and network functions into a single cloud platform, we ensure that employees have secure access to the resources they need, no matter where they are. We particularly value SASE's capabilities to simplify management and improve security, including end-to-end encryption, threat prevention, and authentication. This not only strengthens our support for remote work security, but also increases the efficiency and agility of our overall business operations. Together with government and industry partners, we are committed to further deepening our SASE solutions to meet the challenges of the future." We believe that through continuous technological innovation and strategy implementation, we will be able to protect our data and resources from increasingly sophisticated cyber threats, while providing our customers with a seamless and secure service experience.
Zero Trust Architecture	In today's complex information security environment, zero trust architecture has become a key strategy, and the company is fully committed to implementing zero trust measures to ensure that all users and devices are rigorously authenticated and authorized before accessing any resources. The Company's goal is to enhance information security capabilities and protect customer information. At the same time, in response to the full support of government departments and financial regulators for the zero trust architecture, the Company is committed to promoting the continuous improvement of the security ecosystem and preparing for future information security challenges.
SIEM / SOAR	Security information and event management (SIEM) and security orchestration, automation, and response (SOAR) are two technologies that play an integral role in our information security strategy, and together they improve our ability to detect, analyze, and respond to sophisticated threats. With SIEM, we collect, analyze, and report data in real-time to ensure that potential security threats can be quickly identified. SOAR technology further allows us to automate the handling and response to these threats, thereby reducing the reliance on human intervention and improving response speed and efficiency. We value the role of these technologies in strengthening our defenses, especially when dealing with the increasing number of security warnings and incidents. By integrating SIEM and SOAR, we not only improve the operational efficiency of the security operations center (SOC), but also improve the flexibility and response capability of the overall security architecture. In addition, we continue to explore the latest developments in these technologies to ensure that our security architecture is up to the challenges of today and tomorrow. Through this continuous technological innovation and strategic adjustment, we are committed to providing a safer and more reliable service environment for our customers.

Cloud Environment Security Enhancement Case

1.2.4 Sustainability and carbon management services

The global concern for sustainable development has prompted various trends, especially in carbon reduction, and the European Union initiated the Carbon Border Adjustment Mechanism (CBAM), which regulates the carbon emissions of imported raw materials. To align with international standards, Taiwan issued the "Sustainable Development Guidemap for TWSE- and TPEx-Listed Companies" in 2023, requiring all listed companies to finish greenhouse gas inventory and verification by 2029 at the latest. However, supply chains are challenged to control carbon emissions collectively, and at COP 28, countries made stronger commitments to invest in renewable energy, and also pledged to limit carbon emissions from cooling equipment. Following the global trend, Taiwan started to impose carbon fees on large carbon emitters in 2025, and expects the carbon credit exchange to be launched in 2027 to offer more opportunities for emission reduction. For enterprises, completing carbon inventory, identifying the main sources of carbon emissions, proactively implementing management actions to control carbon emissions, and meeting the demands of supply chains and consumers will be the most pressing goals, and it is also one of the corporate social responsibilities that should be fulfilled.

CBAM process



eCloudvalley Adonis is a platform for enterprise carbon management that follows global regulations and standards. It supports multiple languages and offers one-stop solutions for carbon emission data management for enterprises with bases and factories in different regions. We help enterprises to undergo dual-transformation, use digital tools to manage greenhouse gas emissions, and overcome the challenges of carbon management, such as time-consuming carbon quantification and changing regulations. We integrate the data sources of the core internal systems of enterprises, and use Adonis to link ERP and IoT systems. This increases the accuracy of collecting activity data and reduces the likelihood of human errors, and enables enterprises to automatically produce carbon emission inventories and reports that comply with ISO 14064-1 and ISO 14067 verification. The Adonis carbon management platform can also help enterprises to set and achieve carbon reduction targets, track annual carbon reduction goals, and monitor the current progress of carbon reduction through project forms. This can effectively help enterprises to allocate resources in the right areas and enhance their sustainability performance.

Adonis carbon footprint solution

Adonis - ESG SBTi based carbon management platform

Data Integration	Carbon Data Foundation Platform (AWS)	SBTi-Carbon Management
• ERP (e.g. SAP)	• Elastic compute with microservice architecture	• Carbon Emission Monitoring
• IoT Sensors	• Secure data storage – Encryption at rest and in transit	• ISO 14064 Report
• DB / Flat files	• Infrastructure as code – AWS Cloudformation	• SBTi-Based Carbon Emission Tracking

Carbon reduction cases

Company K

It is mainly engaged in the R&D and manufacturing of silicon carbide (SiC) and other precision ceramic products. At present, the products are mainly used in the industrial fields of one or more demanding environments such as wear resistance, corrosion resistance, high temperature resistance, plasma bombardment resistance, high thermal conductivity, high heat dissipation, low pollution, and long life.

industry: Chemical industry

Solution: Adonis Carbon Footprint Solutions

Challenge

- Insufficient carbon-related knowledge
- Carbon inventory management is difficult
- Existing solutions cannot support sustainability goals

Solution

- Introducing the Adonis Carbon Footprint solution
- Provide a number of education and training on sustainability trends, ISO frameworks, audit considerations, strategic carbon reduction, etc.
- Establish a link between carbon reduction targets and carbon management strategies

eCloudvalley assists Company K

Save 50% of the cost

Collaborate with Adonis Platform on AWS to implement Intelligent ESG Carbon Management with eCloudvalley's Adonis Platform on AWS

02 Sustainability Governance

2.1 Sustainable Vision and Strategy

2.2 Materiality Assessment



KEY PERFORMANCE

Sustainability information disclosure is incorporated into the internal control procedures

Actively communicate with 6 major stakeholders

Identify 10 major issues and management policies

8 DECENT WORK AND ECONOMIC GROWTH

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

17 PARTNERSHIPS FOR THE GOALS

2.1 Sustainable Vision and Strategy

GRI 2-22

In order to build our sustainability framework, we have actively followed the guidance of the United Nations Sustainable Development Goals (SDGs) and used them as our guide to formulate a clear sustainability vision, five sustainability focuses, strategic directions, and clearly set short, medium and long-term goals in environmental, social, and corporate governance (ESG) aspects. These goals not only demonstrate our commitment to sustainability, but also our commitment to living sustainable values.

eCloudvalley sustainable vision and five sustainable focus areas

Sustainability Focus	Strategic Directions	Short- to medium-term targets (~2025)	Short-term goal achievement		Long-Term Goals (2025~)	Correspondingly SDGs
Ethical Governance	Enhance corporate governance systems, strengthen board operations, and ensure information transparency.	• Establish a Corporate Sustainability Committee to strengthen sustainability strategies and track implementation results • Maintain zero instances of significant violations	• The Corporate Sustainability Committee submitted and passed 12 proposals, and reported to the Board of Directors four times (once a quarter).	Achieved	• Strengthen the functions of independent directors and audit committees • Continue to improve profitability to reward shareholders • Implement integrity and integrity, enhance information transparency, and protect the rights and interests of shareholders • We will continue to improve our corporate governance systems based on corporate governance evaluations	17
			• There were no major violations in 2023	Achieved		
Innovative Cloud Ecosystem	Provide integrated innovative cloud services with rigorous requirements for service quality.	• Maintain customer satisfaction 95%+ • Maintain customer retention 94%+ • Achieve a revenue retention rate> 122%	• Customer satisfaction 95.9%	Achieved	• Establish long-term trusting and cooperative relations with customers and suppliers	8, 9, 12
			• Customer retention 95%	Achieved		
			• Revenue Retention Rate [Note]	In Progress		
Employee Care	Establish a talent development roadmap and create a friendly and efficient work environment.	• Improving Employee Satisfaction • Ensuring Pay Equity • Zero Occurrence of Serious Injuries and Occupational Diseases • Promoting Diversity Education and Training Programs to Enhance Employee Competencies • Promoting Various Employee Health Promotion Activities, Creating a Secure and Happy Workplace	• Equal pay rates for men and women for work of equal value 1:0.844	Achieved	• Construct a talent database and a complete learning and development map to cultivate outstanding key talents • Create a work-life balance work environment • Increase the participation rate of employees at home and abroad in social care activities	4, 5, 8
			• 0 major injuries and occupational diseases	Achieved		
			• 1,840 hours of education and training	Achieved		
			• Launched four major health programs	Achieved		
Social Empowerment	Continue to promote cloud expertise, combined with social welfare promotion and participation	• Enhance the outreach of cooperation with colleges and universities • Continued Implementation of Internship Programs • Continued Expansion of Free Cloud-based Knowledge Outreach Initiatives	• The intern program has a retention rate of 52%.	Achieved	• Build a cloud ecosystem • International cloud technology exchange, employee and talent training • It will expand the service to the downstream of the cloud industry, for small and medium-sized enterprises and non-profits • Benefit organizations bring ESG-related investments	1, 4, 8
			• The free cloud literacy campaign reached 900+ people	Achieved		
Climate Governance and Environment	Promote cloud adoption for carbon reduction and implement effective carbon management, establishing climate risk mechanisms and fostering employee environmental awareness.	• GHG Emissions Inventory Audit, Obtaining ISO 14064-1 Certification • Achieving 10% or higher in Green Energy Usage	• In 2023, the ISO 14064-1 inventory and external verification of the headquarters will be completed	Achieved	• Completed the Group's greenhouse gas emission inventory and achieved the corresponding third party verification • Set net-zero carbon emissions targets and track them regularly • Continue to implement environmental policies	13
			• Renewable energy use rate of 3.6%	In Progress		

Note: The revenue retention rate will not be disclosed this year due to structural adjustment.

2.1.1 Corporate Sustainability Committee and ESG Office

According to Article 9 of the Sustainable Development Best Practice Principles, the Corporate Sustainability Committee (CSC) is set up to plan and decide on economic, governance, environmental and social issues, helping the company achieve its sustainability goals, and reporting to the Board of Directors at least biannually to ensure the effective execution of relevant actions. The business of the Corporate Sustainability Committee is carried out by establishing the "ESG Office" (hereinafter referred to as the "ESGO"), and the matters resolved or discussed by the Corporate Sustainability Committee are delegated to the related units of the Company or ESGO members, and ESGO is in charge of the overall supervision of the committee's business, coordinating the work implementation team to compile the annual plan and execution. In 2023, the Corporate Sustainability Committee has convened 4 times, and has completed the proposals of eCloudvalley's sustainable development plan, annual ESG report, greenhouse gas inventory and verification pathway planning and process, and all of them have been submitted to the board of directors for approval.

eCloudvalley official website (corporate governance\committee)

Composition of the Corporate Sustainability Committee

Job Title	Name	Major Experience (Education)	Actual Number of Attendances	Number of Delegated Attendances	Actual Attendance Rate (%)	Remark
Convener	Huang, Yi-Tsung	Experience: Vice President in the Accounting Division of Power Quotient International Co., Ltd.; Senior specialist in the Listing & Governance Department of Taiwan Stock Exchange Education: BA, Accounting, Tamkang University	4	0	100.00	1. The number of attendances should be 4 times. 2. Independent directors. 3. Financial accounting, corporate governance, business management.
Committee Member	Chen, Chao-Long	Experience: Consultant in the Finance & Capital Market Department of Lee and Li, Attorneys-at-Law, registered attorney in Taiwan and New York State, USA Education: MA, Legal Studies and Commerce, Boston University	2	0	100.00	1. The number of attendances should be 2 times. 2. Independent directors. 3. Legal and business management. 4. 112.05.12 Resignation
Committee Member	Lin, Han-Fei	Experience: Vice President in the Mergers and Acquisitions Department, Salomon Smith Barney (New York), Chief Financial Officer of MStar International Technology Inc., and Director of Foxconn Investment (San Jose) Education: MBA, Wharton School of the University of Pennsylvania, and BS, Chemical Engineering, National Taiwan University	4	0	100.00	1. The number of attendances should be 4 times. 2. Independent directors. 3. Chemistry, Finance, Business Management.
Committee Member	Lee, Chen-Jung	Experience: Chief Financial Officer of Beijing Orbbit Innovative Electronic Co., Ltd., Deputy Manager of the Tax Department of Deloitte Touche Tohmatsu Limited Education: Money and Banking, National Chengchi University	0	0	0	1. The number of attendances should be 2 times. 2. Head of Corporate Governance. 3. Financial accounting, taxation, finance. 4. 112.05.11 Dismissal.
Committee Member	Hsieh, Ming-Hung	Experience: Chief of the Accounting Department of Elite Computer Co., Ltd., Manager of Dali Technology Co., Ltd., Assistant Manager of KPMG Education: MSc E-Commerce, Birkbeck, University of London, Bachelor of Accounting, National Taiwan University	2	0	100.00	1. The number of attendances should be 2 times. 2. Head of Corporate Governance. 3. Financial accounting. 4. 112.05.11 New appointment.

Organizational structure chart of the Corporate Sustainability Committee



2.1.2 Sustainability report compilation process

The ESG Office members not only work on the sustainability issues they oversee, but also contribute to the process of making this report. The data and information in this report are provided by the leaders of the relevant departments after approval, and collected by the ESG Office. This shows that the company's highest governance unit values sustainability highly.

To ensure that the preparation of the sustainability report has a solid foundation, the Chairman of the Board of Directors approved the "Sustainability Publication Compilation and Reporting Operation Regulations" in 2023, which fully integrated the preparation and management process of the sustainability report, the rights and responsibilities of each work stage, and other matters into the Company's internal control management measures.

Sustainability report compilation and management process



2.2 Materiality Assessment

GRI 2-28 / 2-29 / 3

2.2.1 Materiality management and purpose

The Corporate Sustainability Committee consists of 2 independent directors and the corporate governance officer. They are in charge of developing the sustainability strategy and monitoring the execution of the plan. These committee members have expertise in accounting, finance and other areas, and they help eCloudvalley achieve its sustainable vision. The Corporate Sustainability Committee has established a ESG Office, which handles the affairs of the Committee and coordinates and carries out ESG-related projects within the company. eCloudvalley keeps communicating with stakeholders to learn about their expectations of the company's sustainability issues, further determine important sustainability issues, and combine the implementation and feedback of opinions from all parties to create an inclusive future and become a leader of cloud service industry.

Purpose of materiality analysis

In accordance with Article 3 of the Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies , eCloudvalley uses the GRI Standards, GRI 3:Material Topics methodology to perform materiality analysis, with the purpose of identifying positive and negative impact issues, stakeholder network and concern, sustainability strategic planning, strengthening stakeholder interaction, and compiling sustainability reports.

2.2.2 Identification process and results

Based on GRI, the principle of dual materiality and various international standards, eCloudvalley has developed a method for identifying and analyzing key sustainability issues. We are dedicated to understanding how sustainability issues affect and are affected by eCloudvalley through customized methodologies, devising multiple response actions and proactively engaging with stakeholders, so as to sustain positive impacts and manage negative impacts effectively.

Materiality analysis process

Referring to the reporting principles of GRI 1, eCloudvalley follows the eight principles of accuracy, balance, clarity, comparability, completeness, sustainability, timeliness and verifiability, and formulates five steps of "establishing, identifying, investigating, analyzing, and reporting" to understand the context of eCloudvalley and sustainability issues, carry out investigation and analysis of attention and impact, and compile a sustainability report.



Materiality analysis and identification

In the fourth quarter of each year, eCloudvalley carries out the annual identification of major sustainability issues, and collects topics based on the sustainability issues of the past two financial years, the sustainability standards that should be followed (such as GRI, SASB, TCFD), international sustainability evaluation suggestions (such as DJSI, CDP) and international initiatives (such as SDGs). This year, a total of 33 topics were integrated, and the interview opinions of the CEO and senior executives were integrated through the ESG Office, and the development vision, industry characteristics and suggestions of stakeholders were considered in eCloudvalley, and finally 19 topics were analyzed for further material topics.

This material analysis includes a focus survey and an operational impact survey. The Awareness Survey is aimed at stakeholders who interact with eCloudvalley, including government agencies, shareholders/investors, customers, employees, suppliers, and community/school/non-profit organizations. Collect their level of concern about each issue through an online questionnaire to respond more appropriately to various stakeholders. In order to accurately assess the impact of the issue on the operation of eCloudvalley, the Operational Impact Survey was recommended by the ESG Office with reference to the content of the international competition, and the definition of "department head" was the investigation object.

Flowchart for major issue decision-making



Analysis and implementation status

Attention

In accordance with the international AA1000 SES stakeholder negotiation standards, stakeholders are identified according to the five aspects of responsibility, influence, tension, multiple perspectives and dependence.

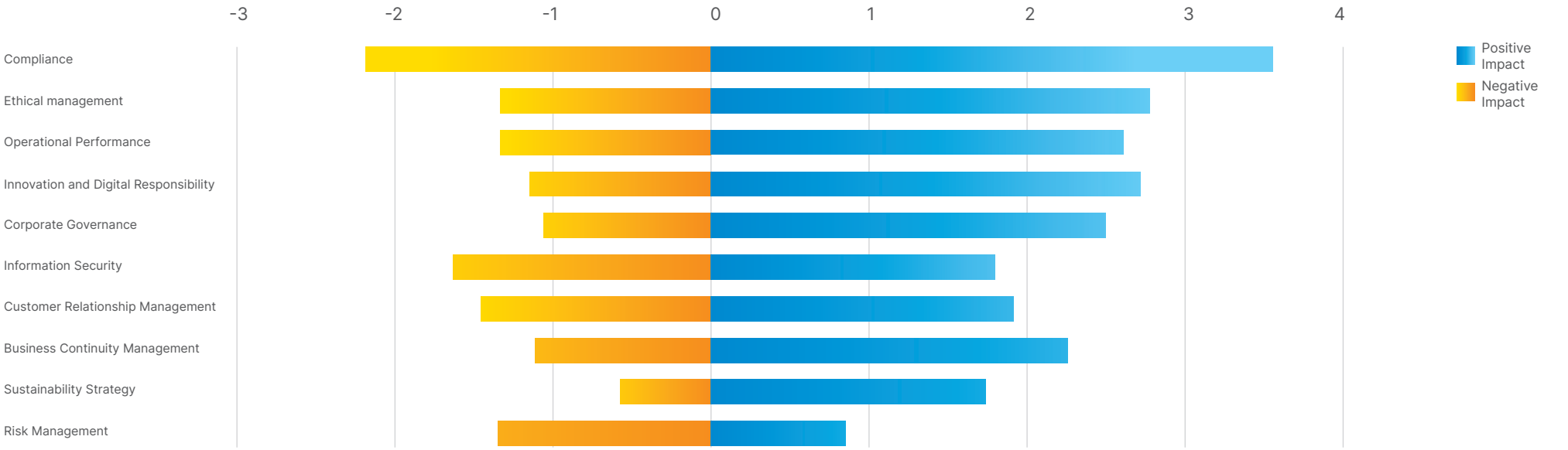
1-5 is divided into attention scores, defined as "not at all (-1), passive (-0.5), ordinary (0), concerned (0.5), very concerned (1)", collected and analyzed, obtained the top 3 highest among stakeholders, and disclosed and responded to in the sustainability report.

Stakeholder	Respondents
Customer	45
Employee	58
Shareholder/ Investor	21
Government	2
Supplier	7
Community/ School/Non-profit Organizations	6

Impact

In accordance with the requirements of GRI 3, supervisors are required to select 10 of the 19 issues that have an impact on the operation of eCloudvalley, and evaluate the potential/actual issues, opportunities and risks and their occurrence probability of each issue in turn, and finally calculate the positive and negative impacts of each issue. The ESG Office completed this year's questionnaires through the "Sustainability Report Inaugural Meeting and Material Analysis Workshop" and the "Material Analysis Individual Consultation" respectively, and finally 22 questionnaires were collected by senior executives.

2023 Material topics result



Current and past material topics

2021	2022	2023
Ethical management	Operational performance	Compliance
Data security protection	Business continuity management	Ethical management
Compliance	Information security	Operational performance
Sustainability strategy	Ethical management	Innovation and digital responsibility
Corporate governance	Talent attraction and retention	Corporate governance
Intellectual property protection	Customer relationship management	Information security
Customer satisfaction	Compliance	Customer relationship management
Human rights and equality	Corporate governance	Business continuity management
	Risk management	Sustainable strategies
	Innovation and digital responsibility	Risk management

Note: ■ evaluated as a major topic for three consecutive years, ■ Evaluated as a major topic for two consecutive years

Management of material topics

Compliance	Significance for eCloudvalley	One of the most important elements of risk control in eCloudvalley is the first line of defense to protect the company's rights and interests	**2023 Performance**
	Policies and Commitment	Stay on top of regulatory changes, build a culture of compliance, and develop countermeasures in advance to continue operating legally compliant	• 0 major cases of violations • Continue to track the regulations and promotions issued by the Taiwan Stock Exchange, the Financial Supervisory Commission and other government agencies • Applicable laws and regulations are incorporated into the company's policies
	Accountable units	Legal Department, Human Resources Department, ESG Office, CEO Office	
	Impact	Compliance gaps can expose companies to fines, increased litigation costs, business interruption or penalties, which in turn can impact business operations and reputation	
	Impact treatment and remediation processes	Initiate "Regulatory and Emergency Case Handling Procedures" and carry out corresponding treatment and remedial measures in accordance with the procedural specifications	
	eCloudvalley's Actions	• Education and training: newcomer training (legal statement), work rules, monthly regular advocacy • Regularly track regulations and plan internal controls and practices • Maintain a relatively strict management policy to avoid non-compliance	
	Manage metrics, mechanisms, and frequencies	• 0 cases of major violations were maintained • Comply with all current regulations • Regulatory tracking mechanism and regulatory case handling procedures	

Ethical management	Significance for eCloudvalley	eCloudvalley values a corporate culture based on integrity and has established and implemented policies related to integrity management.	**2023 Performance**
	Policies and Commitment	Establish and maintain an internal control cycle and management system, adhere to the eCloudvalley 'Code of Conduct for Integrity Management', firmly reject any integrity violations, and provide comprehensive complaint channels and processes to address any suspected cases.	• 0 cases of major integrity management • directors have completed the signing of the integrity management statement, employees have signed integrity contracts (signing rate of 100%) • integrity education and training for new and current employees and regular advocacy (177 hours; Regular advocacy is done)
	Accountable units	The Legal Department, Human Resources Department, and Audit Department	
	Impact	Lack of integrity can lead to customer distrust of the company, which in turn reduces customer loyalty, impacts business development, and damages brand image	
	Impact treatment and remediation processes	The detailed rules and regulations for initiating the operating procedures and operational guidelines for integrity management (including the whistleblower mechanism) shall be handled	
	eCloudvalley's Actions	• Creditworthiness education and training • Regular advocacy and regular audit	
	Manage metrics, mechanisms, and frequencies	• Maintain 0 cases of major integrity management • Directors regularly attend integrity management courses • Employees sign integrity contracts • Integrity education, training and regular advocacy for new and in-service employees • The Audit Office conducts regular audits and reports to the Board of Directors	

Operational performance	Significance for eCloudvalley	One of the most important factors for the stable growth of eCloudvalley, it is necessary to stabilize the business position of eCloudvalley and enhance its competitiveness	**2023 Performance**
	Policies and Commitment	Establish and maintain an internal control system (sales and collection cycle, procurement and payment cycle, etc.), uphold the spirit of integrity, dedication, concentration, professionalism, implement the internal control system, and continue to invest in research and development to maintain market position	• Number of new customers: 2400+ • Maintain customer stickiness:95%
	Accountable units	All units	
	Impact	Operational inefficiencies or mismanagement can lead to increased costs, reduced revenues, reduced market competitiveness, etc., which in turn can affect the overall performance of the company	
	Impact treatment and remediation processes	Failure to achieve the expected business performance will have an impact on shareholders/investors, and the appropriateness of the business strategy should be reviewed and action plans should be formulated to improve the business performance	
	eCloudvalley's Actions	• Facilitate digital and technological transformation • R&D expenditure of more than NT$50,000,000 • Expand your cloud service footprint (AWS, Azure, GCP, OCI)	
	Manage metrics, mechanisms, and frequencies	• The number of new customers in 2025: 4000 + • Maintain customer stickiness in 2025:94%+ • Regularly hold operational performance Review-P&L, Business Review, Sales Kick-off (SKO)	

Innovation and digital responsibility	Significance for eCloudvalley	One of the elements of eCloudvalley's continuous growth in the field of cloud digital services is the cornerstone of its brand differentiation and business development strategy	**2023 Performance**
	Policies and Commitment	It has promulgated internal policies such as the Measures for the Administration of R&D, the Operating Measures for Patent Management, the Measures for the Management of Confidential Information, the Measures for the Management of Project Management, and the "Administrative Measures for the Use of Generative AI", to continue to promote R&D, innovation, and patent layout, and to promote the popularization of cloud and digital	• A total of 18 patents have been obtained, of which at least 7 cover the field of green technology
	Accountable units	Technical services, innovation and R&D related departments and legal departments	
	Impact	A lack of innovation or digital responsibility can lead to issues such as technology lag, decreased customer satisfaction, increased data security risks, and even legal action	
	Impact treatment and remediation processes	Through the formulation of the "Patent Management Practice Regulations", we have implemented pre-protection measures to safeguard our R&D results	
	eCloudvalley's Actions	The total investment in R&D reached more than NT$50 million, and the patent application promoted the competitiveness of products and services and generated revenue	
	Manage metrics, mechanisms, and frequencies	We will continue to innovate and develop R&D, promote the commercialization of new technologies, continue to increase the layout of cloud and green patents, build supply chains and ecosystems with innovation, and deploy patents in accordance with patent proposals, applications, education and training, and other operating specifications	

Corporate governance	Significance for eCloudvalley	By strengthening the operation of the board of directors and various functional committees, eCloudvalley implements the efficiency and integrity of the enterprise to safeguard the rights and interests of all stakeholders	**2023 Performance**
	Policies and Commitment	Implement corporate governance control in accordance with the "Corporate Governance Practice Code" and "Internal Control Management Measures", continuously enhance the functions of directors, and strengthen the audit committee	• The directors have a total of 6 experiences in accounting, law, and information • 17% of directors are women • 97.62% in-person attendance of the Board of Directors
	Accountable units	Audit Office, CEO Office, Finance and Accounting Center, and ESG Office	
	Impact	Inefficient corporate governance can lead to internal chaos, poor decision-making, and increased financial risks, which in turn can adversely affect the company's long-term development	
	Impact treatment and remediation processes	If the corporate governance does not comply with the requirements of the law and receives external complaints, it will affect all stakeholders, and the corporate governance case handling process will be initiated, and whistleblowers will be protected in accordance with the stakeholder reporting mechanism	
	eCloudvalley's Actions	• Set up an audit committee, a remuneration committee and a sustainability committee • Set up a corporate governance officer • Regularly track corporate governance regulations	
	Manage metrics, mechanisms, and frequencies	• Director functional, gender, and experience diversity • Directors attend the Board in person • Diversified refresher courses for directors follow and regularly update the Company's "Corporate Governance Code of Practice".	

Information security	Significance for eCloudvalley	Information security and cloud information security management, personal information security protection, and information asset management, and strengthen the Company's development and corporate governance in the field of science and technology	**2023 Performance**
	Policies and Commitment	Establish and maintain an internal control system (information security cycle), continue to obtain ISO information security management system certification, and actively participate in the Information Security Alliance and TWCERT/CC Taiwan Computer Network Crisis Management and Coordination Center to obtain first-hand information security information	• There were no major information security incidents • ISO27001, 27017 Renewal • Joined the Cloud Security Alliance "Trusted Cloud Provider" certification and the "Cyber Essentials Mark" mark from Singapore's Cyber Security Agency (CSA) • Joined TWCERT/CC Taiwan Computer Network Crisis Management and Coordination Center • The total number of training hours of personal information and information security education reached 67.87 hours
	Accountable units	Chief Information Security Officer, Information Security Department	
	Impact	Data leaks, hacking systems resulting in data loss or service interruptions, or malware infections that bring systems down can result in financial losses, brand damage, and reduced customer trust	
	Impact treatment and remediation processes	In the event of data leakage and hacker attacks on the system, it will affect all stakeholders, and it will affect all stakeholders, and eCloudvalley has internal policies such as "Information Security Management Measures" and "Information Security Incident Report" to deal with information security incidents and reduce negative impact and impact as the basis of management, prevention and handling mechanisms	
	eCloudvalley's Actions	• Set up a chief information security officer and a dedicated unit • Join various information security-related organizations (Information Security Alliance, TWCERT/CC Taiwan Computer Network Crisis Management and Coordination Center) to share information security • Obtain information security management system certification, maintain the security of information systems, and provide customer service in a compliant environment • We provide regular education and training for new and current employees, and work with employees to maintain information security	
	Manage metrics, mechanisms, and frequencies	• Continuous ISO 27001 and ISO 27017 certified • Maintain the number of information security incidents to be less than 5 • Hold an annual Program and Management Review Committee • At least once a year, we will conduct information security education and training, social engineering drills, etc., to enhance information security awareness	

Customer relationship management	Significance for eCloudvalley	eCloudvalley adheres to the spirit of innovation, truth-seeking, integrity and service in its dealings with customers, understands customer needs through multiple channels, and provides customers with high-quality products and services	**2023 Performance**
	Policies and Commitment	Establish a customer-oriented business philosophy and quality management, absorb feedback and complete regular reviews to improve service deficiencies	• Customer satisfaction: 95.9% satisfied • Maintain customer stickiness: 95% • 0 major customer litigation cases
	Accountable units	MSP, all business units	
	Impact	Poor relationship maintenance can lead to customer churn, reputational damage, and market share loss, which in turn can impact the company's long-term revenue and market position	
	Impact treatment and remediation processes	Poor customer relationship management will affect customers, and the relevant handling mechanism will be implemented immediately in accordance with the "Customer Relationship Management Procedures" and "MSP Customer Satisfaction Operating Standards" in accordance with ISO 9001 quality standards	
	eCloudvalley's Actions	• Meet the second-party audits from the partners (annual performance appraisal and triennial qualification audit). • Actively obtain third-party audits such as ISO 9001 and ISO27001 to provide customers with a sense of trust. • Collect customer feedback, analyze and adjust service processes and content in a timely manner.	
	Manage metrics, mechanisms, and frequencies	• Maintain high customer satisfaction ratings, analyze relevant feedback, review and continuous improvement of services on a monthly basis • Maintain customer stickiness: 94%+ • There are no major customer complaints	

Business continuity management	Significance for eCloudvalley	eCloudvalley's operations are mainly information security, cloud services and employees, providing and using cloud services in a secure environment, and ensuring that employees can maintain the company's continuous operations and provide customers with service quality	**2023 Performance**
	Policies and Commitment	Introducing ISO 27001, formulating the "Business Continuity Management Procedures", and implementing the "Business Continuity Plan Drill Activities" (BCP) every year to designate the responsible units and actively implement the business related to the business continuity plan, so as to minimize the impact of any business continuity risks	• The results of the BCP drill were all passed. • The information security management system (including business continuity) passed an external audit
	Accountable units	Information Security Department	
	Impact	Failure to respond effectively to crisis events can lead to business disruptions, production delays, and untimely customer service, which in turn can impact a company's business operations and customer satisfaction	
	Impact treatment and remediation processes	Internal policies such as the "Information Security Management Measures" and the "Information Security Incident Report Form" are used as the basis for management, prevention, and handling mechanisms to deal with information security incidents and reduce negative impacts and impacts	
	eCloudvalley's Actions	• Set up a unit of authority and responsibility. • Technical investment: Ensure recovery operations through off-site backup, RTO, and RPO testing. • Conduct scenario simulations with relevant technical units on a regular basis and report back to the CEO. • External Audit (ISO) annually to certify the effectiveness of the Business Continuity Plan. • Provide cloud services and technical support related to business continuity planning. • In the face of supplier due diligence, we provide customers with evidence that eCloudvalley can maintain continuous operations and enhance their trust.	
	Manage metrics, mechanisms, and frequencies	• Conduct drills every year to ensure that the business continuity plan can effectively solve problems (e.g. Recovery Time Objective (RTO) and Recovery Point Objective (RPO) are within control), issue drill report results for each drill, and communicate with the executives. • Continuously obtain ISO 27001 renewal and ISO 27017 certification. • Hold an annual management review committee.	

Sustainable strategies	Significance for eCloudvalley	With sustainability as the cornerstone of long-term value, eCloudvalley integrates the concept of sustainability into business processes, risk management, etc., and is also one of the important channels for communication with stakeholders, continuously considering and improving the impact between environmental, social and governance and corporate operations	2023 Performance
	Policies and Commitment	Establish a sustainable development committee as the highest sustainable governance unit, and operate and implement it in accordance with the organizational rules of the sustainable development committee and the sustainable development code of practice	• Publication of independent SASB reports • S&P Global Corporate Sustainability Rating scored 55 (ESG Score) • Taiwan Corporate Sustainability Award - Gold Award for Sustainability Report
	Accountable units	Corporate Sustainability Committee, ESG Office	
	Impact	The lack of a sustainable development strategy may lead to environmental pollution, waste of resources, and increased social burden, which in turn will have a negative impact on the company's corporate social responsibility image and sustainable development	
	Impact treatment and remediation processes	If the sustainability strategy fails to meet the obligations of laws and regulations, it will have an impact on customers and employees, and emergency response measures will be taken, and measures to prevent recurrence will be formulated	
	eCloudvalley's Actions	• Set up a dedicated unit to deal with sustainability strategies and actions • Actively respond to the sustainable development vision of the competent authorities, such as the "Action Plan for Sustainable Development of Listed Companies (2023)" and the "Taiwan 2050 Net Zero Emission Pathway and Strategy" • Obtain various third-party verifications to improve the credibility of information (ISO 14064-1, Assurance Engagement No. 3000)	
	Manage metrics, mechanisms, and frequencies	• Publish a sustainability report every year • Report to the Board of Directors on the implementation of perpetual affairs on a quarterly basis • Participate in various external ratings (S&P Global Corporate Sustainability Evaluation, Corporate Governance Evaluation, etc.) and awards (such as Taiwan Corporate Sustainability Awards) every year	

Risk management	Significance for eCloudvalley	In response to market changes, eCloudvalley responds to potential risks arising from various international situations in a timely manner, maintains service quality and effectively controls risks	2023 Performance
	Policies and Commitment	Internal audit plan, risk management structure, climate risk management, and implementation of risk management to reduce the impact of all risks and protect the rights and interests of shareholders and employees	• Identify and formulate response measures for business operation risks, emerging risks and climate risks • 0 major deficiencies passed the audit
	Accountable units	Audit Office, Quality and Information Security Department, ESG Office	
	Impact	Poor risk management may lead to business losses, damage to corporate image, and increased legal liabilities, which in turn may affect the company's operational stability and long-term development	
	Impact treatment and remediation processes	Formulate the "Business Continuity Management Procedure" and implement relevant actions in accordance with the procedures and specifications	
	eCloudvalley's Actions	• Led by the risk authority, more than 20 departments cooperate with the company's risk season to jointly execute • In order to actively develop new technologies in response to risks, we have established patent-related procedures for the protection of the Company's intellectual property	
	Manage metrics, mechanisms, and frequencies	• Identify risks and develop countermeasures • Conduct internal and external audits every year to continuously deal with improvement matters. Produce a risk assessment report on an annual basis	

2.2.3 Stakeholders engagement

The following table helps stakeholders to have a relationship with eCloudvalley, major issues and impact boundaries, and at the same time individually discloses the actual results of discussions with stakeholders in 2023.

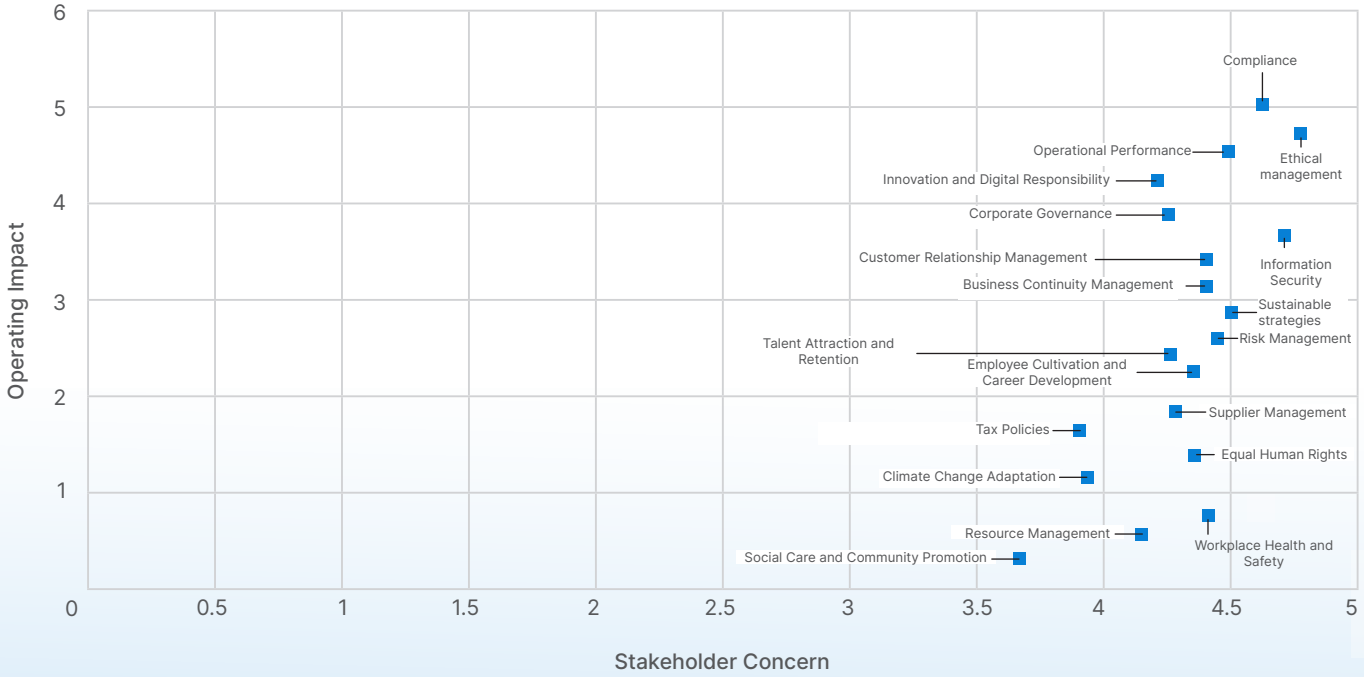
The relationship between the interested party and eCloudvalley

Employee	eCloudvalley provides the cornerstone of cloud services, and continues to innovate and create in cloud technology
Customer	Customer Obsession is the insistence of eCloudvalley, providing customers with the most suitable services and creating 1+1>2 value
Supplier	To ensure the stability of the service, it is also a good partner for technical exchanges
Government	As a listed company in Taiwan, Eyunvalley is required to comply with the policies and regulations of various government agencies
Shareholders/Investors	The favor of shareholders and investors has enabled Yiyungu to grow steadily
Community/ school/ non-profit organization	Industry-university cooperation, social procurement, and enthusiastic donations are the manifestations of Yiyungu's promotion of public welfare

For the 10 material topics identified in 2023, the importance of the corresponding GRI Standards material topics and the impact boundary assessment on stakeholders are shown in the table below.

The relationship between stakeholders and material topics

We collect the opinions of various stakeholders on sustainability issues through questionnaires and analyze the correlation with operational impact to identify common ground between stakeholders and eCloudvalley, which serves as a reference for designing the content of the sustainability report and future related issue strategies. Combining the concerns of six major stakeholders, the top three issues for stakeholders are ethical management, information security, and compliance. These three issues are significant for eCloudvalley, and their management policies, disclosure priorities, response strategies, and performance results have been disclosed in this report.



Materiality topics and boundary of impact

Materiality Topic	Corresponding Material Topic of GRI Standards, SASB	Corresponding Chapter	Importance to eCloudvalley	Boundary of Impact					
				Customer	Employee	Shareholders/ Investors	Government	Supplier	Communities/schools/ non-profit organization
Compliance	GRI 2-27	3.2 Risk control and response	One of the most important elements of risk control in eCloudvalley is the first line of defense to protect the company's rights and interests			●	○		
Ethical management	GRI 2-9	3.2 Risk control and response	eCloudvalley attaches great importance to the corporate culture of honest management, and formulates and implements policies related to ethical management	●	●	○	●	○	
Operational Performance	GRI 201	1.1 About eCloudvalley	One of the most important factors for the stable growth of eCloudvalley, it is necessary to stabilize the business position of eCloudvalley and enhance its competitiveness	●	●	○	●		
Innovation and Digital Responsibility	TC-SI-520a.1	3.2 Risk control and response	One of the elements of eCloudvalley's continuous growth in the field of cloud digital services is the cornerstone of its brand differentiation and business development strategy	●	●	○	●	●	○
Corporate Governance	GRI 2-17 GRI 2-18	3.1 Corporate Governance Organization	By strengthening the operation of the board of directors and various functional committees, eCloudvalley implements the efficiency and integrity of the enterprise to safeguard the rights and interests of all stakeholders	○	○	●	○		
Information Security	TC-SI-230a.1	4.1 Information Security and Personal Data Protection	Information security and cloud information security management, personal information security protection, and information asset management, and strengthen the Company's development and corporate governance in the field of science and technology	●	●	●	●	●	○
Customer Relationship Management	GRI 2-6	4.2 Service quality and customer relationship	eCloudvalley adheres to the spirit of innovation, truth-seeking, integrity and service in its dealings with customers, understands customer needs through multiple channels, and provides customers with high-quality products and services	●	○	○	○		
Business Continuity Management	GRI 201	3.2 Risk control and response	eCloudvalley's operations are mainly information security, cloud services and employees, providing and using cloud services in a secure environment, and ensuring that employees can maintain the company's continuous operations and provide customers with service quality	●	●	○	●		
Sustainable Strategies	GRI 2-22	2.1 Sustainable Vision and Strategy	With sustainability as the cornerstone of long-term value, eCloudvalley integrates the concept of sustainability into business processes, risk management, etc., and is also one of the important channels for communication with stakeholders, continuously considering and improving the impact between environmental, social and governance and corporate operations	○	○	●	●	○	○
Risk Management	GRI 201-2	3.2 Risk control and response	In response to market changes, eCloudvalley responds to potential risks arising from various international situations in a timely manner, maintains service quality and effectively controls risks	●	●	●	●	●	○

Note: ● means direct impact; ○ means indirect impact

Communication with stakeholders

	Issue of Concern	Communication Channel	Communication Frequency	Actual Communication Situation	Reply from Stakeholder
Customer	• Information Security • Ethical management • Compliance	Customer Satisfaction Survey	Case-specific Dispatch (No duplication within the same company)	606 customer satisfaction feedback	**Customer feedback** CEO of A Technology Company: "We are very pleased with eCloudvalley's decision to switch to AWS managed services, as they are not only very competitive in the market, but the team is also very responsive and thoughtful to our needs and questions." B Financial Services Company Information Officer: "eCloudvalley uses a new data channel to streamline its processes faster with data, reducing what used to take 37 minutes to less than 7 minutes."
		Social Media (LinkedIn, Instagram, Facebook)	Weekly		
		Telephone, Fax	Real-time		
		Email Correspondence	Real-time		
		On-site Visits	Irregular		
		Contact | Customer service hotline, mailbox			
Employee	• Information Security • Ethical management • Operational performance	Health News Report	Monthly	• A total of 190 feedback suggestions from employees have been submitted to health reports, ESG monthly reports, and information security advocacy • 4 labor-management meetings	**Employee feedback** A Business Development Manager: As a Business Development Manager, I have had the privilege of working on a variety of projects, expanding my skills and constantly challenging myself. The company provides a variety of training programs, mentor systems, and encourages employees to take the initiative to undertake their own career development paths. B Cloud Development Engineer: It's a great place to work, very pleasant and full of positive energy. This is the best place for you to grow and learn.
		ESG Monthly Report	Monthly		
		Information security Awareness	Monthly		
		Labor-Management Meetings	Quarterly		
		CEO/General Manager's Letter	Semi-annually		
		Contact | Internal Extension, HR Email			
Shareholders/ Investors	• Ethical management • Compliance • Workplace Health and Safety	Publication of Revenue Reports	Monthly	• Timely announcement of turnover report and financial report on the official website • 6 corporate briefing	
		Quarterly Consolidated Financial Reports	Quarterly		
		Board of Directors	Quarterly		
		Investor Service Area	Real-time		
		Material Information	Real-time		
		Corporate Briefing	At least once a year		
		Shareholders' Meeting	Annually		
		Contact | Investor Services Area\Speaker Email: spokesperson@ecloudvalley.com			

	Issue of Concern	Communication Channel	Communication Frequency	Actual Communication Situation	Reply from Stakeholder
Government	• Sustainable strategies • Ethical management • Corporate Governance	Regular Reporting	Monthly	• Deal with inquiries and correspondence from the competent authorities in a timely manner • Actively participate in advocacy meetings held by competent authorities (e.g., sustainable pathways, greenhouse gas inventory, etc.)	
		Issuance of Directives	Irregular		
		Official Correspondence	Irregular		
		Missionary Meetings, Public Hearings	Irregular		
Suppliers	• Compliance • Information Security • Ethical management	Telephone, Fax	Real-time	• 25 key supplier assessments • At least once a month, we will have a communication meeting with the manufacturer • Suppliers will have a direct dialogue at the annual meeting	
		Email Correspondence	Real-time		
		Supplier Evaluation	Annually		
		Supplier Annual Meeting	Annually		
Communities/ schools/ non-profit organizations	• Customer relationship management • Supplier management • Workplace health and safety	Internship Program	Annually	25 college interns	
		Public Procurement/Donation	At least once a year		
		Memorandum Signing	Irregular		
		Course Collaboration Plan	Irregular		

Public Participation

Name of the association	Our role
Information Service Industry Association of R.O.C.	member
Taipei Computer Association	member
Central, Eastern Europe and CIS Association	director
NTU TPIDC Digital Transformation and Sustainable Development Industry-Academia Consortium	member
Taiwan Printed Circuit Association Taiwan Printed Circuit Association	member

Excerpt from intern feedback

A Engineer Intern:

From being a novice in the cloud who was stunned when he saw the architecture diagram, to now he can easily use different tools to build many cloud functions, and he has gained a lot of accomplishment in the process! I am very grateful to ECV for holding such a complete internship program, meeting colleagues with the same interests, learning the attitude of being a person in society, and of course, improving many technical aspects.

B Engineer Intern:

This internship experience has really benefited me a lot, effective communication and collaboration skills, passing the AWS SAA certification, improving my professional skills, expanding my technical horizons, and improving my soft skills have also made me more confident and capable of dealing with various situations and challenges in the workplace.

03 Corporate Governance

3.1 Corporate Governance Organization

3.2 Risk Management and Response



KEY PERFORMANCE

- The proportion of women on the board reaches 17%
- The board performance evaluation scores 4.99 out of 5
- Zero significant integrity violation cases
- Zero significant risk events

3.1 Corporate Governance Organization

GRI 2-9 / 2-10 / 2-11 / 2-12 / 2-13 / 2-14 / 2-15 / 2-16 / 2-17 / 2-18 / 2-19 / 2-20 / 405-1

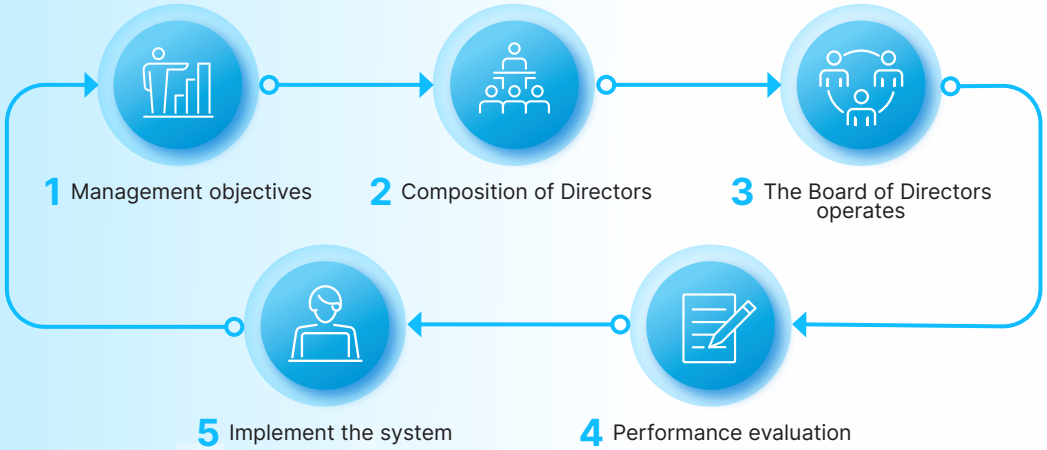
The core concept of eCloudvalley is integrity, dedication, concentration and professionalism, which is the niche for us to provide customers with high-quality cloud professional services, the company attaches great importance to corporate governance and risk control, and in order to create an honest corporate culture, it has been clearly stipulated in the "Procedures for Ethical Management and Guidelines for Conduct" management, directors, managers and employees must comply with laws and regulations and prevent dishonest behavior, so as to establish a good business environment. In order to strengthen internal audit and risk management, we have established documents such as the "Ethical Corporate Management Best Practice Principles" and the "Guidelines for the Adoption of Codes of Ethical Conduct", and established a whistleblowing mechanism to reflect the spirit of corporate governance. In addition, we have developed a "The Rules for performance evaluation of Boards" to improve the scope of governance. As a company that prides itself on the cloud ecosystem, we place great emphasis on information security management, so we are actively taking enhanced governance measures to ensure the integrity and security of information. In addition to formulating information security policies and information security teams, we also regularly hold training and information security drills to make customers feel at ease when using eCloudvalley's services.

3.1.1 Board of Directors

The Board of Directors is the Company's highest governing unit and decision-making center. It appoints and oversees the Company's management, monitors business performance, and ensures the Company follows laws, regulations, and articles of association or shareholders' meeting resolutions. To fulfill its oversight duties, the Board of Directors of eCloudvalley has set up relevant organizations and channels, such as internal audit and management team evaluation.

To ensure effective corporate governance and supervision, the board of directors of eCloudvalley has made comprehensive rules related to the board's operation, such as the "Procedures for Election of Directors", "Rules and Procedures of Board of Director Meetings", "Rules Governing the Scope of Power of Independent Directors", etc. The Board of Directors also organizes courses for directors in various areas, such as corporate governance and securities regulations, ESG, AI, information security, etc., to ensure that the directors have enough knowledge and skills. The board of directors of eCloudvalley consists of six experienced members with diverse backgrounds in accounting, chemical engineering, management, and other fields. The selection process does not limit the criteria to gender, age, nationality, culture, professional knowledge, and skills, so there is one female director among the Company's directors. At the leading company's director level, eCloudvalley shows its commitment and practice in diversity, inclusion, and equality.

Board procedure



Management target

Management Target	Implementation Status
Appoint at least three Independent Directors with at least one female Independent Director	Unachieved Note
At least one Independent Director must be a certified public accountant or have expertise in finance or business administration	Achieved
Directors who serve concurrently as managers should not exceed one third of the Board of Directors	Unachieved
No Independent Director serves more than three terms	Achieved

Note: The Company received the resignation letter from independent director Chen, Chao-Long on April 28, 2023, and the effective date of resignation is May 12, 2023.

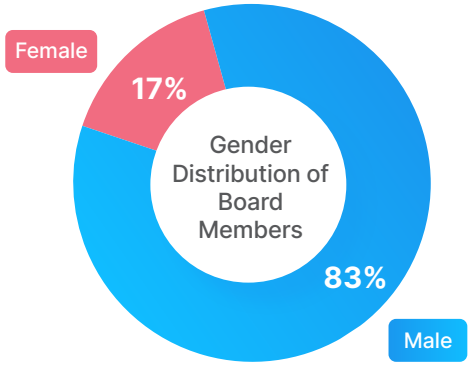
3.1.2 Composition of the Board of Directors

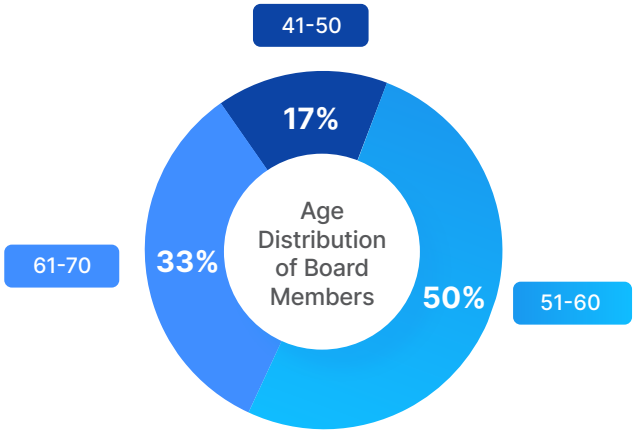
Composition of the Board of Directors

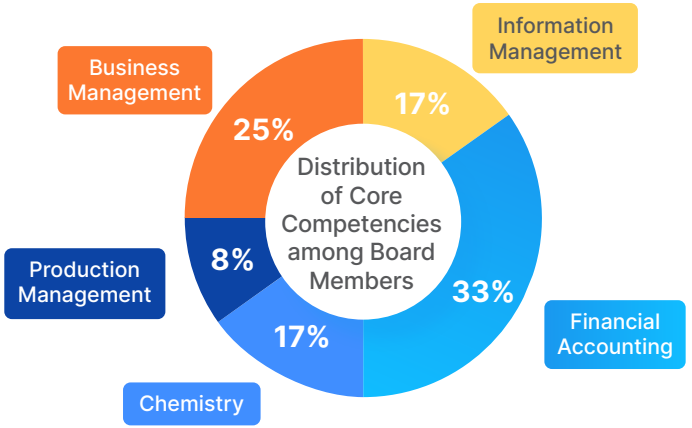
Position	Name	Gender	Major Experience (Education)	Number of Other Public Companies where the Individual Concurrently Serves as an Independent Director/Supervisor	Attendance at Board Meeting	Board of Directors' Attendance Rate
Chairman	Lin, Chi-Hsiung	Male	Experience: AVP in the Finance & Accounting Department of Pou Chen Corporation; Taipei Exchange specialist Education: EMBA, International Business Management, National Taiwan University; BA, Accounting, Fu Jen Catholic University	0	100.00	100.00
Director	Tsai, Chia-Hung	Male	Experience: Vice President of finance department, Elitegroup Computer Systems Co., Ltd., Chairman of Beijing Advazone Electronic Co., Ltd. Education: National Taiwan University EMBA Master of Accounting and Management Decision Group Bachelor of Accounting National Taiwan University	0	100.00	83.33
Director	Lin, I	Female	Experience: Supervisor in the Planning Office of Elitegroup Computer Systems; Manager in the Production Management Department of WiseChip Semiconductor Inc., Researcher in the R&D Department of Sinphar Pharmaceutical Co. Ltd. Education: National Taiwan University EMBA Program in Information Management Group Bachelor of Chemical Engineering Lee-Ming Institute of Technology	0	100.00	100.00
Director	Ong, Chorng-Shyong	Male	Experience: National Taiwan University Adjunct Professor Department of Information Management, School of Management Education: PhD, Institute of Business Studies, National Taiwan University	2	100.00	100.00
Independent Director	Huang, Yi-Tsung	Male	Experience: Vice President in the Accounting Division of Power Quotient International Co., Ltd.; Senior specialist in the Listing & Governance Department of Taiwan Stock Exchange Education: BA, Accounting, Tamkang University	3	100.00	100.00
Independent Director	Chen, ChaoLong[Note]	Female	Experience: Consultant in the Finance & Capital Market Department of Lee and Li, Attorneys-at-Law, registered attorney in Taiwan and New York State, USA Education: MA, Legal Studies and Commerce, Boston University	1	100.00	100.00
Independent Director	Lin, Han-Fei	Male	Experience: Vice President in the Mergers and Acquisitions Department, Salomon Smith Barney (New York), Chief Financial Officer of MStar International Technology Inc., and Director of Foxconn Investment (San Jose) Education: MBA, Wharton School of the University of Pennsylvania, and BS, Chemical Engineering, National Taiwan University	2	100.00	100.00

Note: The Company received the resignation letter from independent director Chen, Chao-Long on April 28, 2023, and the effective date of resignation is May 12, 2023.

Board diversity







Composition and operation of the Board of Directors and implementation of systems

Composition of the Board of Directors and Articles of Operation	Procedures for Election of Directors	Rules Governing the Scope of Power of Independent Directors	Rules and Procedures of Board of Director Meetings
Important systems of the company	Corporate Governance Best Practice Principles	Ethical Corporate Management Best Practice Principles	Guidelines for the Adoption of Codes of Ethical Conduct	Sustainable Development Best Practice Principles

3.1.3 Board of Directors operation

In 2018, the Audit Committee and the Remuneration Committee were formally established under the Board of Directors, and in 2022, the Corporate Sustainability Committee was established, which is composed of independent directors, corporate governance directors and external professionals to assist eCloudvalley to further enhance the soundness and integrity of its corporate governance system and sustainable development.

Functional committees operate

Name of Committee	Responsibilities	Member Information		
		Position	Name	Attendance Rate in 2023
Audit Committee	• Appropriate presentation of company financial statements • Appointment and independence assessment of external auditors • Effective implementation of internal control within the company • Compliance with relevant laws and regulations by the company • Management and mitigation of existing or potential risks within the company	Convener	Huang, Yi-Tsung	100.00
		Committee Member	Chen, Chao-Long[Note 1]	100.00
		Committee Member	Lin, Han-Fei	100.00
Remuneration Committee	From a professional and objective standpoint, remuneration committee evaluate the compensation policies and systems for the directors and executives of this company. I will then provide recommendations to the Board of Directors for their consideration in the decision-making process	Convener	Huang, Yi-Tsung	100.00
		Committee Member	Chen, Chao-Long[Note 1]	100.00
		Committee Member	Lin, Han-Fei	100.00
		Committee Member	Lin, Su-Ming[Note 2]	100.00
Corporate Sustainability Committee	Corporate Sustainability Committee develop plans, policies, and systems for the sustainable development of this company, and oversee the implementation progress, monitor it closely, and report the results of the implementation to the Board of Directors	Convener	Huang, Yi-Tsung	100.00
		Committee Member	Chen, Chao-Long[Note 1]	100.00
		Committee Member	Lin, Han-Fei	100.00
		Committee Member	Lee, Chen-Jung[Note 3]	0.00
		Committee Member	Hsieh, Ming-Hung[Note 4]	100.00

Note 1: The Company received the resignation letter from independent director Chen, Chao-Long on April 28, 2023, and the effective date of resignation is May 12, 2023.
Note 2: Member Lin, Su-Ming took office on 26 September 2023.
Note 3: The Company has received a letter of resignation from member Lee, Chen-Jung with an effective date of 31 March 2023.
Note 4: Member Hsieh, Ming-Hung took office on 11 May 2023.
Note 5: Please refer to the Company's 2023 Annual Report for more information on the operation of the Board and its functional committees

Functional committee regulation

Organizational Procedures for Functional Committees:

- Audit Committee Charter
- Compensation Committee Charter
- Corporate Sustainability Committee Charter

3.1.4 Board of Directors performance evaluation

eCloudvalley takes corporate governance seriously and works hard to make sure that the board of directors does its job well. To do this, eCloudvalley follows the best practices of corporate governance for listed and OTC companies and sets up "The Rules for performance evaluation of Boards" that works efficiently. The Board of Directors of eCloudvalley has planned to evaluate how well they are doing, which covers the performance of the whole board, each board member, and each committee. This way, they can make sure that the board is running smoothly. The 2023 Board Self-Evaluation has three parts: a survey for the whole board, a survey for each board member, and a survey for each committee. The results of the 2023 board evaluation showed that the directors of eCloudvalley agreed strongly with how well they were doing on different measures. They showed that the board members can speak their minds, work well with the management team, and act as a good board of directors for eCloudvalley. The board of directors of eCloudvalley has made its functions stronger, improved the company's governance, and protected the shareholders' rights and interests.

Performance evaluation results

	Board Performance Evaluation	Board Member Performance Self-evaluation	Audit Committee Performance Evaluation	Remuneration Committee Performance Evaluation	Performance evaluation of the Corporate Sustainability Committee
Performance Evaluation Items	1. Degree of Participation in Company's Operations 2. Improvement in the Quality of Board's decision-making 3. Board Composition and Structure 4. Selection and Continuing Education of Directors 5. Internal Control	1. Understanding of Company's Goals and Tasks 2. Awareness of Directors' Responsibilities 3. Degree of Participation in Company's Operations 4. Internal Relationship Management and Communication 5. Professionalism and Continuing Education of Directors 6. Internal Control	1. The degree of participation in the company's operations 2. Awareness of the responsibilities of the Audit Committee 3. Improve the quality of decision-making of the audit committee 4. Composition and selection of members of the Audit Committee 5. Internal Control	1. The degree of participation in the company's operations 2. Recognition of the responsibilities of the Remuneration Committee 3. Improve the quality of decision-making of the Remuneration Committee 4. Composition and selection of members of the Remuneration Committee	1. The degree of participation in the company's operations 2. Awareness of the responsibilities of the Corporate Sustainability Committee 3. Improve the quality of decision-making of the Corporate Sustainability Committee 4. Composition and selection of members of the Corporate Sustainability Committee
evaluation indicators	45 items	23 items	22 items	19 items	17 items
Evaluation result	5.00 points	4.95 points	5.00 points	5.00 points	5.00 points

3.2 Risk Management and Response

GRI 2-25 / 2-26 / 2-27 / 205-1 / 205-2 / 205-3

eCloudvalley has set up organizational rules and risk management as part of its management mechanism to deal with possible risks from different international situations quickly, and we have a risk response plan. In 2023, we spotted and evaluated related risks, took actions, and monitored and reviewed them regularly. eCloudvalley's risk response capacity ensures that we can offer the best service quality, boost customer loyalty, and benefit both parties.

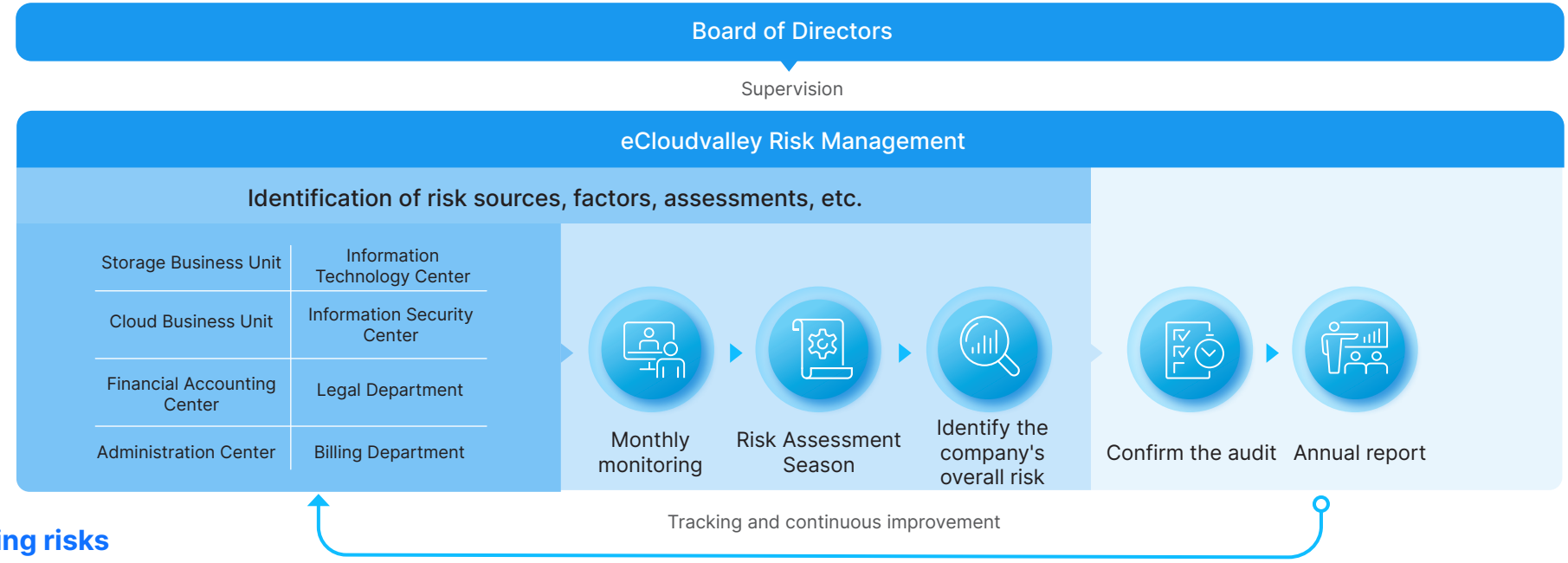
3.2.1 Risk control framework

Our company aims to have a complete risk management framework to help the organization deal with risks at different levels. We don't have a specific committee for risk control yet, but we have different departments working together to set up, maintain and execute risk control. The department monitors and reports all risks monthly, and does a risk assessment quarter in the first quarter of each year to review and assess last year's risks, and also find out the company's overall risks.

Risk management organization and division of labor

Risk Category	Financial risk	Quality and business process risk	Ethical risk	Regulatory and patent risks	Climate risk	Information security risks	Occupational health and safety risks
Responsible Dept	Accounting Center	Quality center	Audit Office / Finance and Accounting Center	Legal Department	ESG Office	Information Security Center	Department of General Affairs
Top management	Chief Treasurer, Chief Accountant	General Manager	Auditor Officer/ Corporate Governance Officer	CEO	CEO	Chief Information Security Officer	CEO
Response	Annual report	4.2.2 The company's quality control	3.2.2 The company's internal control and related ethical system	3.2.3 Compliance with Laws and Regulations	3.2.4 Climate change management system	4.1 Information Security and Personal Data Protection	5.4 Occupational Health & Safety

Risk management and supervision



Emerging risks

In the cloud industry, where technological innovation is progressing rapidly, there are many emerging risks and shocks, and eCloudvalley identifies, evaluates and manages emerging risks that may have an impact on business operations, and these risks may require specific countermeasures. Among the emerging risks identified by eCloudvalley this year, three risks that deserve special attention are: Misinformation and Disinformation, and Adverse outcomes of AI technologies and cyber insecurity.

Emerging risk identification procedures

World Economic Forum(WEF) Global Risks → **Whether it meets the emerging risk requirements** → **Assess the impact of risk on eCloudvalley** → **Analyze the impact dimensions and develop actions such as risk response, mitigation and prevention**

Note: As defined by the S&P Global Corporate Sustainability Assessment(CSA), emerging risks must meet the following 6 elements:
(1) Significant, emerging/material, (2) Long-term risk, (3) Significant impact on the company, (4) External risk, (5) Specific impact, and (6) Public disclosure

Emerging risk analysis and countermeasure

Risk	Effect	Countermeasure
Misinformation and disinformation	Errors and false information about cloud services can damage the reputation of eCloudvalley. The dissemination of false and false information in any form, directly or indirectly, through eCloudvalley may lead to customer distrust, loss of business, loss of customer satisfaction and stickiness, and even legal action.	• Implement multi-factor authentication and access controls to prevent unauthorized access and data tampering. • Educate customers and employees to verify information from trusted sources. • Monitor cloud environments, cloud resources, social media, and more for traces of errors and misinformation, and address them in a timely manner through transparent communication.
Adverse outcomes of AI technologies	AI systems deployed in the cloud produce negative outcomes, such as biased decision-making, privacy violations, or security breaches, which can compromise the provider's AI capabilities and trust in overall service reliability.	• Comprehensively test and validate AI algorithms prior to deployment to identify and mitigate biases and risks. • Implement strict data privacy measures and comply with the requirements of the Personal Data Protection Act or related equivalent laws and regulations. • Formulate the "Administrative Measures for the Use of Generative AI" to avoid the risks it may bring. • Regular monthly advocacy to remind employees of the legal, compliant, and safe use of AI-generated content. • Provide transparency into AI processes and decision-making, building trust and accountability.
Cyber insecurity	Cybersecurity threats such as data breaches, ransomware attacks, and insider threats pose significant risks to eCloudvalley and its customers. A single breach can lead to data loss, downtime, financial losses, and reputational damage.	• Implement strong encryption at rest and in transit in cloud environments. • Implement multi-factor authentication, intrusion detection systems, and security analytics to proactively detect and respond to threats. • Conduct regular security reviews, vulnerability scans, and penetration tests to identify and address security weaknesses.

3.2.2 The company's internal control and related ethical system

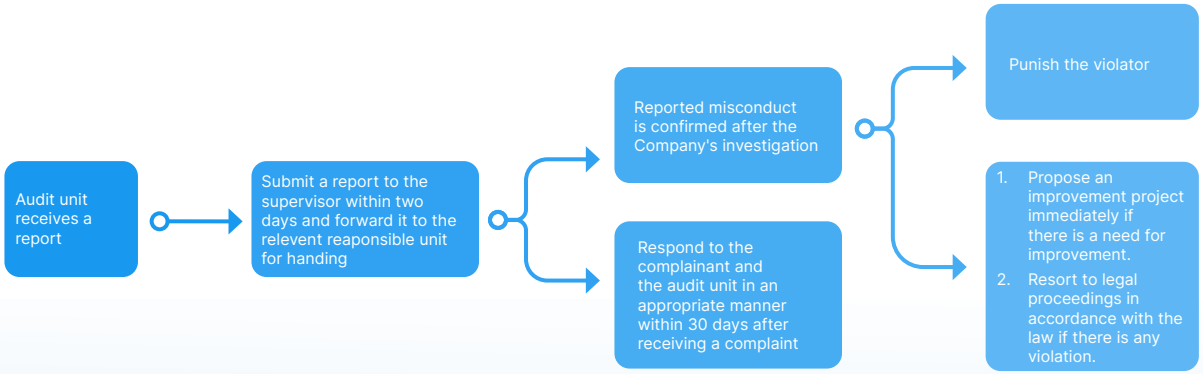
eCloudvalley has created the "Corporate Governance Best Practice Principles", "Ethical Corporate Management Best Practice Principles", "Procedures for Ethical Management and Guidelines for Conduct", "Guidelines for the Adoption of Codes of Ethical Conduct" and "Sustainable Development Best Practice Principles" to foster a corporate culture of ethical management. These rules mandate employees to follow relevant standards, and regularly promote and educate and train them to fully carry out corporate governance and integrity management.

Mechanism and process

eCloudvalley has set up a reporting and complaint mechanism for stakeholders to report and complain about corporate staff who break corporate governance, commit fraud, corruption and other crimes, and make recommendations to improve corporate governance. The company has an email address on its website and internal audit as the special handling unit.

The company has proper security mechanisms to protect the privacy and reporting/complaint channels of employees, investors and other stakeholders. In 2023, there were no breaches of integrity management, corruption, anti-competitive practices, antitrust and monopoly, showing that corporate governance was effective and transparent. Also, we checked for insider trading, and did three education sessions for directors and managers and one-hour education sessions for each of the 118 employees in this disclosure period.

Reporting and appeal channel handling process



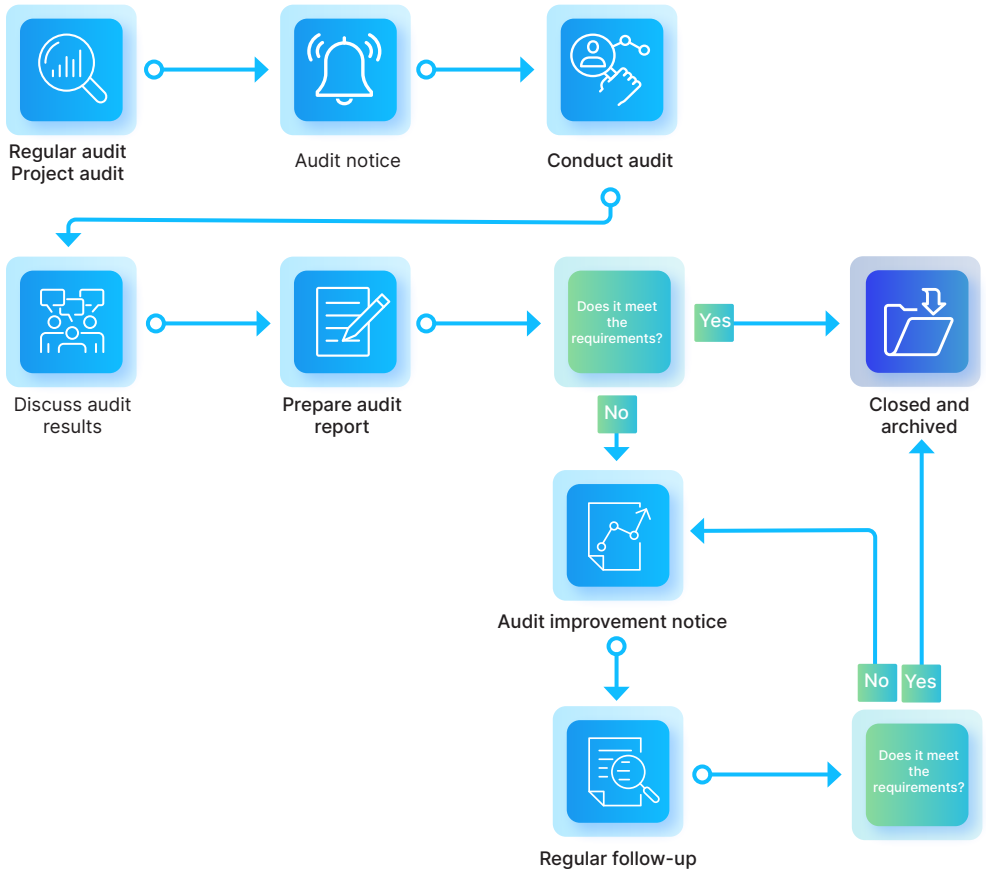
Issue Category	Authorities and Responsible Units
Accounting, Critical Information, Corporate Governance or Investor Related	Accounting Unit or Spokesperson
Legal and Litigation related	Legal Unit
Business, procurement-related	Sales Unit
Human Resources and Sexual Harassment	Human Resources Unit

Complaint Email: stakeholder@ecloudvalley.com

Internal audit

The Company uses the criteria for setting up an internal control system in accordance with “Regulations Governing Establishment of Internal Control Systems by Public Companies “ (hereinafter referred to as the "Handling Standards") to assess whether its internal control system design and implementation are effective. The standard divides the internal control system elements into five management control processes: Control Environment, Risk Assessment, Control Operations, Information and Communication, and Supervision Operations. To audit and evaluate the internal control system's weaknesses, measure the effectiveness and efficiency of its operation, and provide timely improvement suggestions to the Company's Board of Directors and managers, the Company has established the internal audit implementation rules to specify the audit scope, the audit unit's authority and responsibility, and the audit object's authority and responsibility, and to create a sound internal audit process. The internal audit will conduct regular and irregular audits according to the plan, and report the audit results to the management.

Internal audit flowchart



3.2.3 Compliance with laws and regulations

eCloudvalley follows the laws and regulations of different countries where it operates by setting up a robust compliance system. It also tracks and evaluates how well it implements various compliance plans through regular legal updates. Moreover, the legal department educates and trains our employees on compliance issues to make sure that all our businesses are lawful and ethical. eCloudvalley's legal team also keeps an eye on any domestic and foreign policy and legal changes that may affect the company's business and finances significantly.

Legal compliance cycle

Identify compliance obligations	**Existing document control and evaluation follow the project**	**Provide legal risk assessment opinions and provide corresponding recommendations to relevant senior executives and department heads**	**Senior executives and department heads adjust and implement related management matters in response to legal updates**

3.2.4 Climate change management system

Climate change has become a critical issue in the 21st century, and countries, governments, businesses, advocacy groups, and global regulators are working together to promote common climate action to contain the negative impacts of climate change. Initiatives such as the Paris Agreement (2015) and the Climate Pledge are commitments that should be followed in our efforts to promote environmental sustainability. Based on the recommendations of the Task Force on Climate-related Financial Disclosure (TCFD), eCloudvalley responds to the four major aspects of climate management, and for more information on climate governance, risks and opportunities, please refer to Chapter 7 - Climate Governance in this report.

Disclosure of the core elements of TCFD

Governance

The Board of Directors of eCloudvalley oversees the risks and opportunities arising from climate change and its impacts. In order to improve management efficiency, the Corporate Sustainability Committee has been set up as the responsible unit for eCloudvalley's sustainability and corporate risk governance.

The Corporate Sustainability Committee is responsible for formulating the overall sustainable development direction of eCloudvalley and designating the Sustainability Development Office to implement sustainability-related businesses, including considering climate risks and opportunities. The ESG Office submits reports to the Corporate Sustainability Committee and the Board of Directors at each stage of implementation to ensure that climate risk opportunities are timely and transparent, and communicates with other stakeholders through disclosure in the sustainability report or official website.

Strategy

eCloudvalley takes sustainability as one of the driving forces for corporate development, and reducing the carbon emissions of our business activities is our planning direction.

Through cloud-based technology, process and environmental management, eCloudvalley integrates technology expertise to help customers optimize business operations and reduce their carbon footprint. eCloudvalley also co-innovates with customers, supplier partners, and academic organizations to develop next-age solutions centered on climate change and reduce the environmental impact of human activities.

eCloudvalley plans to complete the goal setting of carbon neutrality and net zero emissions by 2030 and incorporate them into our sustainable development roadmap.

Risk Management

eCloudvalley has completed the identification of climate opportunities and risks, including transition risks, physical risks and opportunities, and conducted scenario analysis with reference to three future scenarios. In response to regional risks, eCloudvalley conducts environmental assessment and risk prediction of each operating site, focusing on two issues: employee safety and continuous operation.

eCloudvalley's priority opportunities include resource efficiency, energy sources, products and services, markets, and resilience. The risk component is divided into policy and regulatory, technical, market, reputational and physical risks in transition risks, both immediate and long-term.

Metrics and Targets

In 2023, eCloudvalley completed the greenhouse gas inventory for the first time and passed the external audit verification, with a combined emissions of 231.07 CO_2e for Scope 1 and 2, and 371.11 CO_2e for Scope 3, with a total emission of 602.17 CO_2e. The greenhouse gas inventory and verification will be in line with the company's development strategy, gradually incorporate the emissions of each subsidiary and set a base year as soon as possible, and set the scientific reduction target of eCloudvalley in accordance with the requirements of SBTi.

eCloudvalley actively works with internal teams, customers, supply chain partners, governments and our communities to drive efforts to mitigate the impact of climate change.

3.2.5 Business Continuity Plan

The Business Continuity Plan (BCP) is considered an important function in eCloudvalley, as the BCP will directly affect some of the key risks faced by eCloudvalley to customers and business operations, such as cybersecurity, information security and information privacy. Our BCPs are ISO 27001 compliant, emphasizing robust systems, process security and resilience, with operational resilience in mind, and all business-related key activities are reviewed annually.

Business continuity plan management system

An ongoing process involves reviewing plans, testing through drills, identifying problems, and applying what has been learned.

Business Impact Analysis (BIA)	Operational Continuity Recovery Strategy and Plan	Implement drills, review and adjust preventive measures	Detailed resiliency policies, roles, and responsibilities
Identify key business and process components	Documentation, review and approval	On-site collection, clean-up, plan correction	Identify relevant persons and stakeholders

04 Risk Management

4.1 Information Security and Personal Data Protection

4.2 Service Quality and Customer Relationship



KEY PERFORMANCE

- Successfully renewed ISO 27001 and 27017 certifications
- Accumulated 7 green technology patents
- Customer satisfaction reached 95.9%
- Customer retention rate reached 95%

4.1 Information Security and Personal Data Protection

As a professional cloud service brand, eCloudvalley knows the information security risks of new technologies, so we value information security. Traditional information security methods cannot fully protect the cloud environment, and physical information security devices cannot monitor or defend the events in the cloud environment. To provide customers with secure cloud services, we have adopted the latest cloud information security technology to detect and prevent attacks on all cloud virtual hosts. We also keep improving our technology and management processes to secure our customers' data and systems. We believe these measures are not only our duty to our customers, but also the key to staying ahead.

Moreover, we do information security drills every year to increase our colleagues' awareness of information security risks and learn the latest information security concepts. We also keep getting the ISO 27001 information security management system and ISO 27017 cloud service information security management certification, and got the ISO 9001 quality management system certification in 2020 to ensure eCloudvalley's service quality.

4.1.1 Information security risk management

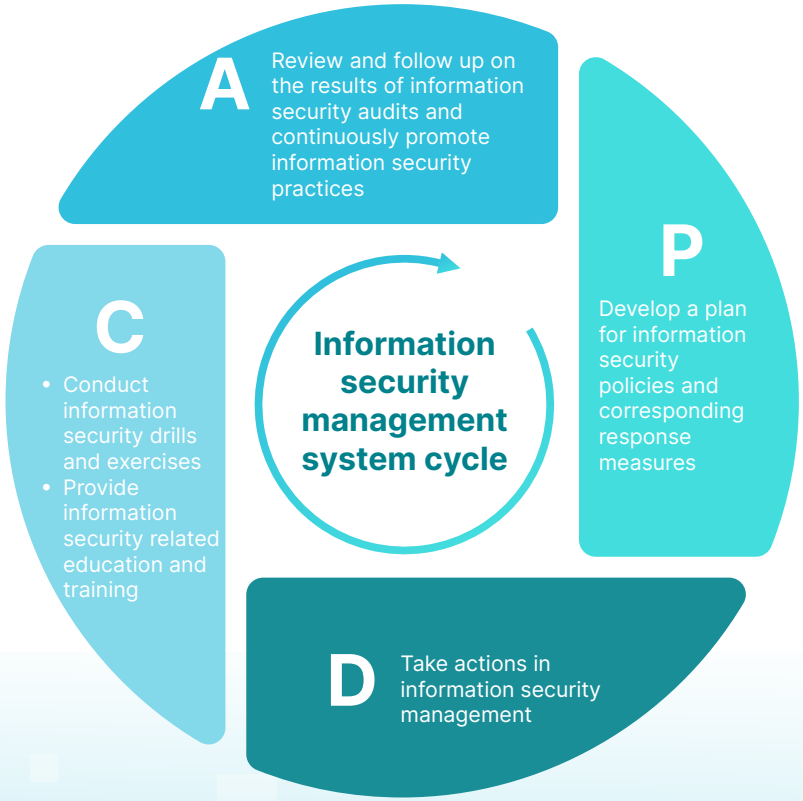
Ensuring information security is a high priority for eCloudvalley, and it is in charge of the planning, monitoring and implementation of information security management operations of the information security system, and advancing and carrying out relevant information security matters within the company. The tasks of the Chief Information Security Officer include developing the company's comprehensive information security policy, information security-related drills, education and training, etc., to make sure that all employees within the company can follow information security policies and best practices. Moreover, the CISO acts as the top supervisor of the information security team and is accountable for coordinating and overseeing all related information security activities. Finally, report to the CEO on the overall information security execution and policy implementation to ensure that the company can adjust to the changing information security environment.

eCloudvalley information security management architecture

CEO	Lead eCloudvalley information security to stay above the industry, and meet the company's strategic direction and quality requirements.
Chief Information Security Officer	1. Ensure the implementation of the company's information security responsibilities and information security policies, and provide suggestions to senior management on corresponding measures according to the company's operation situation at any time in response to information security issues. 2. Report relevant resource coordination matters to the representatives of the organization as necessary, and be responsible for coordinating the allocation of relevant resources required for the implementation of the management system. Responsible for early warning and monitoring of information security status, and handling information security incidents.
Department of Information Security	Promote information security-related activities, conduct information security-related education and training, establish emergency response and recovery measures for security incidents, implement improvements in preventive measures, and research new information security products or technologies.

4.1.2 Information security management action

eCloudvalley cares deeply about the protection of customer data and related privacy rights, and has written a clear privacy statement that explains how customers' personal data is collected, processed and used. In the course of providing services, we follow the relevant laws and the terms of this statement. Through strict information security measures and the promotion of information security awareness among all employees, we prevent data leakage, violation of customer privacy or loss of customer information through multiple safeguards, regular testing, education and training. We have also not received any complaints about unauthorized re-use of customer data.



P

Establish guide lines for "Information Security Policy," "Privacy Statement," and "Quality Security Policy."

D

- Monthly dissemination of comprehensive group wide information security knowledge or reminders via email.
- Conduct information security management actions based on the ISO 27001 and ISO 27017 frameworks.

C

Aggregate risk identification results and analyze overall risks using qualitative and quantitative methods separately.

A

The Information Security Responsibility Unit shall adequately document the information security management procedures and execution results, and regularly report the company's information security management operations to senior management, including presenting reports at board meetings.

Information security certification (ISO 27001, ISO 27017)

- ISO/IEC 27001:2013
  Certificate TW17/01046
  Valid from 6 October 2023 to 31 October 2025
- ISO/IEC 27017:2015
  Certificate TW17/01047
  Valid from 6 October 2023 to 31 October 2025

Information security management actions

We follow the ISO 27001 information security management system framework to ensure information security management for our cloud professional services, so that enterprises can trust us to move to the cloud. We have also achieved the third-party certification of ISO 27001 information security management system. This means that our information security policies, operations, and management processes are in line with the laws and regulations of the country we operate in.

Inspection items of ISO 27001 information security management system

Information security policy	Establish an information security policy and conduct regular management and review measures to protect the organization from information security threats.
Information security organization	Describe the responsibilities of the information security organization, departments, and relevant personnel to ensure the responsibility and efficiency of the organization's information security.
Human resources security	Ensure that employees have a clear understanding of their information security responsibilities and related matters when they are onboarded, left and reassigned to reduce information security risks.
Asset management	Establish asset-related processes and custody policies to ensure information integrity.
Access control	Establish employee information security rights management policies and make employees aware of their responsibilities and obligations to protect the organization's information security.
Cryptology	Reduce information security risks by using encrypted passwords to protect the confidentiality, integrity, and availability of information.
Physical and environmental security	Describe how to secure the location of assets, equipment, and buildings to prevent unauthorized access from unauthorized persons.
Safe to operate	Provide guidance on the collection and storage of information correctly and securely to ensure the security and integrity of information.
Communication security	Cover the security and availability of all network transmissions, and do a good job of information backup and network security management to reduce information security risks.
Information system acquisition, development, and maintenance	Detail the process of security measures in system access, development, and maintenance to ensure the security and integrity of information.
Supply relationships	Explain how the organization interacts with external parties to maintain information security while ensuring information security.
Information security incident management	Describe how to handle incidents that could lead to compromised information security to minimize risk.
Information security operational continuity management	Covers how to handle and recover in a timely manner when a business is interrupted (e.g., failure, natural disaster) to reduce the impact of the business disruption.
Compliance	Ensure that the organization's information security policies, operations, and management processes comply with the laws and regulations of the country in which they belong.

Results of information security education and drills

The information security team evaluates the risks and vulnerabilities that can affect the organization's information security, and analyzes their possible impact and frequency. The company also educates and trains employees on information security regularly, and sometimes performs social engineering exercises to raise their awareness of information security and decrease the operational consequences that may result from information security issues. The outcomes of the assessment will be shared in the annual management review meeting for improvement and follow-up of high-risk projects.

As a leading brand that offers professional cloud services, eCloudvalley conducts information security exercises every year to help all employees learn the latest information security protection concepts. Each employee participates in the "Personal Data and Information Security Awareness Training" at least once a year, which includes basic concepts, threats and prevention, social engineering and other related education and training programs.

Educational and training topics



Personal Data Protection Practices

302	100 %	67.87 hours
Number of participants	The pass rate of the post-course assessment	Total training hours

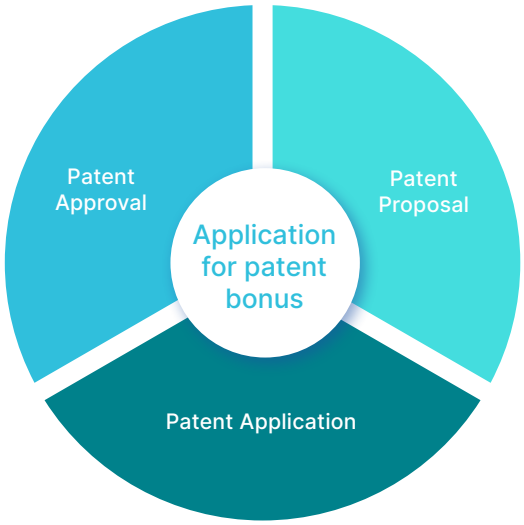
4.2 Service Quality and Customer Relationship

GRI 308-1/308-2/414-1/414-2

The cloud market is expanding, and so is the customer base of eCloudvalley's products and services. We care a lot about optimizing our services to improve their quality. Thankfully, these efforts and improvements have earned us many domestic and international awards and recognitions, such as the 7th place in the global vertical market cloud hosting providers ranking by ChannelE2E, the 1st place in Asia, and the first EE Awards gold selection cloud provider award in the Asia Pacific region. These awards are the best evidence of our constant efforts and dedication to our customers, and also motivate us to keep offering better products and services in the future, and thank our customers for their trust and support.

4.2.1 Intellectual property and green intellectual property

eCloudvalley continues to pursue innovation and R&D, so we also attach great importance to the protection of intellectual property rights, and we firmly believe that the protection of intellectual property rights can reduce the risks of the company's operations.



Patent management system

The cornerstone of patent management	We have established written policies such as "Patent Management Procedures," "Patent Proposal Operation Guidelines," and "Patent Application Operation Guidelines," which clearly define the procedures related to patents. We conduct personnel education and training to effectively implement patent management.
Encouraging patent application mechanisms	To encourage employees to actively engage in research and creation, eCloudvalley has established the "Patent Incentive Operation Guidelines." Through concrete incentive mechanisms, we encourage employees to actively participate in patent proposals, stimulating them to present innovative achievements worth protecting with forward-thinking ideas, and continuously develop products and services that align with market trends.
Patent education and training	In order to actively promote employees to effectively understand and apply the basic concepts of patents, we have formulated the "Patent Education and Training Practice Specification" to clearly summarize the compulsory themes and curriculum planning of education and training, and use the eLearning platform to educate and train all employees on compulsory courses. In addition to using the eLearning platform to promote patent concepts to colleagues, we also regularly publish internal patent e-newsletters every month, with topics such as patent laws and regulations, current affairs, innovation issues and relevant internal norms, etc., as well as patent stories, patent dictionaries, and patent FAQs, so that colleagues can easily and quickly absorb patent-related knowledge.

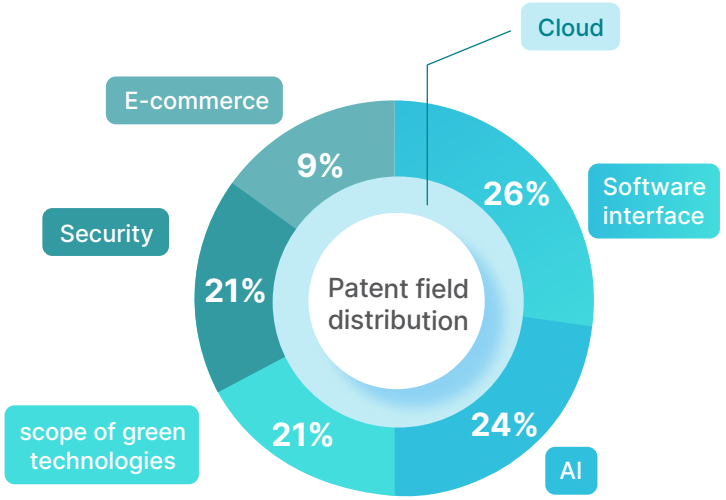
Patent incentive mechanism

By the end of 2023, eCloudvalley has achieved 18 patents and received the approval notice from the relevant authority under the sound system planning, showing our accomplishments in innovation patents.

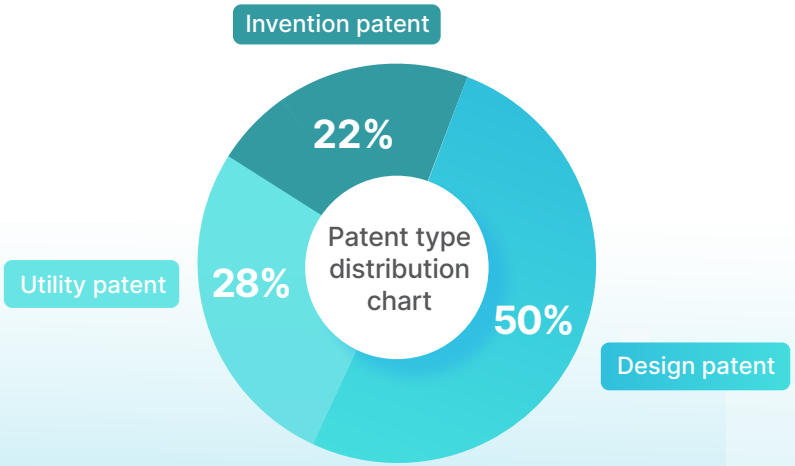
Through the World Intellectual Property Organization (WIPO) and national intellectual property offices to include the WIPO Green Catalogue and the fast-track examination system for environment-friendly related technologies, eCloudvalley actively conducts patent layout for cloud and artificial intelligence technologies with the benefits of lowering carbon emissions, which can enhance the efficiency of resource use and improve the process, and attain the advantages of efficiency optimization, and has secured at least 7 patents in total. The patents cover the area of green technologies, such as multi-cloud resource management technology related to cloud platforms or servers, customer segmentation technology for e-commerce customers, and alert technology for system anomalies.

Patent acquisition

No.	Patent	Application Area	Type
1	Cloud resource management systems, cloud resource management methods, and non-instantaneous computer-readable recording media	R.O.C. Taiwan	Invention patent
2	Cloud resource management system, cloud resource management method, and non-transitory computer-readable storage medium	US	Invention patent
3	Servo billing equipment	R.O.C. Taiwan	Utility model patent
4	Cloud-based resource management system	R.O.C. Taiwan	Utility model patent
5	Graphical user interface for display screens	R.O.C. Taiwan	Design patent
6	Graphical user interface for display screens	R.O.C. Taiwan	Design patent
7	Graphical user interface for display screens	R.O.C. Taiwan	Design patent
8	A user management device that can determine whether an anonymous user belongs to a specific user group	R.O.C. Taiwan	Utility model patent
9	A prediction device that predicts whether a user belongs to a valuable user group based on its short-term characteristics	R.O.C. Taiwan	Utility model patent
10	Service anomaly detection and alarm methods, devices using this method, storage media of this method, and computer software programs that generate abnormal alarms	R.O.C. Taiwan	Invention patent
11	Personalized product recommendation system	R.O.C. Taiwan	Utility model patent
12	Cloud-based data management system and methodology, as well as non-instantaneous computer-readable recording media	People's Republic of China	Invention patent
13	Graphical user interface for computer program products	and countries	Design patent
14	Graphical user interface for computer program products	R.O.C. Taiwan	Design patent
15	Graphical user interface for computer program products	R.O.C. Taiwan	Design patent
16	Images of computer program products	R.O.C. Taiwan	Design patent
17	Graphical user interface for computer program products	R.O.C. Taiwan	Design patent
18	Graphical user interface for computer program products	R.O.C. Taiwan	Invention patent



Note: Patents are classified by field to improve readability, and the use of patents is not limited to this diagram.



4.2.2 The company's quality control

In order to provide customers with high-quality services, eCloudvalley has introduced the ISO 9001 quality management system and assisted the company in improving risk management through the ISO management framework. Its process includes risk issue identification, risk analysis and assessment, risk treatment and control, risk monitoring and review, and response to risk disclosure, and continuously improves the uncertainty risk factors in operations through the Plan, Do, Check, and Adjust mechanisms (hereinafter referred to as the "PDCA").



4.2.3 Supply chain management

The "Procurement Management Measures" are set up to guide the Company's commercial and non-commercial procurement and supplier management. The buyer should find and register trustworthy, high-quality, or cheap suppliers in the "Supplier List" for the first purchase and update it as needed. The buyer should also fill out the "Supplier Evaluation Form" and evaluate the suppliers. The "Supplier List" should be revised after the evaluation. The annual evaluation should start in January and finish by the end of February next year.

2023 Supplier evaluation results

2023 Supplier evaluation results		
Level A	80 points or higher: Can increase the number of purchases or the number of transactions	22
Level B	70-79 points: Maintain the existing scale of transactions	2
Level C	60-69 points: Reduce the number of purchases or transactions	1
Level D	60 points or less: Request improvement and re-evaluation	0



4.2.4 Service flowchart

eCloudvalley strives to offer a superior service experience, and we will tailor the best solution for each customer based on their needs from initial assessment to later improvement. Our services include migration and integration, and we use eCloudvalley's patented cloud management platform to help customers manage costs and provide optimization tips, so that customers can flexibly and rapidly scale their resources.

Service process

Step 1

Assessment and planning

After understanding the customer needs in detail, eCloudvalley professionals use professional cloud architecture knowledge to evaluate the customer needs. After the assessment is completed, the client is provided with detailed recommendations for action plans and statements of work for the next stage, which will help the client adjust the company's digital transformation strategy to influence the company's IT systems and operational direction.

Step 2

Execution and deployment

According to the priority of customer needs, choose the appropriate one applications and tools and decide on usage patterns and clouds architectural design. At the same time, eCloudvalley will also be based on customer's needs, design suitable running documents, and assist users design, relocation, integration, and verification of cloud architecture with the cutting process.

Step 3

Managed and optimization

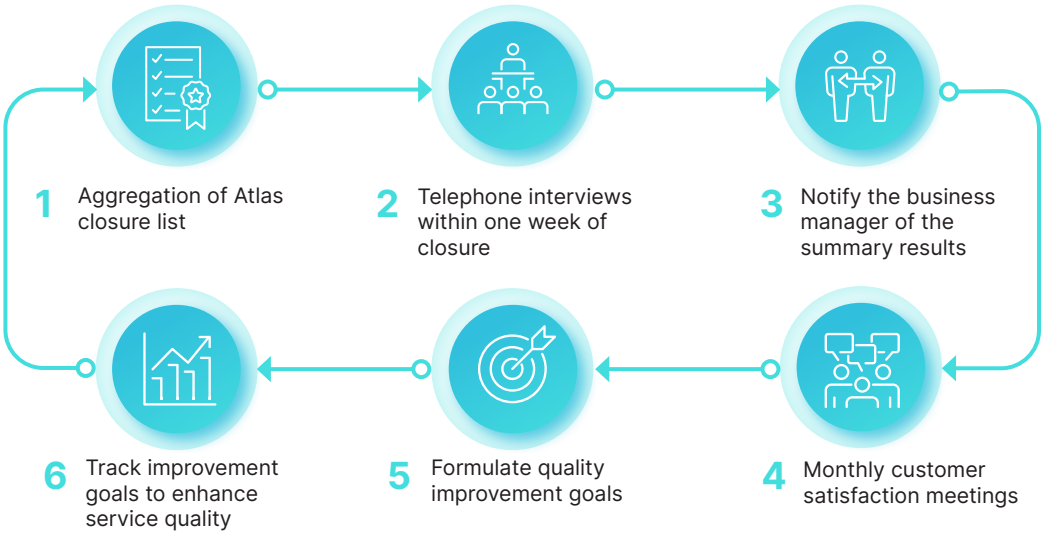
To assist customers in the use and optimization of the cloud, customers can use eCloudvalley's patented cloud management platform Atlas to easily obtain continuous cost control and suggestions, and can continue to optimize relevant deployment suggestions through the MSP hosting services provided by eCloudvalley, helping enterprise IT to easily and quickly keep up with the pace of company expansion.

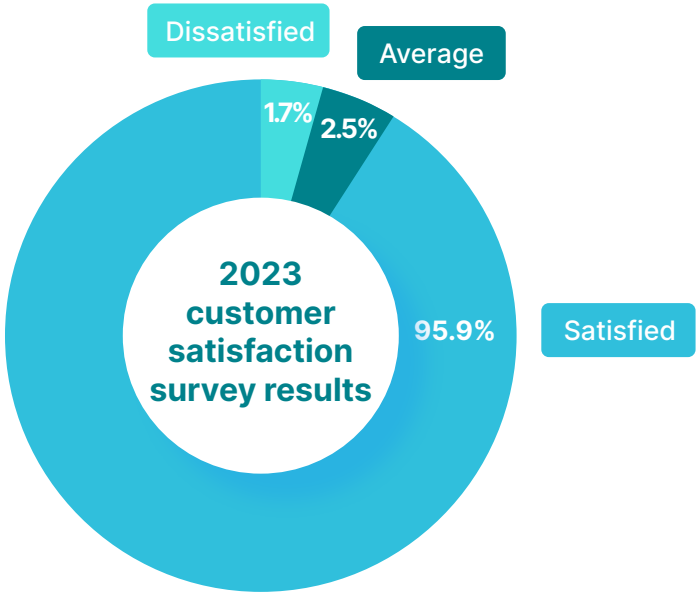
4.2.5 Customer satisfaction

We strive to enhance our customer service by constantly improving the quality of our services, and to ensure customer satisfaction by regularly monitoring and reviewing the project execution and customer feedback. In order to build a customer-centric quality system and business philosophy, we will develop appropriate improvement plans based on the improvement suggestions made by customers, and continue to create higher service value for customers. In order to achieve continuous improvement, eCloudvalley has established the MSP customer satisfaction management method, which stipulates that after providing customer service, eCloudvalley will conduct customer satisfaction surveys to obtain impartial customer feedback. The feedback includes the status of the problem resolution, customer satisfaction scores, whether the processing speed meets the requirements of the service-level agreement (SLA) signed, the frequency of business follow-ups, and other recommendations. The customer satisfaction score is based on a 5-point scale: 1 point for very dissatisfied, 2 points for dissatisfied, 3 points for average, 4 points for satisfied and 5 points for very satisfied. If the customer responds with a score of 3 or lower, we will ask the reason for the dissatisfaction as a direction for improvement.

Through this satisfaction feedback system, we assess the customer's satisfaction with the company's services, further understand the gap between customer needs and expectations, and use it as the basis for operation management and continuous improvement, so as to achieve the company's sustainable business goals. Therefore, MSP supervisors hold monthly customer satisfaction review meetings to discuss and select items that customers are unhappy with as quality improvement goals. If the customer has follow-up suggestions or complaints, the head of the engineering department or business department will follow up and handle them. The overall customer satisfaction performance results will also be reviewed at the annual management review meeting to show the importance that eCloudvalley places on customer opinions. Through the systematic management method mentioned above, eCloudvalley will continue to optimize service quality and continue to increase customer satisfaction, so as to continue to grow its market share and brand value. As an AWS solution provider, eCloudvalley has always valued customer satisfaction with the technical services provided every time. In 2023, we collected a total of 606 valid customer satisfaction survey questionnaires, of which 448 were rated out of 5 and 133 were rated 4, showing that a whopping 95.9% of our customers were "very satisfied" or "satisfied" with our services, an increase of 1% compared to last year. This result is a testament to the quality of our service and the result of our continuous efforts to provide excellent service.

Customer satisfaction survey process





4.2.6 Customer stickiness

eCloudvalley is the best digital transformation partner for enterprises, and we value our customers' feedback. We use customer stickiness as a key measure of our cloud service quality. The higher the customer stickiness, the more trust and reliance our customers have on us, and the more likely they are to stay with us for a long time, bringing us stable revenue. We also analyze the changes and differences in customer retention every year to help us understand our customers' needs and feelings better, and adjust our services accordingly to keep growing.

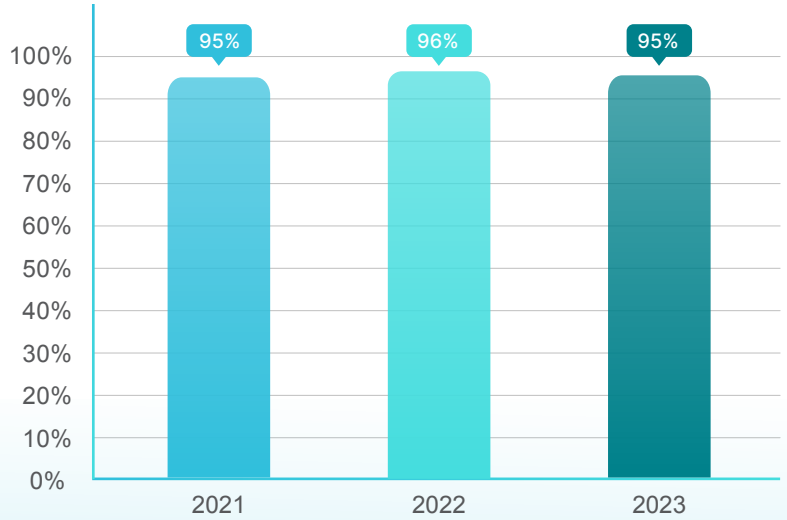
eCloudvalley has kept an average customer stickiness of over 95% since its inception, and we never let our guard down even as we serve more customers. We always put our customers first, provide high-quality services, and strive for excellence. The following are the customer stickiness statistics for the past three years, and we maintained 95% customer stickiness in 2023, which shows that our customers trust and rely on our services and want to continue working with us.

We think that customer satisfaction and stickiness are not only measures of our service quality, but also indicators of our value. So we keep improving our service quality to offer our customers more comprehensive, efficient, and secure cloud solutions to achieve their business goals and create more value.

Calculation of customer stickness

$$\text{Customer Stickiness} = 1 - \frac{\text{Total number of customers leaving during the year}}{\text{(Number of remaining customers in the prior year + Number of remaining customers in the year) /2}}$$

eCloudvalley's customer stickiness in the past three years



05 Employee Care

5.1 Human Rights
5.2 Talent Attraction and Retention
5.3 Employee Development and Benefits
5.4 Occupational Health & Safety



KEY PERFORMANCE

Conducted the first human rights due diligence, identifying 9 risk items

The local employment rate overseas exceeds 90%

The gender ratio is nearly 1:1, with a pay ratio of 1:0.844

5 GENDER EQUALITY
8 DECENT WORK AND ECONOMIC GROWTH
10 REDUCED INEQUALITIES

5.1 Human Rights

GRI 2-23 / 2-24 / 2-30 / 406-1/407-1/408-1

As a cloud professional service provider in Southeast Asia, eCloudvalley values talent. We follow the UN Sustainable Development Goals (SDGs) of SDG5 gender equality and SDG10 reduced inequalities in our talent management strategy. We respect different identities, and ensure equal policies and fair rights for all employees.

We have a diverse talent acquisition strategy to recruit the best people to our team. We have a clear system for recruitment, training, promotion and benefits. We have a comprehensive career plan and development path for our employees. We want eCloudvalley to keep attracting excellent talents, offer them a good work environment and growth opportunities, and achieve personal and corporate goals together.

5.1.1 Human Rights Policy

eCloudvalley adheres to international conventions, including the Universal Declaration of Human Rights (UDHR), the United Nations Global Compact (UNGC) and the International Labour Convention (ILO). to ensure the protection of human rights and the promotion of fundamental principles. In addition, in order to uphold the highest guiding principles for the protection of human rights, we have developed a Human Rights Policy to guide our team in addressing human rights issues that are closely related to our operations. We are committed to equal pay for equal work, providing a healthy and safe working environment, supporting freedom of association, promoting labor harmony, and protecting personal data, and prohibiting any human rights violations, such as human trafficking, forced labor, and child labor. We have zero tolerance for discrimination, sexual harassment and non-gender harassment. At the same time, this concept is translated into a human rights statement, which is displayed on our official website.

Human Rights Declaration

The principle of confidentiality is adopted throughout the process to protect the parties and do not affect the rights and interests of the parties

Incident Occurrence

Happening specifically to the parties
- Witnessing with once eyes

Complaint

- In the form of Mail / Phone
- Explain the incident, time, and people involved in the problem with his or her name Member/ Department

Assessment and Treatment

HR conducts case evaluations and establishes how to handle them
- Flexibly form a sexual harassment complaint handling team to deal with the assessment conclusions

Concern and implementation of human rights in eCloudvalley

Prevention and control of sexual harassment

In terms of internal communication, eCloudvalley also spares no effort to convey that we attach importance to gender equality and workplace health, and we regularly publish emails to colleagues and on the internal website platform.

Consciousness awakening
Break through the ideological framework of traditional concepts, and start from the perspective of gender equality, and have a correct understanding and keen awareness of the essence of sexual harassment, that is, power differences

Commitment
Valuing and defending one's own body control and sexual autonomy

Confidence
Have faith in your intuition about your body and feelings

Communication
Either directly (e.g., face-to-face, letter, etc.) or indirectly (e.g., asking someone to tell him/her to tell him/her information). Let the other person know that his/her words and actions are not welcome and ask the other person to stop them immediately. It is advisable to record at the same time for future evidence. In public, it can attract the attention of bystanders in various ways, using the crowd to scare away or stop the perpetrator, or to ask for assistance from people next to them, who can also be witnesses in the future

Control
If the other party is still the same and wants to harass, you can consider taking a proactive response strategy and report to the human resources department for follow-up treatment

- Gender equality education and training covered all employee
- Regular sexual equality advocacy

Comply with local labor laws

We are committed to complying with relevant labor laws and regulations to ensure that our employees enjoy their legitimate rights and interests. We respect fundamental internationally recognized labor human rights principles, including freedom of association, privacy, the prohibition of forced and child labor, and laws and regulations prohibiting any unfair hiring and discrimination. In addition, we have put in place relevant rules and regulations to ensure that the rights and interests of employees are specifically protected.

- There were no incidents of discrimination in 2023
- There are currently no group agreements
- There were 0 local labor disputes

5.1.2 Human rights due diligence

eCloudvalley recognizes and supports the spirit and basic principles of human rights protection as enshrined in international conventions such as the Universal Declaration of Human Rights, the United Nations Global Compact and the International Labour Conventions. With the escalation of human rights issues, eCloudvalley conducted human rights due diligence for the first time this year to establish the international human rights standards committed to abide by in the "Human Rights Policy" and reduce the possible negative impact of the company's and supply chain operations on human rights.

Due diligence methodology

Frequency	Rated by	Range
eCloudvalley conducts due diligence at least once every two years, reviews management performance, formulates improvement plans, and publicly discloses investigation reports in the event of major human rights issues.	Digital cloud services are service-oriented and involve a value chain that is personal data intensive and its extensions. Therefore, in addition to all employees, the evaluation targets of eCloudvalley also include children, indigenous people, foreign employees and other groups.	The investigation process covers eCloudvalley's own operations, suppliers and customers.

eCloudvalley has established a list of potential human rights issues in line with the Human Rights Policy, which is further supplemented by specific human rights concerns of eCloudvalley's various departments. Subsequently, a total of 22 department heads were invited to conduct human rights due diligence through the workshop.

Human rights issues

- Forced labor
- Human trafficking
- Child labour
- Sexual harassment
- Workplace discrimination (race, gender, nationality, etc.)
- Unequal pay for equal work
- Work overtime
- Occupational safety and health are not implemented
- Deprivation of liberty of the right to associations and organizations
- Labor-management meetings are held irregularly
- There is no communication channel for employees
- Failure to comply with the norms of the current Personal Data Protection Act
- Failure to implement internal controls for the protection of personal information
- Failure to comply with and agree to international human rights principles
- Failure to publicize the concept and value of human rights to the company's stakeholders

Due diligence assessment criteria

The results of human rights risk assessment are presented using a risk matrix, which is used to determine the importance of human rights risks through two dimensions: severity multiplied by likelihood of occurrence. The severity of the risk is based on the scale, scope and remedial nature of the Human Rights Due Diligence: An Interpretive Guide published by the United Nations Development Programme Three directions are defined.

Severity definition for due diligence

Severity	Scale	Scope	Remediability
1	Basic first aid	There was no negative impact on stakeholders	Remedied within 1 year
2	Minor injuries that do not require recuperation	Negative impact on some (40%) stakeholders	Remedied within 1-3 years
3	Minor injuries for short-term recuperation	Negative impact on some (60%) stakeholders	Remedied within 3-5 years
4	Injuries from prolonged recuperation	Negative impact on some (80%) stakeholders	Remedied in 5-7 years
5	Physical disability or death	Negative impact on all (100%) stakeholders	Remedy takes more than 10 years

Due diligence process

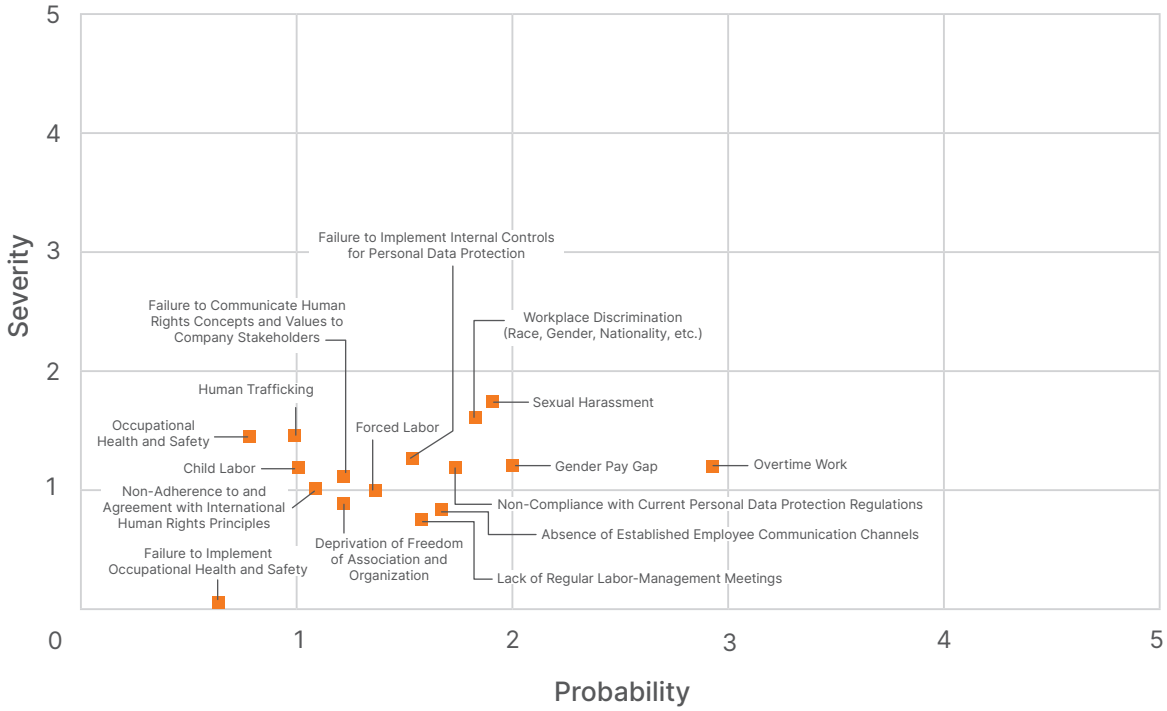
1 Risk identification of human rights issues
- With reference to the United Nations and other international human rights initiatives, as well as domestic and international trends in human rights risks, we develop and identify checklists to identify human rights risks.

2 Risk ranking of human rights issues
- Identify all stakeholders (employees, suppliers, customers) in the upper, middle and lower reaches of the eCloudvalley's value chain
- Risk issues are identified based on the two main axes of "occurrence probability" and "severity".

3 Management & Risk Mitigation
- We investigate and provide explanations for the occurrence or prevention of high-risk issues, and plan mitigation and adaptation strategies.

4 Public disclosure of information
- Review at least every two years and publicly disclose the results of the due diligence.

Human Rights Due Diligence risk analysis matrix



Prioritization of human rights issues and mitigation and preventive measures -Employee

Value chain	Topic category	Human rights risks	Risk level	Mitigation and remediation
 Employee	Providing a Safe and Healthy Workplace	Overtime Work	Low	Set limits on working hours: Determine the maximum number of hours you can work per day or week, and make it clear to your employees Provide flexible working arrangements: Encourage flexible working hours to allow employees to plan their work-life balance Supervision and management: Strengthen the supervision and management of working hours, prevent unnecessary overtime, and provide reasonable compensation such as overtime pay or compensatory leave
	Equal Pay for Equal Work	Gender Pay Gap	Low	Establish a fair remuneration system: Establish a fair remuneration system, regardless of gender, race or other in the salary verification process and promotion process Regular evaluation and adjustment: Regularly evaluate and adjust the salary system, and make reasonable adjustments according to the work performance of employees
	Workplace Human Rights Protection	Sexual harassment	Low	Establish a zero-tolerance policy: Make it clear that the company has zero tolerance for sexual harassment and have a human rights policy and procedures for handling sexual harassment incidents Provide training: Provide sexual harassment awareness training to all employees, including recognizing sexual harassment and how to respond to it Establish a complaint mechanism: Establish an effective sexual harassment complaint mechanism and ensure that communication channels are open and confidential, so that employees can report sexual harassment safely and fearlessly, and strictly investigate and handle complaints

In addition, we assess our suppliers and customers by prioritizing the highest severity issues and their mitigation and remediation measures due to different coverage rates.

Prioritization of human rights issues and mitigation and preventive measures -Suppliers and customers

Value chain	Topic category	Human rights risks	Risk level	Mitigation and remediation
 Vendor	Personal Data Protection	Non-Compliance with Current Personal Data Protection Regulations	Low	Strengthen supplier education and training: Provide training and guidance to suppliers on the norms of the personal data protection law to ensure that they understand and comply with relevant laws and regulations Information security contract: Sign an information security contract with the supplier in accordance with the eCloudvalley supplier management procedure, clearly stipulate the responsibilities and obligations of personal information protection, and emphasize the possible legal consequences of breach of contract Periodic Review: Regularly review the personal data protection measures of suppliers to ensure that they comply with legal requirements and make continuous improvements
	Personal Data Protection	Failure to Implement Internal Controls for Personal Data Protection	Low	Supervision and inspection: Establish an internal control and supervision mechanism for suppliers, conduct regular supervision and inspection, and confirm the effective implementation of personal information protection measures Technical support: Provide technical support and guidance to help suppliers establish and improve internal control mechanisms to ensure the security and privacy protection of personal information
	Workplace Human Rights Protection	Workplace Discrimination (Race, Gender, Nationality, etc.)	Low	Establish an anti-discrimination policy: Work with suppliers to develop an anti-discrimination policy that explicitly prohibits any form of discrimination and establishes a process for handling it Provide diversity training: Provide diversity training, including race, gender, and cultural sensitivity training, to help suppliers promote diversity and inclusion Supplier Corporate Social Responsibility Statement: Clearly stipulates that suppliers shall comply with relevant labor laws and regulations and occupational safety and health norms, protect the legitimate rights and interests of their employees and basic labor human rights, and shall not discriminate against them

Value chain	Topic category	Human rights risks	Risk level	Mitigation and remediation
 Client	Personal Data Protection	Non-Compliance with Current Personal Data Protection Regulations	Low	Provide client education and training: Provide clients with training and guidance on the norms of personal data law, explain the legal requirements to them, and emphasize their importance Client Contract: Sign a contract with the client to clearly stipulate the relevant requirements for personal data protection, including data processing, storage, security, etc., and incorporate the corresponding legal terms and standards
	Personal Data Protection	Failure to Implement Internal Controls for Personal Data Protection	Low	Supervision and inspection: Establish an internal control and supervision mechanism for customers, conduct regular supervision and inspection, and implement the effective implementation of personal information protection measures Provide multi-party support: Provide technical and management support to help customers establish and improve internal control mechanisms, including information security protection and information management
	Workplace Human Rights Protection	Sexual harassment	Low	Establish an anti-sexual harassment policy: Help with the client eCloudvalley's human rights statement, which explicitly prohibits any form of sexual harassment and jointly maintains workplace safety Education and training: Provide sexual harassment prevention and response training, so that customers can understand the harm of sexual harassment, and provide corresponding handling methods and communication channels

5.1.3 Gender equality

We believe that by uniting diverse talents, we can bring innovation and more different thinking, so we continue to be committed to implementing a talent policy that respects diversity, and promotes the concept that everyone has the same right to development, so as to achieve gender equality with practical actions.

Gender equality advocacy and education and training

As a gender-sensitive company, we give equal opportunities to all genders in our hires and actively implement the principle of equality in the workplace. For example, providing flexible working hours, encouraging a balance between family and career, and protecting women's maternity leave rights. In addition, eCloudvalley attaches great importance to the issue of gender discrimination, so we implement corresponding employee education and training, for new employees, we provide education and training on gender equality and sexual harassment on the internal employee learning platform eLearning; For existing employees, we also use the eLearning platform to provide occasional gender equality advocacy activities.

In response to 38 Women's Day #Embrace Equity

As a company that values diversity, equality and inclusion, we believe that everyone should have equal opportunities and respect, so we encourage all employees to break the boundaries of gender stereotypes, eliminate bias and liberate their uniqueness. In 2023, we will also lead by example and hold the International Women's Day event for the second consecutive year, by connecting offices around the world to respond to the concept of "Embrace Equity", our leaders Chairman Lin, Chi-Hsiung, CEO Tsai, Chia-Hung and General Manager Lin I led everyone to send a hug gesture to colleagues that everyone should be treated equally, regardless of gender, identity and background, and encourage all colleagues to join in and share photos of hugging themselves on the community. The event gathered 102 colleagues from Taiwan, the Philippines, Hong Kong, Malaysia, Singapore, Indonesia, Vietnam, and Thailand to participate in the event to embrace equality in response to International Women's Day, raise awareness of gender issues among all colleagues, and show the world that eCloudvalley is committed to creating a better future!

The advocacy from each region



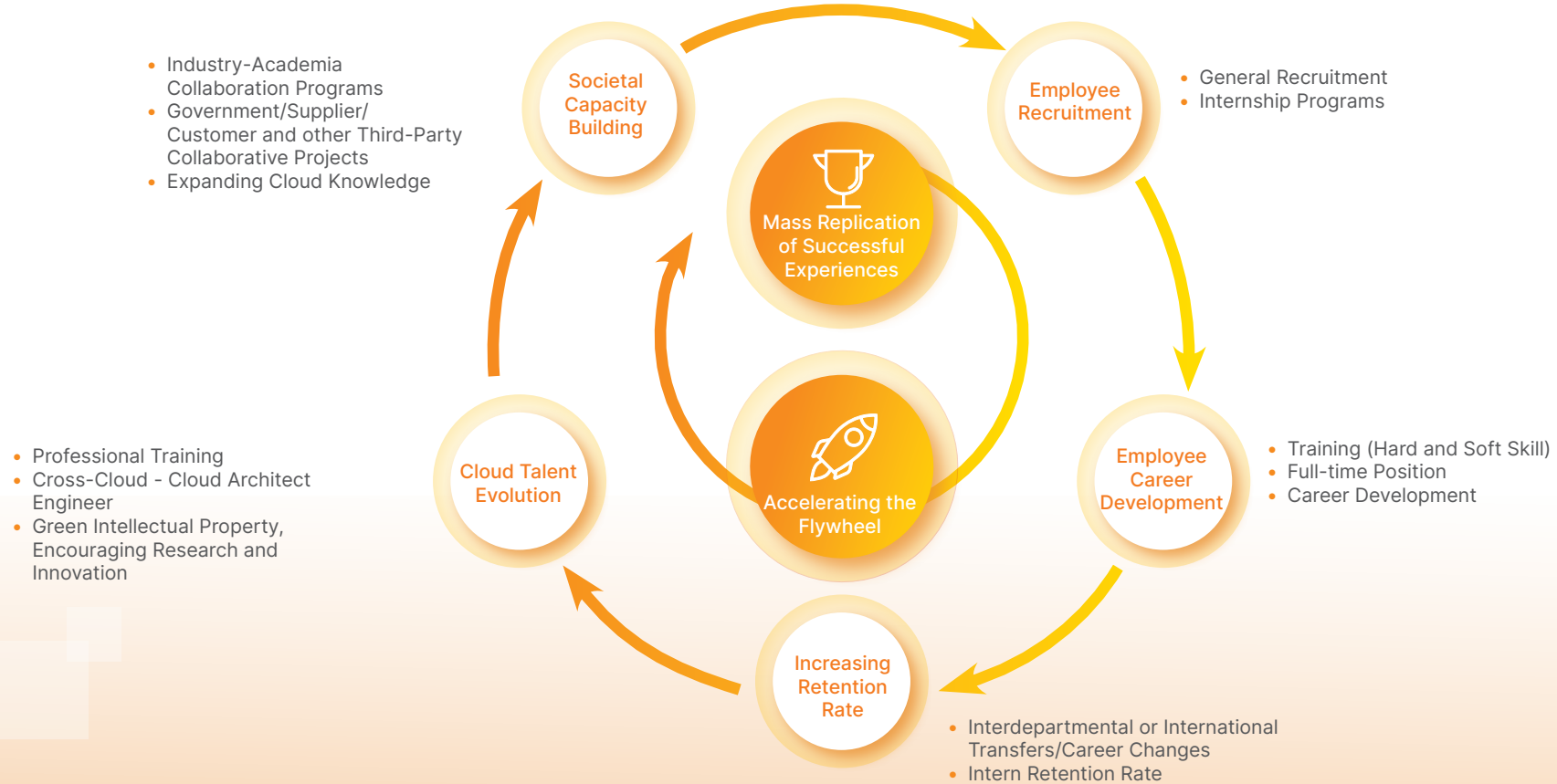
5.2 Talent Attraction and Retention

GRI 2-7 / 2-8 / 202-1/ 202-2 / 401-1 / 401-2 / 405-1 / 405-2

eCloudvalley believes in the concept of "Cloud first" and believes that cloud technology will bring great innovation to various industries, and the market demand for cloud talents and services continues to expand. We are people-oriented, our culture emphasizes "only the unthinkable, nothing can't be done", encourages employees to grow mindset and innovative energy, we provide a fault-tolerant environment, and tolerate and encourage colleagues to have the courage to try.

5.2.1 Talent strategy

We have established a comprehensive talent recruitment, remuneration policy, promotion system and training plan to nurture diverse cloud professionals. We integrate the company's global resources to provide cross-border transfer opportunities, so that employees can communicate with international talents, and jointly serve global users. Talent Flywheel is the development strategy of eCloudvalley, which drives the talent layout of eCloudvalley by replicating a large number of successful experiences and accelerating the flywheel, and continuously cultivates cloud talents to respond to the needs of the cloud ecosystem.



5.2.2 Diversified recruitment

eCloudvalley recruits and trains professional cloud talents to provide quality services to customers. We have a fair recruitment mechanism that values equality and inclusion of gender, race, religion, etc., with a gender ratio of almost 1:1 and a salary ratio of 1:0844, showing gender equality and pay equity. We also expand our overseas business and offer a development platform for young people who want to work in the cloud market. Moreover, we use the "14 Leadership Principles" as the recruitment standard, and the DNA criteria of eCloudvalley to find the right talents for the company. We emphasize the "Cultural Inheritance Course" for new employees to convey the company's values, and reinforce the "14 Leadership Principles" to create an organizational culture that guides employee behavior and practices.

14 Leadership Guidelines

1. Customer Obsession
2. Ownership
3. Invent and Simplify
4. Are Right, A Lot
5. Learn & Be Curious
6. Hire and Develop the Best
7. Insists on the Highest Standards
8. Think Big
9. Bias for Action
10. Frugality
11. Earn Trust
12. Dive Deep
13. Have Backbone; Disagree and commit
14. Deliver Results

STAR recruitment system

eCloudvalley adopts the "STAR principle" as the core assessment method for talent acquisition, which consists of four components: situation, task, action, and result. Based on the different talent attributes required by various departments, eCloudvalley asks and evaluates potential talents in a situational way. The STAR Principles enable supervisors and candidates to communicate effectively, and help supervisors to judge cloud talent more objectively and accurately through specific scenarios or events. During the interview process, at least one head from another department will join the interview and assessment, and the heads from different departments will collectively assess how well the talent attributes align with the 14 leadership principles.

STAR principle

Situation	Task	Action	Result
Each candidate is required to describe the background when he/she is executing an important task, and their description is adopted as an indicator for our evaluation	We examine each candidate's role in performing a task against a given background, and the description of the position he/she holds to evaluate whether he/she has the necessary abilities for the job	We analyze how each candidate performs tasks in a job position	The results and effect after a task is executed

Number of employees

Contract type	Employment contract				Employment type			
	Taiwan		Asia Pacific		Taiwan		Asia Pacific	
	General employees	Contract employees	General employees	Contract employees	Full-time	Part-time	Full-time	Part-time
Female	207	6	59	1	207	6	59	1
Male	250	11	91	3	250	11	91	3
subtotal	457	17	150	4	457	17	150	4
total	474		154		474		154	
	628				628			

Number of new and resigned employees

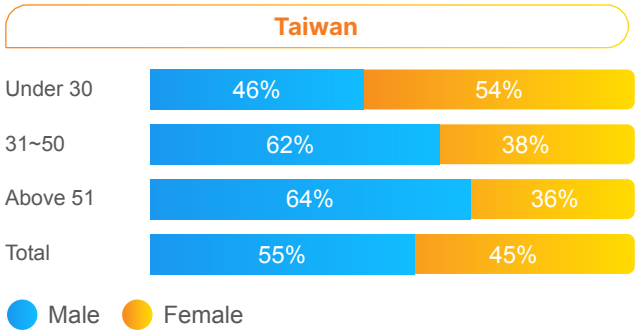
Item		Taiwan					Total	Asia Pacific					Total
		Gender		Age				Gender		Age			
		Female	Male	Under 30	31~50	Above 51		Female	Male	Under 30	31~50	Above 51	
New employees	Number	82	95	105	62	10	177	24	38	44	17	1	62
	Percentage (%)	46%	54%	59%	35%	6%	40%	39%	61%	71%	27%	2%	40%
Turnover	Number	70	75	78	63	4	145	10	24	20	14	0	34
	Percentage (%)	48.28%	51.72%	53.79%	43.45%	2.76%	32.51%	29.41%	70.59%	58.82%	41.18%	0.00%	22.08%

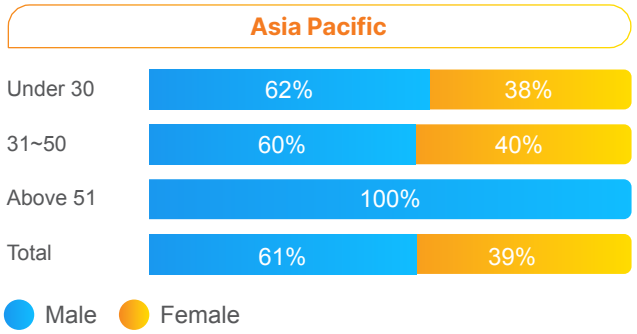
Note 1: This statistical scope is the data of eCloudvalley and its subsidiaries, which is divided into Taiwan (eCloudvalley's parent company and subsidiaries) and Asia Pacific (some of eCloudvalley's overseas subsidiaries); Contractors include interns and work-study students.
Note 2: The number of involuntary resignations is 2, all of which have been completed in accordance with labor laws and regulations.

Multinational staff diversity

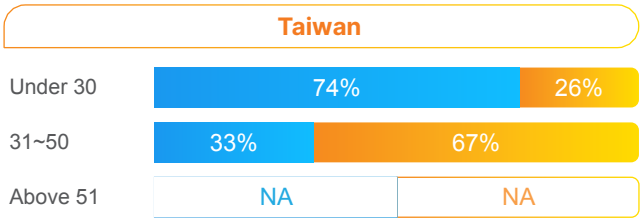
In order to respect the local culture and talents, the top level of the local subsidiaries are mainly local nationals, excluding the subsidiaries that have not yet officially operated the bases, and the local employee employment rate of the subsidiaries in each country is more than 90%; At the same time, many nationalities choose to work in Taiwan, so eCloudvalley gathers 4% of foreign employees. In 2023, eCloudvalley hired 2 aborigines and 2 people with disabilities.

Gender and age diversity of employees



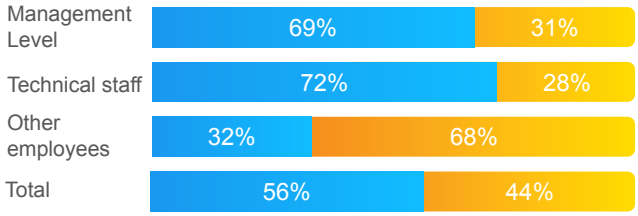


Foreign employees



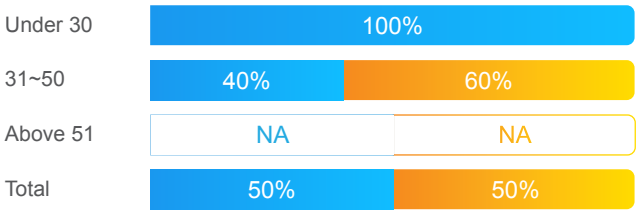
Note 1: Foreign employees in Taiwan account for 4.6% of the total number of employees in Taiwan.
Note 2: The total number of foreign employees in Taiwan is 68% male and 32% female.

Diversity of employees



Note: Management level is defined as a supervisor at or above the group level; Technical employees are defined as employees who are responsible for science, technology, engineering, and mathematics (STEM) related roles

Overseas staff



Note 1: Expatriates account for 1.3% of the total number of employees in Taiwan.
Note 2: The total number of males and females is 50% and 50%, respectively.

Risk assessment and management of employment of foreign nationals and overseas employees

Foreign employees

Overseas employees

Employment risk	Existing procedures	Countermeasures
• Visa & Employment Law	• Visa processing process/ Work rules	• Provide employment-related advice to ensure employees understand their rights and responsibilities and comply with local legal requirements
• Differences in values and work styles	• Corporate culture education and training	• Provide cultural training and language support to promote mutual understanding and communication between teams
• Medical insurance and health care	• Employee health check-up	• Provide comprehensive medical insurance and health care (eCloudvalley employee health checks) as well as safety training and support to protect the health and safety of employees
• Career development and planning	• Individual consultation	• Provide career development opportunities and support to ensure that employees can develop stably in the new environment
• Work stress and mental health	• Provide mental health counseling with professional nurses on site on a regular basis	• Provide mental health support and resources, including mental health counseling and work stress management training
• Discrimination and inequality in the workplace	• Human rights declaration and its operation	• Establish a human rights policy, provide appropriate training and support, and ensure a safe and fair working environment

5.3 Employee Development and Benefits

GRI 201-3 / 401-3 / 404-1 / 404-2 / 404-3

5.3.1 Talent cultivation

The "hard skills" training aims to quickly build up the cloud knowledge and practical skills of new employees, and offers comprehensive technical training, which includes mandatory and optional courses, delivered by professional instructors, and has a professional mentor system to provide one-on-one mentor guidance. In the "soft skills" training, external professional lecturers are hired to provide talent development courses for employees at different career stages, including newcomer training and cultural transmission, so that employees can learn how organizational culture relates to the company's vision, and continue to foster the company's Day 1 spirit.

Employee development roadmap

Basic Network
- OS (Linux/Window) operations

Basic Cloud
- Basic cloud architecture
- Cloud environment development and maintenance

Cloud Framework
- Advanced cloud architecture
- Virtual Machines and Security

Role-based Professional Field
- AI, ML, Data Analysis

Basic | Intermediate | Advanced | Professional

Soft Skills

Desire for self-growth

Employee training hours

Employee category	Total number of training hours	Number of trainees	Average number of training hours
Male supervisors	344.5	37	9.31
Female supervisors	131.5	18	7.31
male non-supervisors	714.5	97	7.37
Female non-supervisors	649.5	92	7.06
Total	1840	244	7.54

Note: The calculation scope is for full-time employees.

Education and training for new employees

Pre-employment Training for Newcomers (5.5 hours per person)

The course content includes patent awareness, laws and regulations, gender equality, introduction to corporate environment and occupational safety and health, gender equality and sexual harassment prevention, information security protection and norms, human rights and other related courses.

Total number of trainees	Proportion of total trainees	Total Training Hours
177	100%	973.5

eCloudvalley fosters a culture of self-directed learning and provides an environment for employees to learn on their own. For example, employees regularly research new cloud services and share their findings in reading sharing sessions. Senior executives also share industry trends and the latest technology with employees. eCloudvalley has a reward system for getting a cloud license to motivate employees to upgrade their cloud skills. Employees can get incentives after getting the cloud service license. In 2023, nearly NT$2 million will be given out.Through this reward system, the company urges employees to keep learning and improving their professional standards.

5.3.2 Salary and benefits

eCloudvalley cares about the rights and interests of employees and strives to create a friendly and fulfilling work environment and welfare system for full-time employees. We comply with relevant laws and regulations to protect the legal rights and interests of employees. We offer professional license counseling, free group meals, employee travel and other benefits, and have an employee welfare committee that plans various welfare activities, such as club activities, singing contests, etc., to enhance the cohesion and interaction among colleagues. We provide suitable education and training based on the duties of each department to improve the professional skills and work performance of colleagues. For salary and benefits, we follow the principle of equal pay for equal work, and keep at least 1:0.844 pay ratios when the number of men and women is close to 1:1 regardless of gender, religion and other factors.

Employee salary ratio

		Taiwan	Asia-Pacific region
Management Level	Senior management	Male: 1 Female: 0.880	Male: 1 Female: 0.738
	Middle management	Male: 1 Female: 0.844	
Non-Management Level	Technical	Male: 1 Female: 0.923	Male: 1 Female: 0.706
	Non-technical	Male: 1 Female: 0.917	

Welfare programs

As a leading brand in the cloud industry, eCloudvalley considers the development of human capital as a top priority. We create a space for our colleagues to learn, balance interests, and entertain even while at work, through diverse benefits and encouraging social interactions. eCloudvalley implements a new retirement plan in accordance with the law, for detailed information, please refer to the annual report.

Comprehensive employee benefits

01 Bonuses and allowances

- Cash gifts for three major holidays, birthday cash gifts, and gifts for holidays/festivals
- License/certificate allowances, wedding and funeral allowances, and childbirth allowances
- Profit-sharing and stock ownership

02 Work-life balance

- Sports Competition (badminton, table tennis)
- 10 groups of club, 100+ of club activities

03 Employee insurance

- Labor insurance and labor pension
- Health insurance
- Employee group insurance

04 Meals and snacks

- Free lunch meals/supply of low-glycemic index(GI) lunch boxes
- Unlimited supply of snacks, frozen desserts, coffee, milk, etc.

05 Comfortable environment and facilities

- Each partner is equipped with a brand-new laptop
- Open bar and independent working area
- Mobile office and height-adjustable standing desks
- Table tennis table, pool table, and darts

06 Entertainment benefits

- Various events and activities (reservation of entire cinema rooms, festival events, charity activities, singing competitions, handwashing dance challenge for pandemic prevention, etc.)
- Year-end event
- Department gathering and birthday parties
- Employee travel

07 Other benefits

- Special contracts with over 21 business entities: Discounts in the aspects of food, clothing, housing, transportation, education, and entertainment, including delivery platforms, restaurants, hotels, childcare centers, dental clinics, and diving trips
- Collaboration with PayEasy for double discounts for purchases

08 Employee training

- Professional training of cloud technology
- On the job training
- Study group

Comfortable office environment and diversified club activities

eCloudvalley has designed a cozy and flexible working environment that allows employees to work where they prefer, not only at standard desks, but also at bar tables, couches and mobile offices to foster agility and creativity. To improve the work experience, we provide free drinks such as coffee, snacks, sugar-free beverages and beer, as well as various office entertainment facilities such as pool tables, darts and board games to ease stress. In addition, we have established 10 active and passive club activities, including active sports clubs (billiards club, badminton club, basketball club, etc.) and arts, culture and care clubs (movie club, volunteer club), all employees can join freely, and enjoy a club subsidy of up to NT$6,000 per quarter.

In addition, in order to appreciate the efforts of our colleagues, we have hired professional visually impaired masseurs to offer half-hour stress relief massage services twice a month to full-time employees, so that employees can take a short break and relax after work, and help employees achieve work-life balance and maintain physical and mental health.

2023 ECV Group Year-End Party

At the end of the year, eCloudvalley gathered all its subsidiaries - CloudRiches and Dynacloud to jointly hold the "2023 ECV Group Year-End Party", which gathered all colleagues to celebrate and review the growth and innovation of eCloudvalley in the past ten years since its establishment, and was led by the leaders of eCloudvalley to praise the outstanding personnel, and at this warm moment, Encourage all colleagues to pursue excellence together and work together with eCloudvalley to create the next decade.



Family Day

eCloudvalley brought together its subsidiaries – CloudRiches and Dynacloud to jointly hold a grand "Family Day" event. All colleagues of the group reunited to participate in the grand event, showing the cohesion and vitality of the company.

On the day of the event, the company's senior management came to the scene to encourage and encourage colleagues, share the company's development vision and values, and let colleagues better understand the company's mission and goals. At the same time, there were also several interesting group activities, such as team competitive games, parent-child interaction, etc., through which colleagues cultivated a better tacit understanding of cooperation.

In addition, the event also invited a special guest, the mascot "Yun Bao" from eCloudvalley to appear and interact with everyone. Rainbow Dash's cute image and enthusiastic performance made the atmosphere livelier, which became a highlight of the event.

The Family Day not only allowed the colleagues in the group to get to know each other better and shorten the distance between each other, but also laid a good foundation for future cooperation. Everyone shared happiness and warmth on this special day, demonstrating the cohesion and centripetal force of the group.



Project partners

eCloudvalley and CloudRiches and Dynacloud colleagues

All Number of participants

337 people

(including colleagues and their dependents)

5.3.3 Performance appraisal

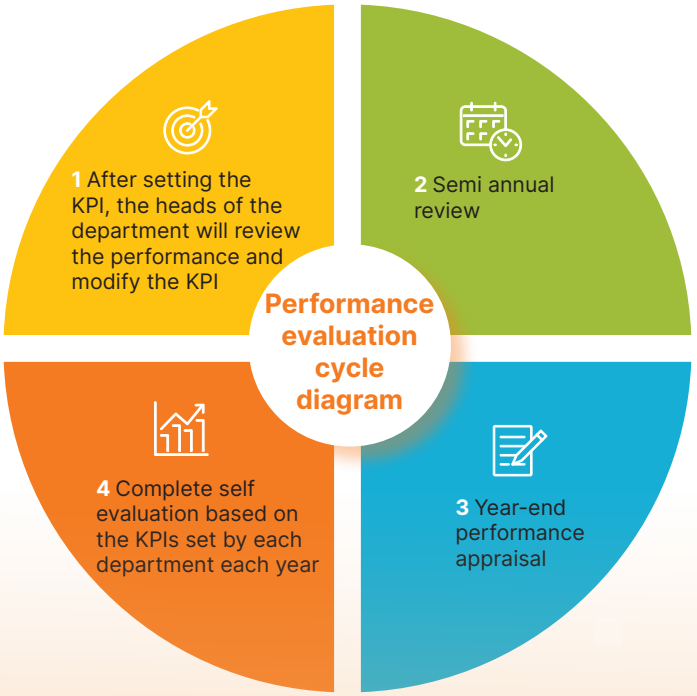
eCloudvalley evaluates the performance of full-time employees half-yearly and in 2023, all of them have received regular evaluations. The company will establish relevant work ability indicators based on the roles and duties of employees, and monitor the progress of employee indicators regularly.

In the evaluation process, colleagues fill out a form of work ability indicators to measure their indicator achievement in the middle of the six months; The core value themes were chosen from the 14 leadership principles, and each theme was assessed using the "STAR Principles", and self-assessment was done at four levels: Situation, Task, Action and Result, and the actual project scenarios and outcomes in the five themes were structurally described.

In the self-assessment stage of the annual evaluation, colleagues can state their career goals, such as their interest in switching companies or business areas, or recommend training courses that will help them advance their careers. After the supervisor interviews the colleague, the supervisor will make suitable assessment and arrangement.

Double-performance performance assessment model





5.4 Occupational Health & Safety

GRI 403-1 / 403-2 / 403-3 / 403-4 / 403-5 / 403-6 / 403-7 / 403-8 / 403-10

eCloudvalley cares about its full-time employees' rights and interests. It offers a good working environment and benefits, and follows laws and regulations like the Labor Standards Act and the Labor Safety and Health Act to keep employees safe and legal.

Occupational safety and health education and training

We ensure that each new employee receives occupational safety and health education and training courses, where we inform them of the relevant rules and rights and responsibilities, reporting procedures, local fire routes, first aid principles and epidemic prevention measures to help them develop the basic skills to handle emergencies. Moreover, we also perform periodic fire safety checks to verify that the related equipment meets the standards. In 2023, we had 88.5 hours of education and training.

5.4.1 Four major occupational health plans

We care about our employees' physical and mental health, so we have started the "Abnormal Workload Program" and the "Maternal Health Protection Program" in 2021, and we will implement the "Human Factor Protection Program" in 2022 and the "Prevention of Workplace Misconduct Program" in 2023 according to the schedule. These are the four main plans to make our occupational health service plan better and provide a safe work environment for our employees. Moreover, eCloudvalley values our employees' physical and mental health, and we will have a yearly health check-up in 2023. We will also design questionnaires based on the human biological hazard prevention plan and the abnormal workload-induced disease prevention plan, so that our colleagues can get comprehensive examination measures and keep their personal privacy. In the future, we will regularly assess the results of health management, check the health risk control status, and get the "Health Promotion Mark" certification from the National Health Insurance Administration of the Ministry of Health and Welfare.

Four major occupational health services projects

Diseases triggered by abnormal workload prevention project

- Shifts, night shift, and heavy workload (Article 6 of the Occupational Safety and Health Act)

Unlawful harm prevention project

- Prevention of physical or psychological unlawful harm due to others' behavior at work (Article 6 of the Occupational Safety and Health)

Maternal health protection project

- Females who are nursing within 1 year after childbirth (Article 30 and 31 of the Occupational Safety and Health Act)

Human induced hazards project

- Prevention of musculoskeletal disorders caused by repetitive work activities (Article 6 of the Occupational Safety and Health)

Acquired the "Health Promotion Mark" certification

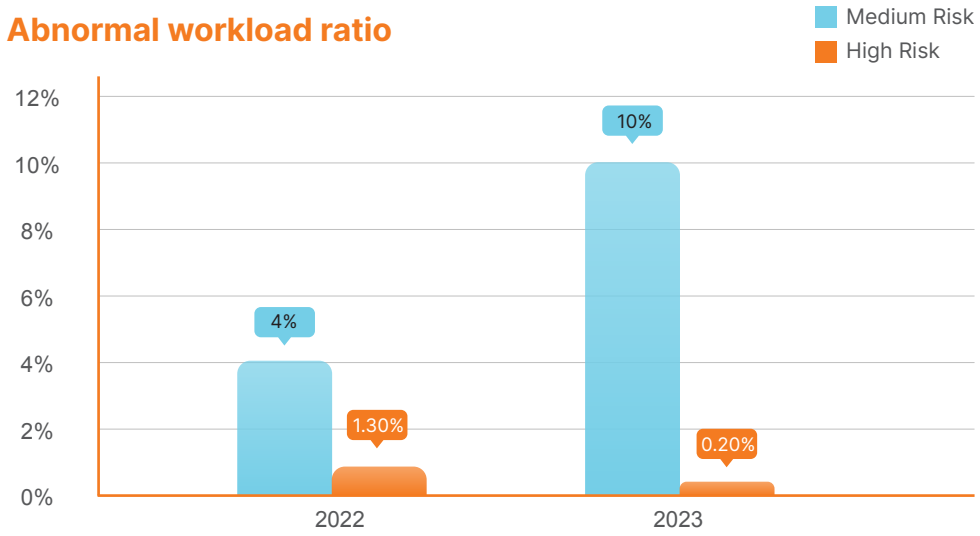


5.4.2 Abnormal workloads and prevention

This year, by distributing workplace health surveys and adding employee health check-up analysis measures, eCloudvalley improved its analysis and evaluation methods to identify employees with potential risks, and helped them with health management and work load allocation discussions. In 2023, 43 individuals with moderate risk and one individual with high risk were identified, and we arranged personal interviews for these moderate and high risk individuals to provide them with health and mental health support to prevent overwork-related diseases.

For high-risk colleagues in 2022, the care measures in 2023 significantly reduced their risk level; In 2023, the number of employees with moderate risk increased considerably compared to 2022, and the employee health check-up analysis measures we implemented in 2023 detected more employees with abnormal workload risk, and in 2024, we will plan to enhance the care measures for employees with abnormal workload to prevent abnormal workload situations.

Abnormal workload ratio

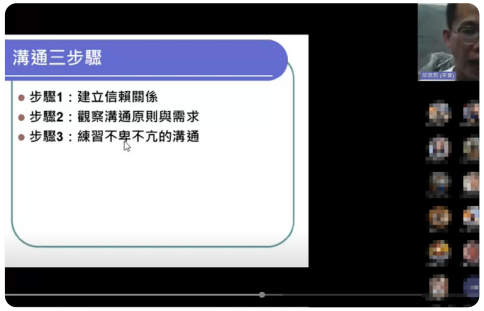


5.4.3 Unlawful harm

eCloudvalley strives to create a respectful and secure workplace environment, by establishing the "Measures for the Prevention of Unlawful Harm in the Workplace" to clearly define the behavioral norms, handling procedures and education and training mechanisms of illegal infringement, and provide health and safety prevention and management measures for medium and high-risk projects and employees who have experienced illegal infringement to ensure the physical and mental well-being of employees. We also communicated the prevention of illegal infringement and complaint channels through internal announcements, and conducted the course "ECV Friendly Workplace - Prevention and Communication of Workplace Unlawful Harm" and simultaneously launched it on the internal education and training platform eLearning, so that employees can learn how to cope with and prevent unlawful harm in the workplace.

Unlawful harm lectures





5.4.4 Maternity and infant health protection

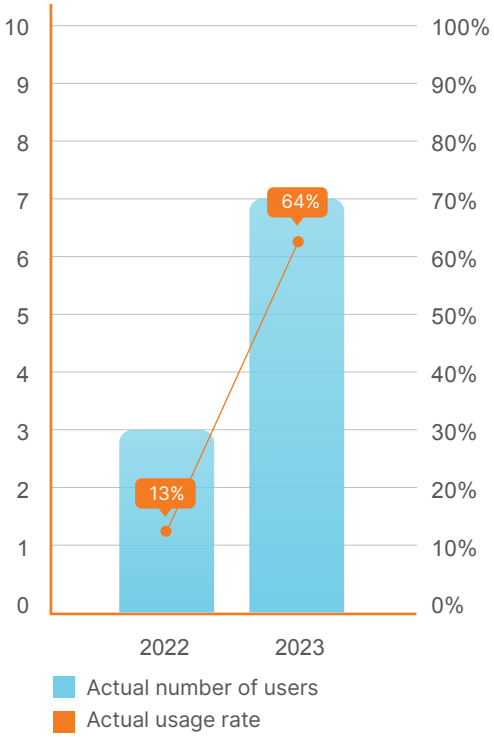
To support women employees with maternal care and safety, eCloudvalley has made internal management methods and given some welfare measures to help them at work. In 2021, the Employee Welfare Committee raised the maternity allowance to NT$3,600 per child, and let full-time employees who qualify for childcare leave stay without pay to meet their family needs. In 2023, 5 employees used this benefit and got a total of NT$18,000, a 37% increase from last year, which reduced more employees' family costs.

Also, eCloudvalley has a lactation room, and signed a deal with a nearby childcare center for corporate childcare services, aiming to create an environment where working mothers can work peacefully, so that employees can balance work and family.

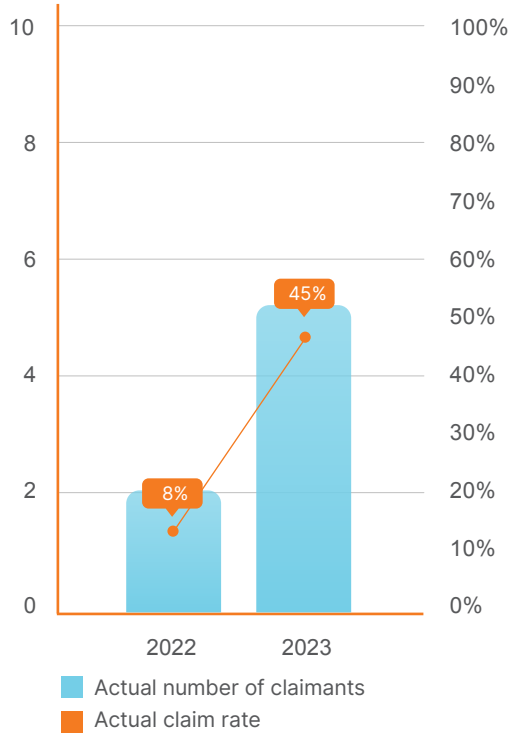
Maternity protection and parental leave

Item	Male	Female	Total
Total number of employees that were entitled to parental leave in 2023 (A)	5	6	11
Total number of employees that took parental leave in 2023 (B)	2	5	7
Number of people who should be reinstated after parental leave in 2023 (C)	1	2	3
Total number of employees that did return to work after parental leave in 2023 (D)	2	2	4
Total number of employees that did return to work after parental leave in 2022 (E)	1	0	1
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work (F)	0	0	0
Rate of parental leave without pay applications (B/A)	40%	83%	64%
Return to work rate% (D/C)	200%	100%	133%
Retention rate (F ／ E)	0%	-	0%

Actual use of parental leave



Actual use of maternity allowance



5.4.5 Other health protections

Grading mechanism for employee health examination

In accordance with the regulations of Article 15 and Article 17 of Chapter III of the Labor Health Protection Law of the Ministry of Labor, as well as the requirements of the eCloudvalley Safety and Health Employee Code, eCloudvalley conducts regular health check-ups, provides health guidance, and tracks the health status of employees.

In order to encourage employees to pay attention to their own health, eCloudvalley provides each employee with a health examination subsidy of at least NTD 1,200, and provides employees with convenient and professional health examination activities by cooperating with the medical team, reminding colleagues to take care of their own health while working hard.

Employee health check-up





eCloudvalley Health Center

eCloudvalley Health Center set up since 2020 to offer professional medical services for employees and improve their health and well-being at work. It will keep providing medical advice for colleagues in 2023. Professional doctors and nurses are at the health center to give various health services, such as health report analysis, physical and mental health advice, and work-related disease prevention. The Wellness Center also has programs like identifying environmental hazards and giving suggestions to improve health risk management to help employees lower health risks at work and increase their health awareness.

The health center keeps employees' personal health information private and secure. eCloudvalley also cares about the occupational health risks of employees, and makes the work environment safe and healthy by improving it constantly, lowering the health risks that employees might face. So we have regular nurses and doctors on site, 6 hours per month and 18 hours per quarter, respectively, to give health advice for colleagues.

eCloudvalley Health Center provide comprehensive physical and mental health counseling so that I can understand how to improve my physical and mental problems!

As it was the first time to participate in the on-site health service, the nurse kindly explained the consultation items that could be provided, including: review and advice on the health examination report, suggestions for adjusting minor physical problems such as sports injuries or shoulder and neck pain, and feeling bored and wanting to talk to someone.

First of all, the consultation service for shoulder and neck pain was selected, and by explaining the work style, old injuries, and self-soothing actions, the nurse was provided with suggestions for relief or adjustment after the nurse understood the causes of his condition, such as: poor lower body circulation caused by sedentary work style, provided posture adjustment suggestions and explained the reasons for the adjustments; Depending on the body shape, we provide advice on purchasing a seat cushion and backrest.

Secondly, the nurse chose psychological counseling services, and the nurse inquired about the pressure at work or recent inner troubles in a guided way, and tried to understand how people deal with emotions, including: how to perceive emotions, vent, drainage, etc., in addition to listening to the voice, it also provides ways and knowledge of emotional drainage, assists in establishing the cognition of emotional and mental health, and provides people with ways to self-establish emotional guidance, such as meditation, free writing, or provide suggestions for specific emotional outlets on an individual basis.

Through this service, I feel that the company values all of my employees, provides a safe and convenient medical environment, and is committed to respecting the privacy of individuals, so that I can enjoy health counseling services in the company without worrying about the leakage of conversations and health conditions, so I have a very positive evaluation.



ECV sport club

According to the results of employees' health check-ups and the long-term sedentary work style of the office, eCloudvalley has implemented a series of health management measures, including the introduction of ergonomic desks, adjustable height-adjustable desks and ergonomic office chairs to provide employees with a standing office style after sitting for a long time, and provide sufficient support for the waist. In addition, the company also provides employees with indoor leisure facilities such as walking offices and billiard tables to encourage them to maintain exercise habits.

Photos of a series of weight-loss activities






Gather to lose weight, healthy together!

After analyzing the results of the employee health survey, eCloudvalley found that more than 30% of employees were overweight. In order to help our employees promote their health and reduce the risk of obesity, we have organized a series of weight-loss activities, including healthy weight-loss talks, exercise classes and diet matching, so that our employees can lose weight in a healthy way and with like-minded partners.

Program period

3 months

Number of participants in the program

30 people

The results of the program

a total reduction of **30 kg** in total body weight and a total decrease in BMI of **10 kg/m²**

Comprehensive, balanced, healthy weight loss

Weight-loss lectures

Improve the basic concept of weight loss among colleagues, so that colleagues can enjoy a healthy and thin life while losing weight

Group, walking activities

Organize a group and walking activity once a month, so that colleagues can become the object of mutual encouragement in the process of weight loss

Boxing, fitness aerobic

Cooperate with the company's downstairs sports classroom to hold a dynamic exercise class once a month, so that colleagues can speed up the "sweet burden"

Eat a healthy diet

Provide employees with the concept of healthy eating, provide calorie labels for group meals at noon every day, and prepare DGI low-calorie meals for colleagues to eat

Health consultation

Twice a month, in cooperation with the on-site health services implemented by the company, colleagues participating in weight loss activities can quickly answer and consult questions about weight loss and health

Measure regularly

At the beginning of the activity, set a target value and measure the value regularly every month to let colleagues know how far they are from the goal

"Together we eat" canteen

eCloudvalley cares about the health of its employees and provides them with nutritious group meals to help them eat a balanced diet. The main dishes are low-calorie fish and chicken breasts, and the side dishes are eggs and vegetables. The "Food Committee" oversees the suppliers and conducts regular audits to make sure that the ingredients they buy have inspection reports and production records, and comply with the food safety and hygiene standards of the Ministry of Health and Welfare's food safety control system, so that employees can enjoy their food and stay healthy.

Nutritionally balanced group meals





The effectiveness of group meal ordering

Average number of meal orders per day: 161 meals

The average number of people ordering plant-based meals per month: 137 people

Through the Plant-Based Food Day, colleagues can reduce the carbon emissions by about

1,249.44kg a year

"Health News" letters

eCloudvalley also advocates for health through various activities and monthly "Health News" letters, reminding colleagues to care for their health according to current affairs and sharing exercise tips to motivate colleagues to do outdoor activities, to lower the risk of obesity, shoulder and neck pain, dry eyes, cardiovascular diseases and other occupational diseases from working in the office for a long time.

Health News shared

Topic: [Health News shared] What is a low-carb diet?

What is a low-carb diet?

A low-carb diet, as the name suggests, it is to limit the intake of carbohydrate foods and replace them with more nutrient-rich foods to control blood sugar elevations and prevent problems such as fat accumulation and diabetes...

Topic: [Health News shared] Let's all get moving together!

After the Mid-Autumn Festival, many colleagues will have a big barbecue meal during the holiday; But the high calories of barbecue and mooncakes often make everyone feel too full after eating them~ Let's tell you about the "super jogging" sport that is popular in Japan!

What is Ultra Jogging? 「The running speed of "ultra jogging" is based on the principle of "easy", and when you can easily chat with the people next to you and keep smiling, it is the right speed. Because the intensity is controlled below the personal lactate threshold, runners are less likely to feel tired and sore, so they can run longer, improve cardiopulmonary function, burn fat and lose weight...

06 Social Empowerment

6.1 Cultivating Cloud Knowledge Talent

6.2 Public Welfare Participation



KEY PERFORMANCE

Promoted cloud adoption, reaching over 900 people

The cloud seeding program cultivated 25 interns

Accumulated over 270 hours of community service time

4 QUALITY EDUCATION

10 REDUCED INEQUALITIES

17 PARTNERSHIPS FOR THE GOALS

6.1 Cultivating Cloud Knowledge Talent

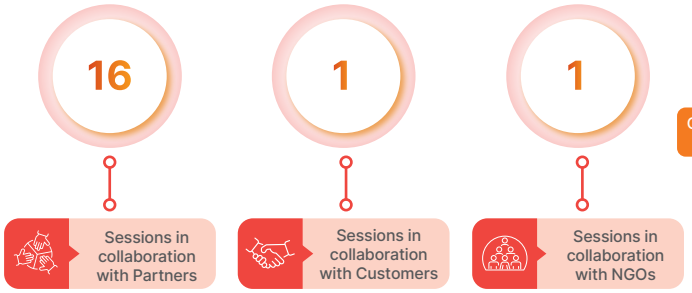
eCloudvalley has always pursued the idea of industry-academia cooperation as it develops its business and adapts its cloud knowledge talent strategy. Cooperation is not only about training human resources within the company, but also about leveraging the strength of industry and academia across various domains. Cross-border cooperation not only enables companies to learn from external professional knowledge and skills, but also fosters effective dialogue and collaboration between industry and academia.

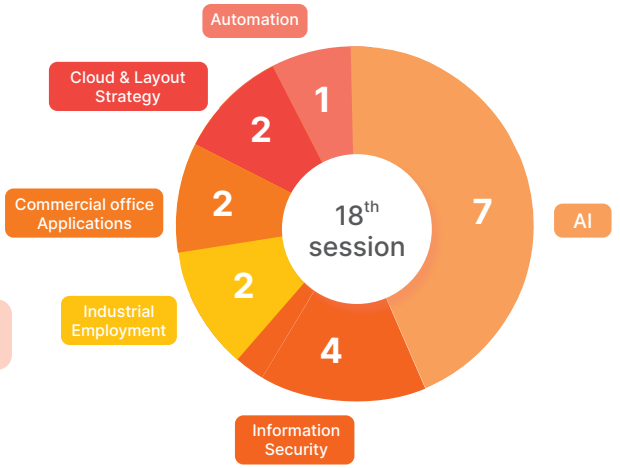
The feature of industry-academia cooperation is that it is a mutual knowledge exchange and cooperation. By collaborating with academia, companies gain access to the most advanced scientific research and expertise, while also providing academia with real-world industry needs and challenges to find solutions. This kind of cross-border cooperation enhances the innovation capacity and competitiveness of enterprises, and can also develop talents with more practical skills and creativity, and provide a continuous source of energy for the long-term growth of the industry.

6.1.1 Cloud lecture hall

eCloudvalley closely collaborates with partners, customers, and non-governmental organizations (NGOs) to jointly promote the development of the cloud industry. We work closely with our partners to continue to deepen our efforts in cloud security, AI and other fields, and provide customers with professional consulting and solutions to meet the ever-changing market needs. At the same time, through various seminars, training courses and other activities, we are committed to improving the awareness of customers and industry professionals on cloud technology. Our goal is to expand the impact of the cloud industry, promote knowledge popularization and create more value and opportunities for cloud knowledge.

Project effectiveness • 931 people





AWS small business workforce enhancement program

eCloudvalley actively expands its cloud business territory, and does not forget to help small and medium-sized enterprises grow together. eCloudvalley cooperates with AWS to hold a series of AWS small business manpower improvement plan courses, so that small and medium-sized enterprises that want to use government subsidies to train talents can choose appropriate courses according to the job roles and skill needs of enterprise talents through a series of professional training courses, and cooperate with on-site practical courses to understand the knowledge and architecture of AWS cloud services.

Project effectiveness

Number of participants: 11 | Project investment amount: 170K+

Professional Series Courses:

Beginner AWS Technical Essentials	Intermediate Architecting on AWS	Specialty Security Engineering on AWS
• Basic services • Management tools	• AWS architecture application • AWS architecture optimization	• Security service management • Monitoring & Recording • Security incident management

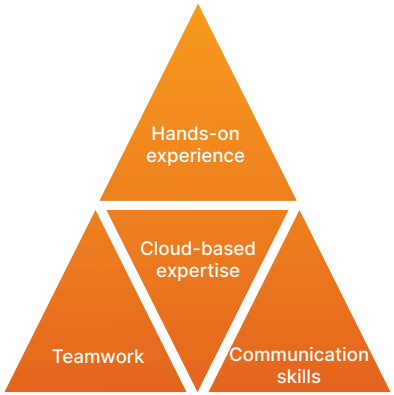
6.1.2 Cloud Seedling Program

We are looking for talented people who have a passion for the cloud industry to join our team. To achieve this, we work closely with the academic sector to support talent development, and run the yearly "Cloud Seedling Program" to train a new generation of cloud talents through industry-academia collaborative internship programs, so as to address the talent shortage in the industry. We hire a variety of fresh talents who are interested in the cloud and information industry through recruitment channels such as campus recruitment events, new career platforms, start-up joint recruitment events, and human resources platforms.

To help college students adapt to the industry and gain a deep understanding of the cloud industry market and the real needs of enterprise customers, eCloudture has established the "Cloud Seedling Program" to provide professional cloud technology training, comprehensive mentorship system, and career development planning. This program allows students to receive high-quality training during the internship period, quickly build basic skills in various fields of the cloud industry, and help them find suitable jobs for themselves. In addition, eCloudvalley recruits talents from all over the world and is dedicated to creating an open and diverse environment, and there are 6 students from Indonesia who joined the internship program to overcome the language and cultural barriers, learn together and fit into the environment, and provide internship opportunities to become our cloud warriors.

A new spark in the cloud

Core Competencies



New Spark in the Cloud



The "Cloud Seedling Program" recruits two types of talents: cloud engineers and market development; Through professional and technical training, improving the mentor system and practical projects, cultivating students, and participating in the company's actual projects, through teamwork and competitions, focusing on improving enterprise efficiency and customer experience according to project goals, cultivating the soft power of professional cloud technology skills and communication skills on the ground, and passing on the corporate culture to students through group activities and mentor teaching, etc., to seek opportunities for talents and enterprises to move forward together from the value level.

Program Results

Participation in the program → Training and drills → Departmental internships and execution of the project → Mentor-led implementation → Presentation of project outcomes → Evaluation by judges → Best project

Composition of participants

25 people

Including 19 Taiwanese and 6 Indonesian students

Project investment amount

NTD **1M+**

6.2 Public Welfare Participation

Since its establishment 10 years ago, we are committed to practicing corporate social responsibility, and also encourage employees to practice together, through the activities initiated by the company, call on colleagues to devote themselves to public welfare, so that employees can change from passive participation to active participation, cultivate colleagues' awareness of social responsibility, and unite colleagues to do good for the society. In the future, we will continue to expand the scope of social participation, so that more people can participate in it and bring more positive impact to society.

The 6 key outcomes of social participation in 2023

The total investment is **263** people

92.7 kg of marine debris was removed

The total investment time is more than **271** hours

Donated **130** second-hand books

Donated **1,078** pieces of second-hand clothing

SDGs in practice

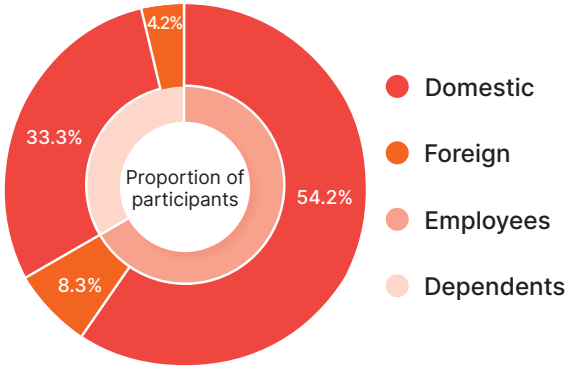


6.2.1 Environmental protection - beach clean-up action

eCloudvalley organized the "Protect the Environment - Beach Cleanup Action" activity, which was a fun one-day event that involved cleaning up the beach. It encouraged colleagues to join the Ocean Guardian volunteer team and go to the north coast to take part in the environmental action of picking up trash on the beach. It was also an educational activity that taught colleagues about the ocean and its conservation. eCloudvalley colleagues cleaned up the coastline by themselves, collected garbage on the beach, and returned a clean coast to nature. The beach cleanup activity incorporated the idea of sustainable ocean and conservation in SDG14, and allowed colleagues to realize the importance of caring for the ocean through the action of collecting marine debris.

The event was attended by 24 colleagues and their family members from the company, and we cooperated to collect 92.7 kilograms of marine debris. This was not only a significant environmental achievement, but also a great opportunity to strengthen the team and raise environmental awareness. We hope that by taking part in the beach clean-up action, colleagues will have a better understanding of how their personal actions affect the environment, and then apply the concept of waste reduction in their daily lives to protect our planet.

Achievements of beach clean-up activities







Project partners
eCloudvalley employees and their dependents

Composition of participants in the program
24 people
(Including 13 domestic employees, 2 overseas employees, 8 domestic dependents, and 1 non-national dependent)

Project investment amount
about NT$ 30,000

6.2.2 The New Life of Reading - Second-hand Donations

Through the volunteer club, colleagues in eCloudvalley initiated a second-hand book donation activity called "The New Life of Reading", which aimed to increase the reusability of second-hand books and encourage colleagues to donate books. More than 300 second-hand books were collected from 33 eager colleagues who joined the "The New Life of Reading" book donation campaign. The books that were not suitable for donation after sorting were still made available to colleagues who wanted them, in accordance with the theme of our event, "The New Life of Reading", and the idea of giving second-hand books a new life. The event incorporated the concept of responsible consumption and production under SDG 12 and SDG 3 Health and Well-being, and eventually donated 130 second-hand books with the kindness of colleagues, and donated NTD 1,450 from the sale of second-hand books to the Sunshine Social Welfare Foundation as a service fund for the physical and psychological recovery of burn and facial injury survivors, so as to enhance the use value of second-hand books and pass them on to support medical services, so that kindness can be passed on to benefit the society and the environment.

Results of second-hand book activities



Project partners
eCloudvalley employees, Sunshine Social Welfare Foundation, HuaHin Usedbook Outlet

Number of participants
33 people

Donation book
130 books

Donation amount
NTD 1,450

6.2.3 Second handed clothes donation

The eCloudvalley Welfare Committee encourages colleagues to donate used clothes after finishing, which can help more disadvantaged families and reduce the carbon emissions of recycling used clothes, so the " Love still, Second handed clothes Donation " activity was held, which practiced the concept of SDG 1 poverty eradication and SDG 12 responsible consumption and production, we successfully collected 1,078 pieces of second-hand clothes and donated them to the Eden Social Welfare Foundation, and reduced the carbon emissions of 4,527 kg of used clothes recycling, helping vulnerable families and working hard for environmental protection.

Results of second-hand clothing donation activities



Project partners
eCloudvalley employees, Eden Social Welfare Foundation

Number of participants
226 people

clothing were donated
1,078 pieces

Carbon reduction
4,527 kg

07 Climate Governance

7.1 Climate Transition and Net-zero

7.2 Climate Governance Organization

7.3 Climate Risks and Opportunities

7.4 Climate Scenario Analysis



KEY PERFORMANCE

- Over 10 departments have identified climate risks and opportunities
- Implemented a greenhouse gas inventory system
- Conducted analyses on 3 scenarios and climate pathways

8 DECENT WORK AND ECONOMIC GROWTH

11 SUSTAINABLE CITIES AND COMMUNITIES

13 CLIMATE ACTION

7.1 Climate Transition and Net-zero

eCloudvalley uses climate governance to cut down carbon emissions and energy costs, and to evaluate economic risks and opportunities through climate risk analysis. This will help us earn the trust and support of our investors and customers. Taiwan released a statement in March 2022, proposing the path and actions needed for Taiwan to reach net-zero emissions by 2050. It includes four major directions of transformation: "Energy Transition", "Industrial Transition", "Lifestyle Transition" and "Social Transition", with the two governance bases of "Technology R&D" and "Climate Legislation". As a Taiwan-listed company, we are also working hard to follow the government's policies and achieve the net-zero goal.

7.1.1 Climate trends and impact

The World Meteorological Organization (WMO) has released a new report that predicts 2023 will be the hottest year ever recorded, with average temperatures above those of the pre-industrial period (1850-1900) by about 1.40° C. Moreover, levels of carbon dioxide, methane, and nitrous oxide reached new highs in 2022 and kept rising in 2023. Severe weather events across the world have also had a major impact, such as floods, heat waves, and droughts. These weather and climate crises worsen food security, population movement, and effects on vulnerable groups. WMO is urging world leaders to take immediate action to tackle the global problem of climate change at COP28. eCloudvalley is speeding up its efforts to achieve net-zero emissions, promoting low-carbon technology practices, and collaborating and innovating with stakeholders and involving the value chain to create sustainable solutions.

7.1.2 Net-zero vision

Balancing human-made emissions and carbon removal from the atmosphere to lower emissions to near zero is a key climate goal called net-zero emissions. This means that we need to find ways to lower greenhouse gas emissions while increasing the ability for carbon removal. To limit global warming to 1.5° C, which is COP27's goal, countries need to reach net-zero emissions between 2050 and 2060, which is very challenging, so current progress is still not sufficient. Based on current global policies according to the World Resource Institute (WRI), temperature rise could reach 2.8° C by the end of the century. To reach net-zero, we need to transform the global system, including using zero-carbon sources to power the economy, improve energy efficiency, and invest in carbon removal technologies, and the use of cloud technology also helps to improve energy efficiency. We need to collaborate to achieve this goal to reduce the urgency of climate change.

7.2 Climate Governance Organization

eCloudvalley established a Corporate Sustainability Committee (CSC) in 2022 to advance its sustainability-related strategies in a more holistic way. Its organizational ESG office oversees the development and implementation of internal and external policies on climate governance, aligning risk roles and responsibilities across departments, embedding climate governance into the existing quality risk management process, and increasing the company's sustainability value through institutionalized risk management mechanisms at all levels from business, management to audit.

7.2.1 Climate organization and operation

Following the guidance of the Corporate Sustainability Committee's strategy, the ESG Office develops the yearly climate plan, conducts the climate change workshop, and assesses the climate risks and opportunities in eCloudvalley based on the senior executives' perspectives. The ESG Office updates the Committee on the status of sustainability projects every quarter, as per the Committee's charter, with four meetings in total, mainly focusing on proposals and contents related to climate, such as greenhouse gas inventory and verification plans and climate action measures.

Climate-related proposals of the Corporate Sustainability Committee

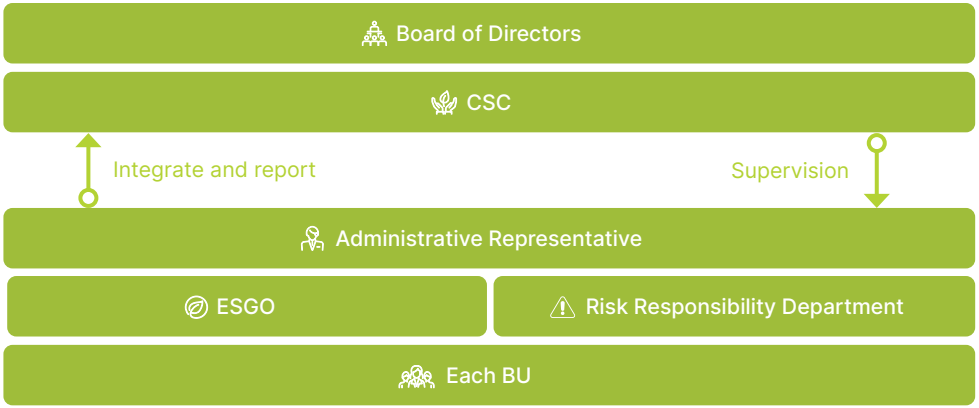
Explanation of the implementation of the greenhouse gas inventory and verification schedule in eCloudvalley

- Group Greenhouse Gas Verification Plan
- Inventory planning of subsidiaries and other affiliated enterprises

Description of the work implementation project of the 2023 ESG Office of eCloudvalley and the description of the 2024 annual goal

- Energy-saving solutions
- Environmental ISO System Implementation Plan

Organizational chart of climate governance in eCloudvalley



Management mechanisms and structures

We follow the concept of ISO circularity to implement climate change management, which involves identifying risks and opportunities, identifying issues, continual improvement and reporting, and cycling through these four main implementation items.

We have adopted a three-level structure from strategy, implementation to audit, to set up a stage-by-stage operation and audit mechanism. Each unit has a clear role and responsibility, so that we can manage climate risks and opportunities and create value.

Three-tier management structure and process

Third Tier	Internal and external audit units	Perform annual audits Third-party audit certification
Second Tier	ESG Office and Risk Accountability Department	Analyse Establish mechanisms
First Tier	Operational Departments	Identification and Reward Management & Execution



7.2.2 Board of Directors' governance of climate

The Board of Directors has the highest authority over policies and management related to climate risk in eCloudvalley, and it will carry out special actions on environmental protection, social responsibility, corporate governance in 2023. It will also discuss and vote on proposals related to climate change, guide eCloudvalley's sustainable development actions, and oversee the targets and outcomes of climate actions; The Corporate Sustainability Committee and ESG Office will handle climate change risks and opportunities. The climate change management roles and duties of each level are as follows:

Board of Directors

- As the highest level of supervision of sustainability and climate change management, it is responsible for approving the climate change risk management of eCloudvalley.
- Approved the Climate Change Management Strategy of eCloudvalley to guide, supervise and manage the exposure of climate risks in eCloudvalley's operations.
- Consider the objectives of relevant international agreements and the timeline of national policies to continuously and effectively monitor the management and disclosure of climate risks in eCloudvalley.

Corporate Sustainability Committee

- The independent directors serve as the conveners, and the head of corporate governance is the representative member of the company.
- The main responsibilities are to set corporate sustainability and social responsibility goals, corporate sustainability implementation plans, and review sustainability reports, and review the operation and effectiveness review through meetings, and report to the board of directors on the implementation of sustainable development results every year (including climate change issues, the most recent year's report is in November 2023).

7.3 Climate Risks and Opportunities

GRI 201-2

eCloudvalley has a proactive approach to managing the climate risks and opportunities that we have identified. We follow ISO 14064-1 for our greenhouse gas(hereinafter refer to as “GHG”) management, and we passed the first external audit and certification in November 2023. Based on the most recent greenhouse gas inventory, we conduct risk analysis and develop emission reduction plans for each category, aligning with Taiwan's action pathway to achieve “2050 Net-Zero Emissions”. Our vision of environmental, social and governance (ESG) and climate change priorities drives our commitment to actively track and address the climate risks to our business.

Greenhouse gas status and risk analysis

Emission	Status	Risk assessment	Inventory status
Scope 1	The main emission source is refrigerant	Level of risk: Low	In 2023, we completed the greenhouse gas inventory of the headquarters and obtain the ISO 14064-1 certificate
		Reduction planning: Evaluate the applicability of environmentally friendly refrigerants	
Scope 2	The main source of emissions is office electricity	Level of risk: Low	
		Reduction planning: The renewable energy transition plan has been launched to gradually reduce Scope 2 carbon emissions by increasing the proportion of green electricity used	
Scope 3	The main sources of emissions are employee commuting and travel	Level of risk: Medium	
		Reduction planning: After identifying emission hotspots, begin planning reduction strategies for corresponding projects	

Note: The risk level assessment of "risk assessment" is defined as low = small proportion of emissions or there is a specific feasible plan, medium = medium proportion of emissions or has a specific plan but it is difficult to implement, high = high proportion of emissions or there is no specific plan at present

Identification process of climate opportunities and risks

Identification of issues

In accordance with the TCFD recommendations, 9 risks and 7 opportunities were identified according to the risk and opportunity categories

Workshops and interviews

The risks and opportunities were divided into two phases, with senior executives participating in workshops to complete the assessment, and the executive management of each department to complete the interviews

Analysis and approval

Carry out a risk index (severity * likelihood) according to the content of the recycling, and submit it to the Corporate Sustainability Committee

Disclosure & Tracking

After approval, the contents of this report will be disclosed and the progress of various risks and opportunities will be tracked on an ongoing basis

The significance of climate opportunities for eCloudvalley

Category	Description	Value chain			Time horizon
		Upstream	Direct operations	Downstream	
Resource efficiency	Improve energy efficiency and digitalize processes to reduce paper use		●	●	Long-term
Energy source	Use renewable energy to reduce dependence on fossil fuels and carbon price sensitivity, and reduce greenhouse gas emissions	●	●		Long-term
Products/ Services	Develop low-carbon products and services, support net-zero policies, help customers transition, and create business opportunities	●	●	●	Medium term
Market	With sustainability and climate change in the spotlight, eCloudvalley is discovering new opportunities and markets that would otherwise not exist. For its various markets (financial, healthcare, government, information technology), eCloudvalley has begun to participate in new market opportunities related to climate change, expanding its product portfolio to cover sustainable product needs, which is expected to lead to revenue growth	●	●	●	Short term
Resilience	Enhance resilience to climate change to manage risks and seize opportunities more effectively		●	●	Long-term

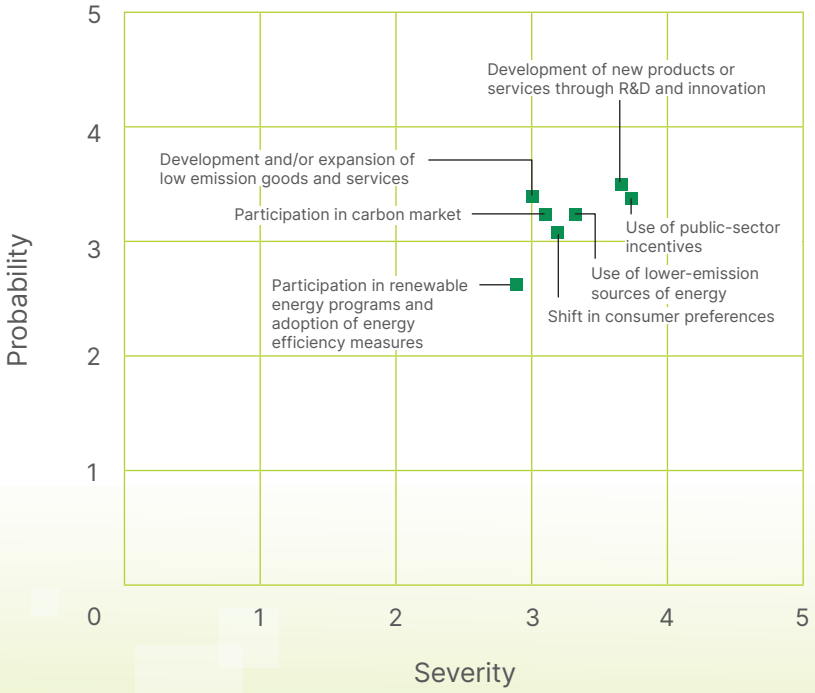
The significance of climate risks for eCloudvalley

Category		Description	Value chain			Time Horizon
			Upstream	Direct operations	Downstream	
Physical Risk	Acute	eCloudvalley's operations are based on operations in various countries and may therefore be more susceptible to multiple climate-related risks (e.g., weather events such as typhoons or floods). The company may suffer from a decrease in revenue due to the decline in the volume of services. eCloudvalley may also face increased operating costs, such as insurance or clean-up costs, as well as additional default charges that may affect delivery. Severe climate events can lead to supply chain disruptions and higher procurement costs	●	●	●	Short term
	Chronic	Climate change causes extreme meteorological variability, changes in rainfall patterns, and rise in average temperature and sea level. With 14 operations in various countries, it is important to understand the long-term trends in climate change that may affect its sites and employees over time. All these changes may result in a reduction in revenue due to reduced service capacity and the need for increased expenditure on repair work		●		Long-term
Transition risk	Policies & Legal	Listed companies should follow the "Operating Regulations for the Preparation and Filing of Sustainability Reports by Listed Companies" to prepare sustainability reports, and emphasize the sustainability disclosure indicators in accordance with the industry classification in Article 4. In addition, the stock exchange also requires listed companies to disclose climate-related information in a special chapter, and specifies the scope and timeline of greenhouse gas inventory and verification	●	●		Short term
	Reputation	Reputation is very relevant to eCloudvalley, and reputation can directly affect eCloudvalley's ability to attract and retain talent, as well as build long-term relationships with customers			●	Short term
	Market	Growing investor interest in ESG performance, and a shift in customer preference to green technologies could have a revenue and cost impact on eCloudvalley if companies fail to understand and meet market expectations. eCloudvalley's supply chain is also exposed to climate risks, such as supply chain disruptions due to extreme weather events or reduced supply of critical components, which could increase operating expenses	●	●	●	Short term
	Technology	As a cloud service provider, eCloudvalley has the obligation to continuously improve the technological innovation that enables customers to achieve more energy-efficient operations and reduce carbon emissions. If you fall behind in highly competitive technology development fields (e.g., energy conservation, low-carbon services, etc.) and cannot meet market demand, you will face the risk of losing business opportunities	●	●	●	Medium term

7.3.1 Opportunity identification

eCloudvalley's method for finding climate opportunities uses TCFD's definition of climate-related opportunities and examples from international peers. We look at five key aspects of climate-related opportunities, collect climate opportunity events, and analyze how they affect eCloudvalley's business operations and strategic planning. We check if these opportunities have financial benefits, and for whom. We create and show the eCloudvalley Opportunity Matrix and keep track of climate opportunities to take advantage of them.

Climate opportunity matrix



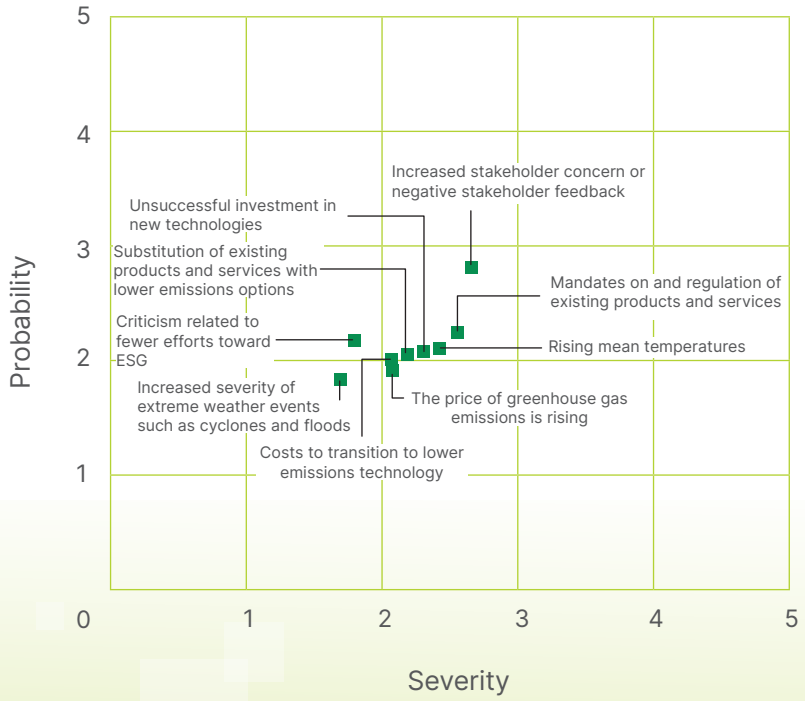
Opportunity analysis results

Opportunity		Time horizon	Financial impact	Countermeasures
Energy source	Use of lower-emission sources of energy	Medium-term	1.5~2%	• Optimize operational processes • Actively participate in the carbon trading market
	Participation in carbon market	Medium-term	1.5~2%	
Products/ Services	Development and/or expansion of low emission goods and services	Medium-term	1.5~2%	• Strengthen the investigation of international market trends, and increase R&D and personnel training funds. • Continue to develop customized services for industries with cloud migration needs. • Integrate equipment sales and corporate sustainability needs, grasp the business opportunities of carbon management platforms, and strengthen the integration of commercial applications.
	Development of new products or services through R&D and innovation	Medium-term	1.5~2%	
	Shift in consumer preferences	Medium-term	1.5~2%	
Market	Use of public-sector incentives	Medium-term	1.5~2%	• Provide a new solution for cloud-based green technology • Initiatives should be in line with qualifications and concepts
Resilience	Participation in renewable energy programs and adoption of energy efficiency measures	Medium-term	1~1.5%	• Evaluate the implementation and effectiveness of the participation plan from various parties • Incorporate the plan into the company's emission reduction plan

7.3.2 Risk identification

eCloudvalley knows how important it is to identify and assess risks, so it works to develop a risk analysis and measurement capability that fits eCloudvalley, evaluates the impact and likelihood of various risks, and plans strategies and actions for different situations, to effectively lower the chance and effect of risk occurrence. eCloudvalley has set up a good climate risk management reporting and monitoring system, as well as a way to deal with risk identification in real time, and respond to possible risk events, to improve eCloudvalley's risk tolerance ability. These actions show how much we care about climate risk management and the long-term value of risk management.

Climate risk matrix



Risk analysis results

		Risk	Time horizon	Financial impact	Countermeasures
Physical Risk	Acute	Increased severity of extreme weather events such as cyclones and floods	Long-term	0.5~1%	• A well-established remote office system and infrastructure (e.g., network, power supply, etc.) can maintain daily business operations • Business Continuity Management Procedures
Physical Risk	Chronic	Rising mean temperatures	Medium-term	1~1.5%	• Diversified business development solutions to reduce the impact of rising temperatures • Increase office environment issues, formulate a sound office management process, and prepare equipment for cold, and drought • The cost of employee health is rising, and the health status of employees is regularly advocated and monitored in real time
Transition risk	Policy & Legal	The price of greenhouse gas emissions is rising	Medium-term	1~1.5%	• Plan for carbon reduction plans to reduce the cost of future carbon emissions • Keep up with regulatory trends and develop a response plan for highly relevant regulations
Transition risk	Policy & Legal	Mandates on and regulation of existing products and services	Medium-term	1~1.5%	
Transition risk	Technology	Substitution of existing products and services with lower emissions options	Medium-term	1~1.5%	• Keep an eye out for market trends and technological developments • Carefully assess the opportunities and risks of emerging investments • Financial planning for the low-carbon transition to reduce the possibility of over-concentration of costs
Transition risk	Technology	Unsuccessful investment in new technologies	Medium-term	1~1.5%	
Transition risk	Technology	Costs to transition to lower emissions technology	Medium-term	1~1.5%	
Transition risk	Reputation	Increased stakeholder concern or negative stakeholder feedback	Long-term	1~1.5%	• Pay attention to international trends and take the initiative to respond to the market's expectations for eCloudvalley • Provide communication channels for stakeholders and actively respond to questions
Transition risk	Reputation	Criticism related to fewer efforts toward ESG	Medium-term	1~1.5%	

7.4 Climate Scenario Analysis

7.4.1 Description of analysis methods

To evaluate the effects of climate change on enterprises, eCloudvalley explored relevant methods from domestic and foreign sources, and established quantitative scenario analysis to test eCloudvalley's capacity for climate risk management. As per the TCFD guidance, climate risks will be reported separately for physical risks and transition risks. Physical risk means the immediate or long-term risk caused by extreme weather and unusual weather events, which will directly affect the value of fixed assets or endanger life safety. For instance, abnormally high temperatures and heat waves can reduce workers' productivity, typhoons or heavy rains can ruin real estate or production equipment, and drought events can disrupt supply chains. Transition risk means the risk of a broad range of policy, legal, technological and market changes resulting from the trend of a low-carbon economy. These changes can affect a company's business model, products and services, and overall business performance.

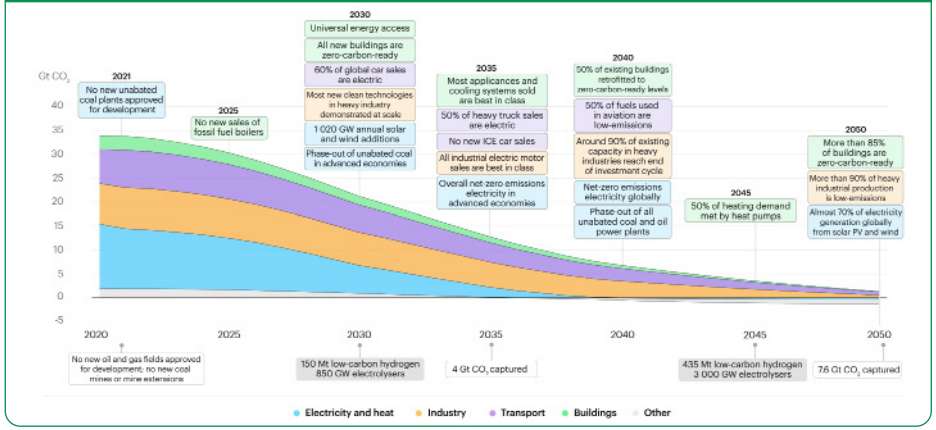
eCloudvalley chose the Intergovernmental Panel on Climate Change (IPCC). SSP1-1.9 and SSP5-8.5 in the Sixth Climate Change Assessment Report as the scenarios for assessing physical risks, while the IEA Net Zero Emissions by 2050 Scenario (NZE). was the basis for contextual analysis of transition risk. Shared Socioeconomic Pathways (SSP1-1.9). is a more optimistic scenario that aims to limit global warming to 1.5°C; The SSP5-8.5 scenario assumes that rising greenhouse gas emissions are likely to lead to global warming of more than 4°C. The IEA NZE implicitly assumes that the global energy sector will reach zero CO2 emissions by 2050.

Definition of climate scenarios

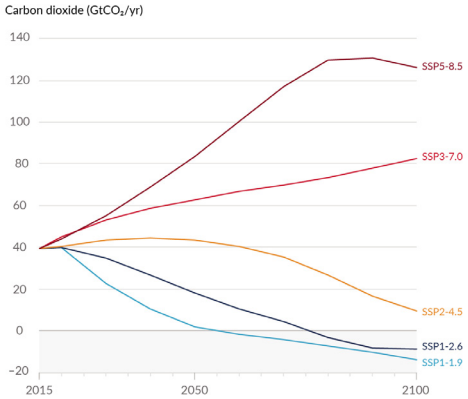
Risk	Scenario	Description	Methodology
Physical Risk	SSP1-1.9	This is a more optimistic scenario that aims to limit global warming to 1.5°C, relative to pre-industrial levels. In this scenario, greenhouse gas emissions would be significantly reduced to achieve lower radiative forcing. SSP1-1.9 is the vision of countries working to limit temperature growth to 1.5°C after the Paris Agreement.	Intergovernmental Panel on Climate Change, IPCC
	SSP5-8.5	This is a more pessimistic scenario that corresponds to a high-emissions future. Under the SSP5-8.5 scenario, greenhouse gas emissions continue to increase, resulting in a significant increase in atmospheric CO_2, CH_4 and N_2O concentrations. This scenario is projected to lead to more than 4°C of global warming.	
Transition risk	2050 Net Zero Scenario (NZE)	It shows when action is needed in key areas to achieve net-zero CO2 emissions from energy-related and industrial processes globally by 2050, while meeting other energy-related sustainability goals. This is consistent with limiting global temperature rise to 1.5°C with no or limited temperature exceedances (50% chance).	Global Energy and Climate Model

Contextual development roadmap

International Energy Agency (IEA) Global Energy and Climate Model



Intergovernmental Panel on Climate Change (IPCC)



7.4.2 Scenario result and countermeasure

eCloudvalley chose the Intergovernmental Panel on Climate Change (IPCC). SSP1-1.9 and SSP5-8.5 in the Sixth Climate Change Assessment Report are the scenarios for assessing physical risks, while the transition risk assessment is based on the IEA Net Zero Emissions by 2050 Scenario (NZE). Contextual analysis.

Results of climate scenario analysis

Category	Risk	SSP1-1.9	SSP5-8.5	NZE	Countermeasure
Physical Risk - Acute	Rising mean temperatures				Implement energy-saving action plans Indoor temperature regulation management
Physical risk - Chronic	Increased severity of extreme weather events such as cyclones and floods				Provide training in disaster response and disaster prevention Monitor and forecast rainfall trends
Transition risk - Reputational	Increased stakeholder concern or negative stakeholder feedback				Understand and respond to stakeholders' expectations of eCloudvalley Transparent and smooth communication channels and mechanisms
Transition Risks - Policy & Legal	Mandates on and regulation of existing products and services				Identify regulations and adjust them as needed to comply with new regulatory requirements Increase the additional cost of considering mandatory legal provisions

Note: The severity in each context is classified according to the sign (=low, moderate, =high).

Climate impact response

SSP1-1.9、SP5-8.5、NZE

Risk Rising mean temperatures

Category Physical Risk - Acute

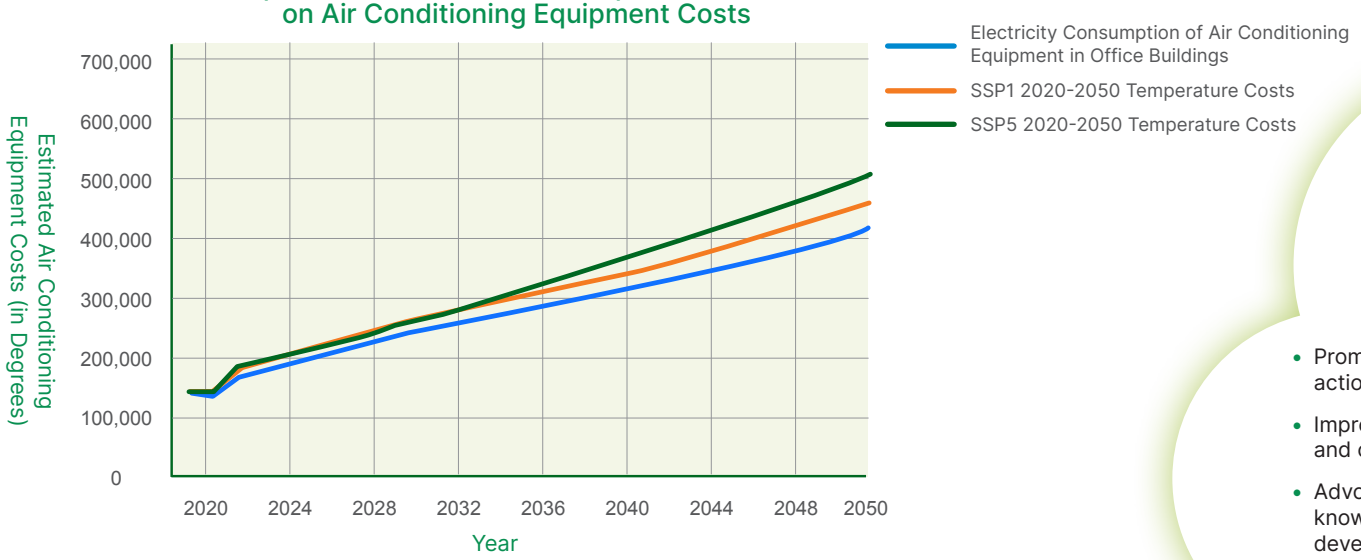
Description The rise in temperature may lead to an increase in the frequency of hot weather, which will cause the risk of overheating the office environment and equipment in eCloudvalley, and employees will also be exposed to the instability of environmental safety and health. Employees may suffer physical injuries such as heat stroke, heat injury, and skin disease due to severe weather when commuting to the office.

eCloudvalley's response

Description of the impact

The additional costs of rising average temperatures, including office cooling and reduced energy conversion efficiency of equipment. According to the 2023 Energy Audit Annual Report Survey of Non-Production Industries by the Energy Administration of the Ministry of Economic Affairs, the main power flow of office buildings is 56.73% of air-conditioning equipment, and based on this, the financial impact of the average temperature increase on eCloudvalley is about NTD $50,000 per 1 degree Celsius increase

The Impact of SSP1 and SSP5 Temperature Scenarios on Air Conditioning Equipment Costs



Note: The data are estimated for 2024–2050.

Scenario planning

- Promote energy-saving action plans
- Improve office cooling and cooling measures
- Advocate temperature knowledge and continue to develop solutions when the temperature is too high
- The use of green electricity, high-efficiency energy equipment, and environmentally friendly refrigerants
- Office airflow analysis, new environmental protection and cooling measures
- Temperature education and training

Risk Increased severity of extreme weather events such as cyclones and floods

Category Physical risk - Chronic

Description Extreme rainfall can cause flooding and flooding, causing damage or disruption to network communication equipment, affecting cloud service availability. Extreme rainfall may also affect the safety of transportation to the office and employees' residences.

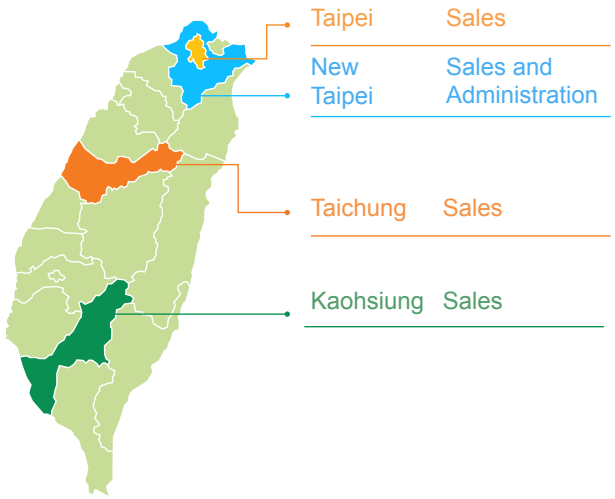
eCloudvalley's response

Description of the impact

Directly affected are labor costs, including the cost of maintaining service customers and the cost of recovery. If the extreme rainfall causes an impact on the office site, it will further expand the impact on the fixed assets in the office and the cost of subsequent repair work. The main operations of eCloudvalley are located in office buildings, and we continuously monitor the possibility of disasters at all bases to respond to disasters as soon as possible.

Countermeasures

- Please prioritize your personal safety as the foremost consideration.
- Follow the company's remote work guidelines and continue working remotely until the warning is lifted.
- Assess the capacity to deliver services and ensure customer rights are protected.
- Adjust the allocation of logistical units that require paper-based operations based on the actual circumstances.



Scenario planning

- Disaster Prevention and Response Programs
- Incorporate risk management
- Disaster facility preparation, disaster drills
- Identify risks on an ongoing basis

Risk Increased stakeholder concern or negative stakeholder feedback

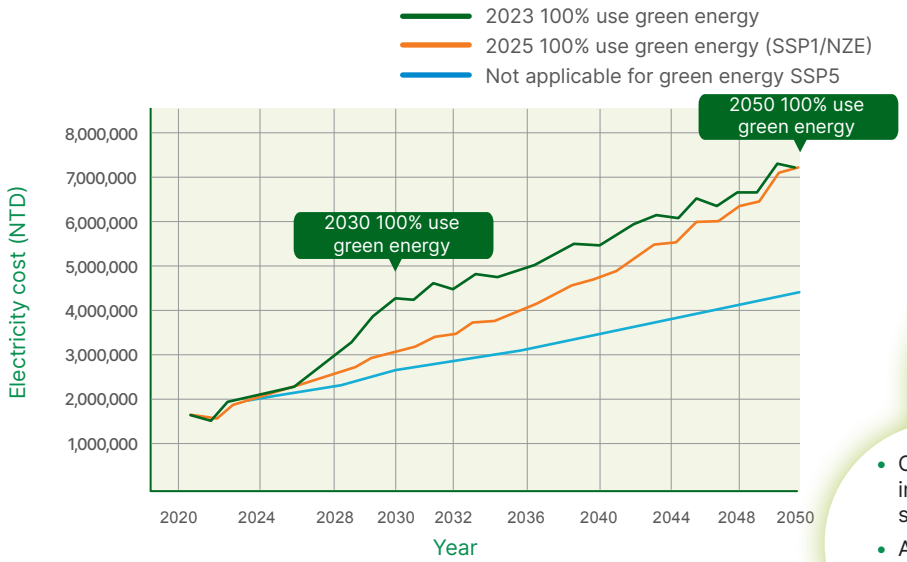
Category Transition risk - Reputational

Description The increased attention of stakeholders may lead to customers, employees, investors, suppliers, communities, etc., putting forward higher requirements for environmental responsibility and sustainability issues in eCloudvalley, and the image and reputation of eCloudvalley will be affected accordingly.

eCloudvalley's response

Description of the impact

Stakeholders are not active about eCloudvalley's actions on sustainability issues, and the impact on reputation may result in negative feedback processing costs. In addition, stakeholders are demanding greater carbon reduction efforts to achieve zero targets (Scope 1 and 2) ahead of schedule, with a cost difference of about NTD $28 million between the 2050 100% green power plan and the 2030 100% green power plan.



Note: The data are estimated for 2024–2050.

Risk Mandates on and regulation of existing products and services

Category Transition Risks - Policy & Legal

Description The increase in mandatory regulations may lead to the need for eCloudvalley to adjust its existing products and services to comply with the requirements of laws and regulations, increasing the corresponding costs and risks.

eCloudvalley's response

Description of the impact

Taiwan's response to climate change has received increasing attention, including the enactment of the Climate Change Response Act to ensure that Taiwan advances in reducing greenhouse gas emissions, promoting environmental sustainability, and addressing climate change. Any regulations related to renewable energy use, carbon pricing, and carbon fees may affect the operation and profitability of eCloudvalley, and may also affect our labor costs, of which 74.33% of employees hired in Taiwan will be directly affected, while 25.66% of overseas employees will be affected due to the policy adjustment of the headquarters.

Scenario planning

- Credibility of the information in the sustainability report
- Accelerate the implementation of sustainability goals
- The accountant is sure
- Implement the net-zero action plan and join international initiatives

Scenario planning

- Greenhouse gas-related inventory and inspection
- Ongoing compliance
- Establishment of management system and third-party audit
- Regulatory tracking, real-time product and service adjustments

08 Environmental Management

8.1 Resource Management

8.2 Greenhouse Gas Inventory and Carbon Reduction



KEY PERFORMANCE

achieving a 3.6% renewable energy utilization rate

Reducing annual electricity consumption by 2.98%

Reduced paper usage, resulting in a carbon reduction of approximately 65kgCO_2e

7 AFFORDABLE AND CLEAN ENERGY

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

We aim to support the creation of a sustainable environment by following environmental protection practices in the office, such as saving energy and water, reducing waste, using recycled paper and paperless operation, selecting energy-saving electronic devices and regulating air conditioning and other eco-friendly measures. Moreover, eCloudvalley has become the first cloud information industry in Taiwan to join the RE10×10 green power initiative by demonstrating its own climate action, and continues to cooperate with suppliers to achieve 10% green power usage by 2025, in line with the international trend and the United Nations Sustainable Development Goals. We are dedicated to taking proactive actions to reduce carbon emissions, and use the "ESG carbon management platform" to help eCloudvalley manage carbon information and integrate multi-channel information to improve the competitiveness of both parties.

8.1 Resource Management

GRI 302-1/302-2/302-3/302-4/ 302-5 /303-1/303-2/303-3/303-4/303-5

We aim to cut down on energy use by starting from the source, eliminating the use of official vehicles, and promoting public transportation for business trips, so that we can carry out energy-saving and carbon-reducing actions to lower the risk to climate and energy. To achieve the "RE10×10" agreement, we have initiated green electricity and declared it at the National Renewable Energy Certification Center.

8.1.1 Energy

In order to contribute to the development of a sustainable environment, we promote environmental protection in the office, encourage employees to save energy and water, reduce waste, implement recycled paper and paperless operations, choose energy-saving electronic products and control air conditioning and other environmentally friendly measures.

Declaration of Renewable Energy Certificates

Energy resource consumption within the organization

Type of energy	unit	2021	2022	2023	
				eCloudvalley	Subsidiary
Purchased Electricity (General)	kWh	259,213	323,031	364,142	173,383
Total electricity consumption	kWh	259,213	323,031	537,525	
Solar energy Note 1	kWh	-	7,823	13,196	

Note 1: The conversion is conducted as per the Energy Product Unit Heating Value as announced by the Bureau of Energy, Ministry of Economic Affairs. The heat value of purchased electricity is 3,600 GJ/million kWh. Conversion of energy unit is calculated as 1 cal = 4.184 J. The total energy for this year is 1,935.06 GJ.
Note 2: Solar energy is transferred to Taipower, and the actual consumption is included in the purchased electricity (General), which is listed as showing green electricity kWh.
Note 3: The electricity consumption included in the subsidiaries in 2023 will be disclosed.

Renewable energy certificate subscription information

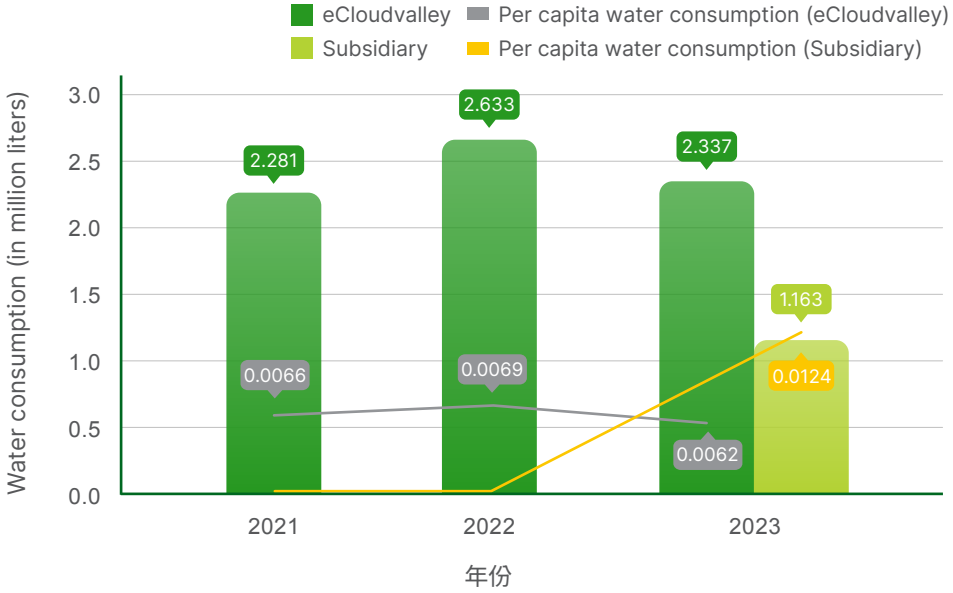
Year	Credential source	Number of renewable energy certificates	Carbon reduction
2022	National Renewable Energy Certification Center (T-REC)	4	-1.10%
2023	National Renewable Energy Certification Center (T-REC)	11	-0.90%

Note: For more information (such as login credential code), please refer to the official website of eCloudvalley Sustainability.

8.1.2 Water use

Water is a vital and essential resource for life, and to address water issues, eCloudvalley employs the Water Aqueduct tool of the World Resources Institute (WRI) to assess the water stress in the regions where eCloudvalley operates, all of which are low-medium, and we practice water conservation in our offices by encouraging water-saving actions.

Water consumption and per capita water consumption



8.1.3 Waste

eCloudvalley is a cloud information service industry, without production process and physical products, only produces general household and office supplies waste, which is a Class D waste announced by the Resource Circulation Administration Ministry of Evironment, and has conducted an analysis of ISO 14064-1 major indirect emission assessment criteria in 2022, confirming that waste is not a major environmental issue project of the company, so the waste is currently disposed of by the removal and transportation company, so there is no waste-related data, and waste-related management measures have yet to be implemented.

project	unit	2021	2022	2023
Hazardous waste	metric ton			
Non-hazardous waste				
Total Weight (Hazardous + Non-Hazardous + Other Waste)		-	12.8654	12.8139
Waste intensity	Metric tons / million yuan turnover	-	0.0054	0.0041

Note 1: The weight of domestic waste at the headquarters will be calculated from 2022, so the total weight of waste in 2021 is unknown, and it is not unproduced domestic waste.
Note 2: Since our company is a non-manufacturing company, there is no need to distinguish between hazardous and non-hazardous wastes in accordance with the regulations on reporting operations at public information observation stations.

8.2 Greenhouse Gas Inventory and Carbon Reduction

GRI 305-1 / 305-2 / 305-3/305-4 / 305-5

At present, the Sanchong District Office has obtained the ISO 14064-1 greenhouse gas inventory certification, and plans to continue to expand the scope of inventory in the future, and follow the "Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies" to complete the disclosure.

8.2.1 Greenhouse Gas pathway management

The Company actively reduces its carbon emissions by taking inventory of greenhouse gas emissions and tracking, assessing and managing emission pathways.

project	unit	2021	2022	2023
Direct (Scope 1)	metric ton CO_2e	2.00	19.63	44.66
Energy Indirect (Scope 2)		131.93	160.44	186.41
Other Indirect (Scope 3)		0.13	0.14	371.11
subtotal		134.06	180.21	602.17
GHG intensity	metric ton CO_2e / NT$ million	0.0808	0.0758	0.1946

Note 1: The greenhouse gas emission factor is based on the Greenhouse Gas Inventory Table 3.0.0 as announced by the Ministry of Environment ; the electricity emission factor is based on the 2022 and 2023 electricity emission factor of 0.495 and 0.494 as announced by the Bureau of Energy, and the global warming potential (GWP) is based on the value the Fifth Assessment Report (2013) of the IPCC. The values used in 2022 were from the Sixth Assessment Report (2021) of the IPCC.

Note 2: As the scope of greenhouse gas emissions disclosed is in Taiwan, the standalone financial report data is used for the revenue.

Note 3: The greenhouse gases calculated include: CO_2、CH_4、N_2O、HCFs .

Note 4: GHG emissions are organized using the operational control method. The scope of statistics for 2023 includes all location of operations in Taiwan.

Note 5: The refrigerant of air conditioner and the carbon dioxide cylinders in the beer dispenser into the scope 1 emissions.

Note 6: The Company conducts annual greenhouse gas inventory and verification in accordance with the "Sustainable Development Roadmap" by the Taiwan Stock Exchange. The disclosure covers the scope of eCloudvalley’s parent company for this year.

8.2.2 Carbon reduction and energy conservation targets

To respond to the Energy Bureau's "1% annual electricity saving" goal, we have taken three major actions: managing sources, promoting energy-saving concepts and managing equipment. We will also plan to use more renewable energy, especially green electricity, and increase its use every year. We hope that by doing this, we can influence our internal employees, external suppliers and enterprise customers, and practice our corporate philosophy in our supply chain and sustainable ecosystem, and fulfill our sustainability responsibilities.

As an enterprise customer who is using digital transformation to reduce emissions, we are also keeping up with the trend, and we have used electronic and digital tools internally to save resources. For example, we have cut down our paper use by about 10,600 sheets a year by optimizing and upgrading our system, which is equal to 65 kilograms of carbon dioxide equivalent (kg CO_2e). This has brought us convenience and resource savings as a multinational company. Of course, we also saved power in the office.

In 2023, a total of 2.98% of electricity consumption was reduced, and the target of 1% annual reduction in electricity consumption was successfully achieved.
(Calculated according to the increase in the amount of each office floor)

Source management

- LED lamps are used for office repairs
- All electricity procurement should have energy-saving labels
- Fluorescent tubes in the office were changed to LED tubes

Energy-saving concept

- Energy conservation advocacy slogans are posted
- 12:30-13:00 Lights off in the office
- Set up recycling bins
- Encourage no elevator stairs
- Encourage public transportation

Device management

- The outside temperature is 17 degrees, the air conditioner is not enabled, and the air conditioning temperature is set to 26 °C
- Air conditioner timer with cloud controller
- Regular maintenance of air conditioning fans and main engines
- Sleep settings for office equipment and computers
- Water and electricity consumption record control

Appendices

Third-party Assurance Statement

GRI Standards Index

SASB Index

Task Force on Climate-Related Financial Disclosures (TCFD) Index

Disclosure of sustainability information by listed companies in Taiwan



Third-party Assurance Statement

Independent Limited Assurance Report

To eCloudvalley Digital Technology Co., Ltd.

We have been engaged by eCloudvalley Digital Technology Co., Ltd. ("Company") to perform assurance procedures in respect of the key performance indicators identified by the Company and reported in the 2023 ESG Report (hereinafter referred to as the "Identified Key Performance Indicators") and have issued a limited assurance report based on the result of our work performed.

Subject Matter Information and Applicable Criteria

The subject matter information is the Identified Key Performance Indicators of the Company. The Identified Key Performance Indicators and the respective applicable criteria are stated in the "Summary of Selected Subject Matter Information" on page 102 of the year 2023 ESG Report. The scope of the aforementioned Identified Key Performance Indicators is set out in the " Reporting Scope and Guidelines" on page 3 of the year 2023 ESG Report.

Management's Responsibility

The Management of the Company is responsible for the preparation of the Identified Key Performance Indicators disclosed in the ESG Report in accordance with the respective applicable criteria. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the Identified Key Performance Indicators that are free from material misstatement, whether due to fraud or error.

Inherent Limitations

Certain subject matter information assured involves non-financial data which is subject to more inherent limitations than financial data. Qualitative interpretations of the relevance, materiality and the accuracy of data are more dependent on individual assumptions and judgments.

Compliance of Independence and Quality Management Requirement

We are independent of the Company in accordance with the Norm of Professional Ethics for Certified Public Accountant of the Republic of China, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies the Standard on Quality Management 1, "Quality Management for Public Accounting Firms" of the Republic of China, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Key Performance Indicators based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with the Standard on Assurance Engagements 3000, "Assurance Engagements other than Audits or Reviews of Historical Financial Information" of the Republic of China. This standard requires that we plan and perform this engagement to obtain limited assurance about whether the Identified Key Performance Indicators are free from material misstatement.

Under the requirements of the aforementioned standards, our limited assurance engagement involves assessing the suitability in the circumstances of the Company's use of the criteria as the basis for the preparation of the Identified Key Performance Indicators, assessing the risks of material misstatement of the Identified Key Performance Indicators whether due to fraud or error, responding to the assessed risks as necessary in the circumstances and evaluating the overall presentation of the Identified Key Performance Indicators. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Made inquiries of the persons responsible for the Identified Key Performance Indicators to obtain an understanding of the processes, and the relevant internal controls relating to the preparation of the aforementioned information to identify the areas where there may be risks of material misstatement; and
- Based on the above understanding and the areas identified, performed analytical procedures on the Identified Key Performance Indicators and performed substantive testing on a selective basis, including inquiries, observation, inspection, and reperformance to obtain evidence for limited assurance.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Company's Identified Key Performance Indicators have been prepared, in all material respects, in accordance with the respective applicable criteria.

We also do not provide any assurance on the year 2023 ESG Report as a whole or on the design or operating effectiveness of the relevant internal controls. Furthermore, our assurance does not extend to information disclosed in the year 2023 ESG Report for the period ended December 31, 2022 or prior periods.

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Identified Key Performance Indicators in the ESG Report are not prepared, in all material respects, in accordance with the applicable criteria.

Other Matter

The Management of the Company is responsible for maintaining the Company's website. We have no responsibility to re-perform any procedures regarding the Identified Key Performance Indicators after the date of our assurance report, even if the Identified Key Performance Indicators or the applicable criteria have been subsequently modified.

For and on behalf of PricewaterhouseCoopers, Taiwan
June 24, 2024

Notice to Readers

For the convenience of readers and for information purpose only, the independent limited assurance report have been translated into English from the original Chinese version prepared and used in the Republic of China. In the event of any discrepancy between the English version and the original Chinese version or any differences in the interpretation of the two versions, the Chinese-language independent limited assurance report shall prevail.

APPENDIX

SUMMARY OF SELECTED SUBJECT MATTER INFORMATION

#	Assurance Subject Matter(GRI Standards/SASB Standards/Designated Indicator)	Descriptions of Indicators	Applicable Criteia
1.	GRI 303-3:2018	Water withdrawal	Total tap water withdrawal in the eCloudvalley Digital Technology Co., Ltd in Taiwan in 2023. The above information is the statistical information of the eCloudvalley Digital Technology Co., Ltd.
2.	GRI 302-1:2016	Energy consumption within the organization	Total electric energy consumption in the eCloudvalley Digital Technology Co., Ltd in Taiwan in 2023. The above information is the statistical information of the eCloudvalley Digital Technology Co., Ltd.
3.	SASB TC-SI-230a.1	(1) Number of data breaches (2) Percentage involving personally identifiable information (3) Number of users affected	The number of data breaches, the percentage involving personally identifiable information and the number of users affected in Taiwan in 2023. The above information is the statistical information of the eCloudvalley Digital Technology Co., Ltd.
4.	Designated indicator	Customer Satisfaction(MSP)	Statistics on the number of valid questionnaires for the customer satisfaction survey sent by the eCloudvalley Digital Technology Co., Ltd worldwide in 2023. The above information is the statistical information of the eCloudvalley Digital Technology Co., Ltd.
5.	GRI 405-2:2016	The proportion women to men of basic salary and compensation.	On December 31, 2023, full-time employees in Taiwan and Asia are classified as supervisors and non-supervisors, while supervisors are divided into senior managers and junior managers; non-supervisors are divided into technical personnel and non-technical personnel, then calculated as the proportion of wages of men and women in each group. The above information is the eCloudvalley Digital Technology Co., Ltd's internal human resources system or information exported and counted data.

GRI Standards Index

Disclosure		Corresponding Chapter	Page
GRI2：General Disclosures 2021			
2-1	Organizational details	1.1 About eCloudvalley	7
2-2	Entities included in the organization's sustainability reporting	About this report	3
2-3	Reporting period, frequency and contact point	About this report	3
2-4	Restatements of information	About this report	3
2-5	External assurance	About this report	3
2-6	Activities, value chain and other business relationships	1.2 Innovative Cloud Ecosystem	12
2-7	Employees	5.2 Talent Attraction and Retention	65
2-8	Workers who are not employees	5.2 Talent Attraction and Retention	65
2-9	Governance structure and composition	3.1 Corporate Governance Organization	39
2-10	Nomination and selection of the highest governance body	3.1 Corporate Governance Organization	39
2-11	Chair of the highest governance body	3.1 Corporate Governance Organization	39
2-12	Role of the highest governance body in overseeing the management of impacts	3.1 Corporate Governance Organization	39
2-13	Delegation of responsibility for managing impacts	3.1 Corporate Governance Organization	39
2-14	Role of the highest governance body in sustainability reporting	3.1 Corporate Governance Organization	39
2-15	Conflicts of interest	3.1 Corporate Governance Organization	39
2-16	Communication of critical concerns	3.1 Corporate Governance Organization	39
2-17	Collective knowledge of the highest governance body	3.1 Corporate Governance Organization	39
2-18	Evaluation of the performance of the highest governance body	3.1 Corporate Governance Organization	39
2-19	Remuneration policies	3.1 Corporate Governance Organization	39
2-20	Process to determine remuneration	3.1 Corporate Governance Organization	39
2-21	Annual total compensation ratio	Due to confidentiality restrictions, we are unable to disclose the information	-
2-22	Statement on sustainable development strategy	2.1 Sustainable Vision and Strategy	23
2-23	Policy commitments	5.1 Human Rights	60
2-24	Embedding policy commitments	5.1 Human Rights	60
2-25	Processes to remediate negative impacts	3.2 Risk Management and Response	43

Disclosure		Corresponding Chapter	Page
GRI2：General Disclosures 2021			
2-26	Mechanisms for seeking advice and raising concerns	3.2 Risk Management and Response	43
2-27	Compliance with laws and regulations	3.2 Risk Management and Response	43
2-28	Membership associations	2.2 Materiality Assessment	26
2-29	Approach to stakeholder engagement	2.2 Materiality Assessment	26
2-30	Collective bargaining agreements	5.1 Human Rights	60
GRI3：Material Topics 2021			
3-1	Process to determine material topics	2.2 Materiality Assessment	26
3-2	List of material topics	2.2 Materiality Assessment	26
3-3	Management of material topics	2.2 Materiality Assessment	26
GRI201：Economic Performance 2016			
201-1	Direct economic value generated and distributed	1.1 About eCloudvalley	7
201-2	Financial implications and other risks and opportunities due to climate change	7.3 Climate Risks and Opportunities	87
201-3	Defined benefit plan obligations and other retirement plans	5.3 Employee Development and Benefits	68
201-4	Financial assistance received from government	1.1 About eCloudvalley	7
GRI202：Market Presence 2016			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	5.2 Talent Attraction and Retention	65
202-2	Proportion of senior management hired from the local community	5.2 Talent Attraction and Retention	65
GRI203：Indirect Economic Impacts 2016		Not applicable	
GRI204：Procurement Practices 2016		Due to confidentiality restrictions, we are unable to disclose this information	
GRI205：Anti-corruption 2016			
205-1	Operations assessed for risks related to corruption	3.2 Risk Management and Response	43
205-2	Communication and training about anti-corruption policies and procedures	3.2 Risk Management and Response	43
205-3	Confirmed incidents of corruption and actions taken	3.2 Risk Management and Response	43
GRI206：Anti-competitive Behavior 2016			
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	We have no such matter for the current fiscal year	-
GRI207：Tax 2019		We comply with the tax regulations of each country and truthfully declare our taxes	

Disclosure		Corresponding Chapter	Page
GRI301：Materials 2016		Not applicable	
GRI302：Energy 2016			
302-1	Energy consumption within the organization	8.1 Resource Management	98
302-2	Energy consumption outside of the organization	8.1 Resource Management	98
302-3	Energy intensity	8.1 Resource Management	98
302-4	Reduction of energy consumption	8.1 Resource Management	98
302-5	Reductions in energy requirements of products and services	8.1 Resource Management	98
GRI303：Water and Effluents 2018			
303-1	Interactions with water as a shared resource	8.1 Resource Management	98
303-2	Management of water discharge-related impacts	8.1 Resource Management	98
303-3	Water withdrawal	8.1 Resource Management	98
303-4	Water discharge	8.1 Resource Management	98
303-5	Water consumption	8.1 Resource Management	98
GRI304：Biodiversity 2016		Not applicable	
GRI305：Emissions 2016			
305-1	Direct (Scope 1) GHG emissions	8.2 Greenhouse Gas Inventory and Carbon Reduction	99
305-2	Energy indirect (Scope 2) GHG emissions	8.2 Greenhouse Gas Inventory and Carbon Reduction	99
305-3	Other indirect (Scope 3) GHG emissions	8.2 Greenhouse Gas Inventory and Carbon Reduction	99
305-4	GHG emissions intensity	8.2 Greenhouse Gas Inventory and Carbon Reduction	99
305-5	Reduction of GHG emissions	8.2 Greenhouse Gas Inventory and Carbon Reduction	99
305-6	Emissions of ozone-depleting substances (ODS)	Not applicable	-
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not applicable	-
GRI306：Waste 2020		Not applicable	
GRI308：Supplier Environment Assessment 2016			
308-1	New suppliers that were screened using environmental criteria	4.2 Service Quality and Customer Relationship	53
308-2	Negative environmental impacts in the supply chain and actions taken	4.2 Service Quality and Customer Relationship	53

Disclosure		Corresponding Chapter	Page
GRI401：Employment 2016			
401-1	New employee hires and employee turnover	5.2 Talent Attraction and Retention	65
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	5.2 Talent Attraction and Retention	65
401-3	Parental leave	5.2 Talent Attraction and Retention	68
GRI402：Labor/Management Relations 2016			
402-1	Minimum notice periods regarding operational changes	Not applicable	-
GRI403：Occupational Health and Safety 2018			
403-1	Occupational health and safety management system	5.4 Occupational Health & Safety	73
403-2	Hazard identification, risk assessment, and incident investigation	5.4 Occupational Health & Safety	73
403-3	Occupational health services	5.4 Occupational Health & Safety	73
403-4	Worker participation, consultation, and communication on occupational health and safety	5.4 Occupational Health & Safety	73
403-5	Worker training on occupational health and safety	5.4 Occupational Health & Safety	73
403-6	Promotion of worker health	5.4 Occupational Health & Safety	73
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	5.4 Occupational Health & Safety	73
403-8	Workers covered by an occupational health and safety management system	5.4 Occupational Health & Safety	73
403-9	Work-related injuries	There were a total of 3 occupational accidents this year, all of which were traffic accidents during the commute.	-
403-10	Work-related ill health	5.4 Occupational Health & Safety	73
GRI404：Training and Education 2016			
404-1	Average hours of training per year per employee	5.3 Employee Development and Benefits	68
404-2	Programs for upgrading employee skills and transition assistance programs	5.3 Employee Development and Benefits	68
404-3	Percentage of employees receiving regular performance and career development reviews	5.3 Employee Development and Benefits	68
GRI405：Diversity and Equal Opportunity 2016			
405-1	Diversity of governance bodies and employees	3.1 Corporate Governance Organization 5.2 Talent Attraction and Retention	39 65
405-2	Ratio of basic salary and remuneration of women to men	5.2 Talent Attraction and Retention	65
GRI406：Non-discrimination 2016			
406-1	Incidents of discrimination and corrective actions taken	5.1 Human Rights	60

Disclosure		Corresponding Chapter	Page
GRI407：Freedom of Association and Collective Bargaining 2016			
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	5.1 Human Rights	60
GRI408：Child Labor 2016			
408-1	Operations and suppliers at significant risk for incidents of child labor	5.1 Human Rights	60
GRI409：Forced or Compulsory Labor 2016			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	We have no such matter for the current fiscal year	-
GRI410：Security Practices 2016		Not applicable	
GRI411：Rights of Indigenous Peoples 2016			
411-1	Incidents of violations involving rights of indigenous peoples	We have no such matter for the current fiscal year	-
GRI413：Local Communities 2016		Not applicable	
GRI414：Supplier Social Assessment 2016			
414-1	New suppliers that were screened using social criteria	4.2 Service Quality and Customer Relationship	53
414-2	Negative social impacts in the supply chain and actions taken	4.2 Service Quality and Customer Relationship	53
GRI415：Public Policy 2016			
415-1	Political contributions	We have no such matter for the current fiscal year	-
GRI416：Customer Health and Safety 2016		Not applicable	
GRI417：Marketing and Labeling 2016		Not applicable	
GRI418：Customer Privacy 2016			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	We have no such matter for the current fiscal year	-
GRI11：Oil and Gas Sector 2021			

GRI Reason for Omission and Explanation

Reason for omission	Scenario Explanation
Not applicable	Due to the nature of the industry or practical operations, relevant data and information cannot be disclosed.
Legal prohibitions	Unable to disclose due to legal requirements or business confidentiality reasons.
Confidentiality constraints	Unable to disclose due to confidentiality agreements, sensitivity of personal information, or commercial secrets.
Information unavailable/incomplete	Unable to disclose due to difficulties or incomplete collection of internal company information.

SASB Index

Topic	會計指標		Corresponding Chapter	Page
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	8.1 Resource Management	98
	TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	8.1 Resource Management	98
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	eCloudvalley uses AWS cloud services and does not have any self-built data center	-
Data Privacy and Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	4.1 Information Security and Personal Data Protection	50
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	4.1 Information Security and Personal Data Protection	50
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	We have no such matter for the current fiscal year	-
	TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	We have no such matter for the current fiscal year	-
	TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	We have no such matter for the current fiscal year	-
Data Security	TC-SI-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	We have no such matter for the current fiscal year	-
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	4.1 Information Security and Personal Data Protection	50
Recruiting and Managing a Global, Diverse and Skilled Workforce	TC-SI-330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore	5.2 Talent Attraction and Retention	65
	TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	5.2 Talent Attraction and Retention	65
Intellectual Property Protection and Competitive Behavior	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	We have no such matter for the current fiscal year	-
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	We have no such matter for the current fiscal year	-
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	4.1 Information Security and Personal Data Protection	50

Task Force on Climate-Related Financial Disclosures (TCFD) Index

Topic	Disclosure	Corresponding Chapter	Page
Governance	a) Describe the board's oversight of climate-related risks and opportunities	7.2.2 Board of Directors' Governance of Climate	87
	b) Describe management's role in assessing and managing climate-related risks and opportunities.	7.2.1 Climate organization and operation	86
Strategy	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	7.3 Climate Risks and Opportunities	87
	b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	7.3 Climate Risks and Opportunities	87
	c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	7.4 Climate Scenario Analysis	92
Risk Management	a) Describe the organization's processes for identifying and assessing climate-related risks.	7.3 Climate Risks and Opportunities	87
	b) Describe the organization's processes for managing climate-related risks.	7.2.1 Climate organization and operation	86
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	7.2.1 Climate organization and operation	86
Metrics and Targets	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	7.2.1 Climate organization and operation	86
	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	7.3 Climate Risks and Opportunities	87
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	7.3 Climate Risks and Opportunities	87

Disclosure of Sustainability Information by Listed Companies in Taiwan

"Operational Guidelines for Listed Companies to Prepare and Submit Sustainability Reports" Article 4, Annex 1, Indicator 14 - Sustainability Disclosure Indicators for the Electronics Industry

No.	Metrics	Type of metrics	Annual disclosure status	Unit	Corresponding Chapter	Page
1	Total energy consumption, percentage of purchased electricity, and renewable energy usage rate.	Quantitative	Total energy consumption is 1,935 GJ, with 96.4% of electricity being purchased from external sources and a renewable energy usage rate of 3.6%.	Billion joules (GJ), percentage (%)	8.1.1 Energy	98
2	Total water intake and total water consumption.	Quantitative	As our company is engaged in domestic water usage, there is no difference between total water intake and total water consumption. The total water usage for this year is 3.5 m^3.	Thousand cubic meters (m^3)	8.1.2 Water use	99
3	Weight of hazardous waste generated and percentage of waste recycled.	Quantitative	Omission reason: Not applicable. We do not generate hazardous waste, and only recycle domestic waste.	Metric tons (t), percentage (%)	-	-
4	Description of occupational accident categories, number of accidents, and ratios.	Quantitative	During the year, there were 3 cases of work-related accidents, all of which were traffic accidents related to commuting to and from work, accounting for 0.47% of the total number of employees.	Ratio (%), quantity	5.4 Occupational Health & Safety	73
5	Disclosure of product lifecycle management: including weight of discarded products and electronic waste, and percentage of recycling (Note 1).	Quantitative	Omission reason: Not applicable. The Company's main business items are cloud and consulting services, and there are no issues related to product lifecycle management.	Metric tons (t), percentage (%)	-	-
6	Description of risk management related to key materials.	Qualitative Description	Omission reason: Not applicable. The Company has no issues related to critical materials.	Not applicable	-	-
7	Total monetary losses due to legal disputes related to anti-competitive practices regulations.	Quantitative	We have no such matter for the current fiscal year	Reporting currency	3.2.2 The company's internal control and related ethical system	46
8	Primary product production volume by product category.	Quantitative	Omission reason: Not applicable. The Company's main products are pay-as-you-go, and there are no issues related to production.	Varies by product type.	-	-

Note 1: Including the sale of scrap materials or other recycling methods, relevant explanations should be provided.

"Operational Guidelines for Listed Companies to Prepare and Submit Sustainability Reports" Article 4-1, Annex 2 - Climate-related Information for Listed and OTC Companies

Item	Execution Status	Corresponding Chapter	Page
1. Describe the supervision and governance of climate-related risks and opportunities by the Board of Directors and management.	The Board of Directors is the highest governance unit and a Corporate Sustainability Committee has been established, which assigns ESG Office to carry out relevant business. Climate-related matters are reported to the Board of Directors on a quarterly basis, and climate-related proposals are put forward when necessary, and a total of 4 meetings have been held this year.	7.2.1 Climate organization and operation	86
2. Explain how the identified climate risks and opportunities affect the company's business, strategies, and finances in the short term, medium term, and long term.	Based on the identification of climate risks and opportunities for the current year, the Company has classified the risks into short-term, medium-term, and long-term categories according to their likelihood of occurrence. Mitigation measures are also outlined for each risk.	7.3 Climate Risks and Opportunities	87
3. Describe the financial impact of extreme weather events and transition actions.	The financial impact of these risks is tabulated in 7.3 Climate Risks and Opportunities in this report, and a detailed scenario analysis is conducted for extreme weather events, which can be found in 7.4.2 Scenario Results and Mitigation Strategies.	7.4.2 Scenario result and countermeasure	93
4. Explain how the process of identifying, assessing, and managing climate risks is integrated into the overall risk management system.	The Company integrates climate risk with operational risk, conducting annual identification through 'Risk Seasons'. For content related to the integrated risk management system, please refer to 3.2 Risk Control and Response.	7.2.1 Climate organization and operation	86
5. If scenario analysis is used to assess resilience to climate change risks, provide details on the scenarios, parameters, assumptions, analysis factors, and major financial impacts.	This year, a total of four scenarios were analyzed, among which "Scenario Analysis 3: Increased stakeholder concern or negative stakeholder feedback" analyzes the financial impact of electricity.	7.4.2 Scenario result and countermeasure	93
6. If there are transition plans to manage climate-related risks, describe the content of the plans and the indicators and goals used to identify and manage physical risks and transition risks.	The Company discloses the countermeasures based on the results of the risk analysis.	7.3 Climate Risks and Opportunities	87
7. If internal carbon pricing is used as a planning tool, explain the basis for price determination.	The Company has not implemented internal carbon pricing.	-	-
8. If climate-related goals are set, provide information on the activities covered, greenhouse gas emission scope, planning timeline, annual progress, etc. If carbon offsets or renewable energy certificates (RECs) are used to achieve the goals, explain the sources and quantities of carbon offsets or the quantity of RECs.	Climate-related goals have not been set by the Company.	-	-
9. Inventory and verification of greenhouse gas emissions.	The Company has currently obtained the ISO 14064-1 greenhouse gas inventory certification from the headquarters, and plans to continue expanding the scope of the inventory in the future, and to complete the disclosure in accordance with the "Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies".	-	-


eCloud
valley
eCloudvalley Digital Technology Co. Ltd.