



Information Technology Total Services Co., Ltd.

2025

Sustainability Report

ABOUT THE REPORT	4
MESSAGE FROM THE CHAIRMAN	7
SUSTAINABILITY HIGHLIGHTS	8
I SUSTAINABILITY MANAGEMENT	9
1.1 SUSTAINABILITY GOVERNANCE FRAMEWORK.....	9
1.2 SUSTAINABLE DEVELOPMENT GOALS.....	10
1.3 IDENTIFICATION OF STAKEHOLDERS	14
1.4 STAKEHOLDER COMMUNICATION CHANNELS AND TOPICS OF CONCERN	15
1.5 IDENTIFICATION OF MATERIAL TOPICS	18
II SUSTAINABILITY GOVERNANCE.....	25
2.1 ABOUT ITTS	25
2.1.1 Participation in External Organizations	31
2.1.2 Awards and Honors Over the Years.....	31
2.2 CORPORATE GOVERNANCE	32
2.2.1 Board of Directors.....	34
2.2.2 Functional Committees	41
2.2.3 Internal Audit.....	43
2.2.4 Ethics and Integrity	44
2.3 RISK MANAGEMENT	46
2.4 LEGAL COMPLIANCE	48
2.5 OPERATING PERFORMANCE.....	49
2.6 INFORMATION SECURITY	54
III SUSTAINABLE ENVIRONMENT.....	59
3.1 TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES	60
3.1.1 Climate Change Management Framework.....	61
3.1.2 Climate Risks and Opportunities.....	62
3.1.3 Climate Change Risk Responses.....	64
3.2 ENERGY MANAGEMENT	67
3.3 GREENHOUSE GAS MANAGEMENT	69
3.4 SUPPLIER SUSTAINABILITY MANAGEMENT.....	71
IV SOCIAL INCLUSION	74
4.1 HUMAN RIGHTS PROTECTION.....	74
4.2 DIVERSE AND EQUITABLE WORKPLACE.....	75

4.3	REMUNERATION AND WELFARE.....	79
4.4	TALENT TRAINING AND DEVELOPMENT.....	87
4.5	LABOR-MANAGEMENT COMMUNICATION	91
4.6	CUSTOMER RELATIONS	93
V	PUBLIC WELFARE ENGAGEMENT	97
5.1	SOCIAL CONTRIBUTION	97
APPENDIX 1.	GRI INDEX.....	100
APPENDIX 2.	SASB (SUSTAINABILITY ACCOUNTING STANDARDS BOARD).....	104
APPENDIX 3.	CLIMATE-RELATED INFORMATION OF LISTED COMPANIES	108
APPENDIX 4.	VERIFICATION STATEMENT.....	114

About the Report

Information Technology Total Services Co., Ltd. (hereinafter referred to as “ITTS” or the “Company”) has published the 2025 Sustainability Report (hereinafter referred to as the “Report”) in accordance with regulatory requirements to pursue corporate sustainability and enhance information transparency. Through the publication of such reports, we communicate to stakeholders our measures and performance in corporate governance, environmental sustainability, and social inclusion under our corporate sustainability goals, in the hope that stakeholders will continue to pay attention to ITTS, provide suggestions, and thereby enable the Company to make significant strides on the path to corporate sustainability.

The economic and financial performance data disclosed in the Report is based on the financial statements. The financial data is consistent with that in the annual report, with all currency amounts expressed in New Taiwan Dollars (NTD). The financial statements have been audited and certified by PricewaterhouseCoopers Taiwan. The data for environmental and social performance indicators is compiled by the responsible internal units.

Reporting Boundary and Scope

Disclosure Category	Coverage
Period	The reporting period covers the whole year of 2025. In view of the integrity of the data disclosed, if there are operating activities that span across different years, they will be explained in the Report.
Operating bases	Plants in Taiwan (Nangang Head Office, Xizhi, and Wugu Offices) Plant in China (Wuxi Office)
Financial data	Consistent with the data in the consolidated financial statements disclosed by ITTS
EHS data	Plants in Taiwan (Nangang Head Office, Xizhi, and Wugu Offices) Plant in China (Wuxi Office)
Employee data	Plants in Taiwan (Nangang Head Office, Xizhi, and Wugu) and Wuxi, China 4.4 Training and Development of Talent only covers the plants in Taiwan (Nangang Head Office, Xizhi, and Wugu).
Public welfare performance	Plants in Taiwan (Nangang Head Office, Xizhi, and Wugu Offices)
Restatements of information	The Report requires no restatements resulting from major organizational changes or changes in the reporting scope for 2025. Any adjustments to specific information are explained in their respective sections.

Reporting Framework

The Report covers the period from January 1 to December 31, 2025, and includes disclosures on sustainability indicators across corporate governance, economic, social, and environmental dimensions. To fully disclose ITTS’s sustainability performance and communication with stakeholders, the Report has been prepared with reference to the latest GRI Standards (GRI Standards 2021) and the regulatory requirements set out in the “Rules Governing the Preparation and Filing of Sustainability Reports by TPEX-Listed Companies,” and is aligned with the United Nations Sustainable Development Goals (SDGs). Through the Report, ITTS has responsibly reported its economic, environmental, and social strategies and activities to stakeholders, demonstrating the Company’s commitment to corporate social responsibility and sustainable development.

Publication Frequency

ITTS plans to publish the report annually. This is the third report.

Publication of the Report: August 2026

Publication of the next report: August 2027

In response to paperless environmental protection, and to fulfill our responsibility as a corporate citizen, the Report is published in Mandarin in the form of an electronic file in the Sustainable Development section of the Company's website for stakeholders to review.

The information and data in the Report were collected and compiled by the Sustainability Task Force and reviewed by the heads of relevant departments. The Report was then submitted to the Sustainability Task Force for verification. Upon the completion of recommendations and data refinements, the Report was submitted to the Chairman for final approval. The Report was submitted to GREAT International Certification Co., Ltd., an independent external assurance provider, for Type 1 moderate assurance in accordance with the AA1000 Assurance Standard v3 (AA1000AS v3). The Report was determined to be in conformance with the GRI Standards, and an assurance statement was obtained; please refer to the appendix.

The Company has obtained certificates for the ISO 14064-1:2018 greenhouse gas inventory management system, ISO 27001:2022 information security management system, BS 10012:2017 personal information management system, and ISO 9001:2015 quality management system, with their validity continuously maintained.

ISO 14064-1:2018 Greenhouse Gas Inventory Management System   Opinion Statement Greenhouse Gas Emissions Verification Opinion Statement This is to verify that: Information Technology Total Services Co., Ltd. 東達資訊服務股份有限公司 SF, No. 19-8, Sanchong Rd. 桑隆 Hanging Dist. 台北市 Taipei City 中正區 115601 三善路 19 之 8 號 5 樓 Taiwan 115611 Holds Statement No: GHGEV 816054 Verification opinion statement As a result of carrying out verification and validation procedures in accordance with ISO 14064-1:2018, it is the statement for mixed engagement including reasonable assurance for verification activity as well as validation and approval procedures (AUP) contains the following: - The Greenhouse Gas Emissions with Information Technology Total Services Co., Ltd. for the period from 2024-01-01 to 2024-12-31 was verified and validated. - The verified organization-level greenhouse gas emissions include direct greenhouse gas emissions 12,652.9 tonnes of CO₂ equivalent and indirect greenhouse gas emissions from imported energy 599,674.6 tonnes of CO₂ equivalent. - Information Technology Total Services Co., Ltd. has defined and explained its own process and pre-determined criteria for significance of indirect Greenhouse Gas Emissions and quantity and report these identified significant emissions accordingly. For and on behalf of BSI:  Managing Director BSI Taiwan, Peter Fu Originally issued: 2025-03-10 Latest Issue: 2025-03-10 Page: 1 of 4 ...making excellence a habit.™	ISO 27001:2022 Information Security Management System  MANAGEMENT SYSTEM CERTIFICATE Certificate No: 20250301-001-0001 Issue Certificate date: 13 January 2025 Valid: 13 January 2025 - 13 January 2028 This is to certify that the management system of: Information Technology Total Services SF, No. 19-8, Sanchong Rd., Nangang Dist., Taipei 115601, Taiwan has been found to conform to the Information Security Management System standard: ISO/IEC 27001:2022 This certificate is valid for the following scope: The Provision of Management Processing Activities of Information Service including IT Outsourcing Service, ERP Integration Planning Service, Customer Relationship Management Service, Mailing & Data Integration Service, Cloud Platform Service, Business Marketing Services and All Supporting Service which are Provided by Information Technology Total Service Corporation. This is in Accordance with the Statement of Applicability M-8-04-01 Version 3.0 Place and Date: London, 01 November 2024 For the Issuing Officer: DNV Business Assurance 100 Fenchurch Street Building, 10 Standard Street, London, SE1 3UG, United Kingdom  Issue Officer Management Representative	BS 10012:2017 Personal Information Management System  管理系統驗證證書 證書號碼: 20250301-001-0001 發給證書日期: 2025年1月13日 有效期間: 2025年1月13日 - 2028年1月13日 茲證明 東達資訊服務股份有限公司- 郵件資料整合處 新北市五股區五權七地51號2樓 品質管理系統標準: BS 10012:2017標準 此證書對下列範圍有效: 依據BS10012:2017年版標準之規範執行本公司資料列印、運送與與其相關之支援服務等營運作業管理活動的所有個人資料保護作業。 證書編號: 20250301-001-0001 證書號碼: 20250301-001-0001 證書日期: 2025年1月13日 證書有效期間: 2025年1月13日 - 2028年1月13日 簽發人簽字: 東達資訊服務 Mike Tims 2025年11月09日, VI	ISO 9001:2015 Quality Management System  Certificate of Registration 茲證明 東達資訊服務有限公司- 郵件資料整合事業部 地址: 115 臺北市南港區三重路 19-8 號 5 樓 完成品質管理系統符合以下標準: ISO 9001:2015 驗證範圍: 郵件資料處理、印刷、裝封與郵寄服務; 數位彩色印刷、信用卡帳單、銀行對帳單、電信帳單、 基金或證券買賣對帳單、服務報表、支票、存摺信託。 證書編號: AMTIVO/TW/106131 (PIN: 004048) 初始註冊日期: 2010年10月25日 獲證日期: 2023年11月09日 證書有效期至: 2026年11月09日 簽發人簽字: 東達資訊服務 Mike Tims 2023年11月09日, VI 本證書係由英國標準協會註冊與英國標準協會認證的 certlinkuk.co.uk 上提供。 此證書之條款與條件及相關資訊可於英國標準協會網站上查詢。    
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If you have any suggestions regarding the Report, please feel free to contact us. Contact information:
Contact: Sustainability Task Force
Address: 5F, No. 19-8, Sanchong Road, Nangang District, Taipei City
Tel.: 02-2655-2525 ext. 668
E-mail: esg@itss.com.tw

Message from the Chairman

To stakeholders concerned with ITTS's sustainable development:

ITTS has been established for over 25 years. Looking back over this past quarter century, we have witnessed waves of technological evolution and significant industrial shifts. While starting with the business of system establishment and consulting services, the Company has evolved to focus on the dual transformation of digitalization and sustainability. Our steady progress and ability to overcome challenges have always been underpinned by our care for people and our fundamental commitment to creating value alongside our customers, employees, and shareholders.

Prioritizing Customer Satisfaction to Build a Robust Sustainable Ecosystem

In an era where digital technology and sustainability are both emphasized, the mission of an enterprise is no longer limited to mere financial profitability. The Company's business philosophy that "ITTS's Persistent Value Comes from a Stream of Clients' Trust and Delegation" has always been deeply rooted in every service we provide and every innovation we pursue. Building on this foundation, we have actively developed solutions for information security protection, AI applications, enterprise cloud migration, data governance middle platforms, and smart factory sustainability. Through continuous innovation and optimization of products and services, we have transformed our long-standing system consulting expertise into a robust force for driving industrial upgrading. This not only helps customers enhance operational efficiency amid volatility, but also creates stable and risk-controlled long-term value for all shareholders; ESG has been truly internalized into ITTS's operations for sustainable growth.

Human-Oriented Values: Laying a Foundation of Warmth and Trust

In the face of the rapidly changing global situation and the surge of AI, we recognize that our greatest ability to provide warm and professional services begins with prioritizing the well-being of our employees. In 2025, we continued to invest in internal talent development, prioritized physical and mental health and well-being, and remained committed to creating a flexible, inclusive, and vibrant work environment. Our core values of "professionalism, quality, and empathy" are deeply incorporated into our business philosophy, and further transformed into our most sincere commitment to our customers through the daily actions of every ITTS employee. More than a provider of technology and consulting services, we are a trusted, long-term partner that supports customers in taking on future challenges.

Environmental Protection as Part of Social Responsibility

In response to the severe challenges posed by climate change and global sustainability trends, ITTS has consistently disclosed its operational risks and climate transition opportunities in a rigorous manner based on integrity and transparency. Knowing full well that sustainability requires collective effort, the Company has not only implemented data governance and operational energy saving internally, but has also further engaged its customers in the mission. We actively promote solutions related to smart factories and sustainable supply chains to help enterprises effectively address the resulting energy challenges while embracing generative AI, and integrate data middle platform applications to help customers make precise energy control and carbon reduction decisions, working together to move steadily toward a net-zero future.

In the future, ITTS will steadfastly advance along the path of sustainability based on the principle of "Data as Foundation, AI as Wings, Cybersecurity as Shield, Green Energy as Sustainability." The Company greatly appreciates the long-standing support and trust given by all shareholders, customers, and employees. Let us continue to work together to create a warm and far-reaching positive influence in this changing world.

ITTS Chairman Shang-Wei Kao

Sustainability Highlights

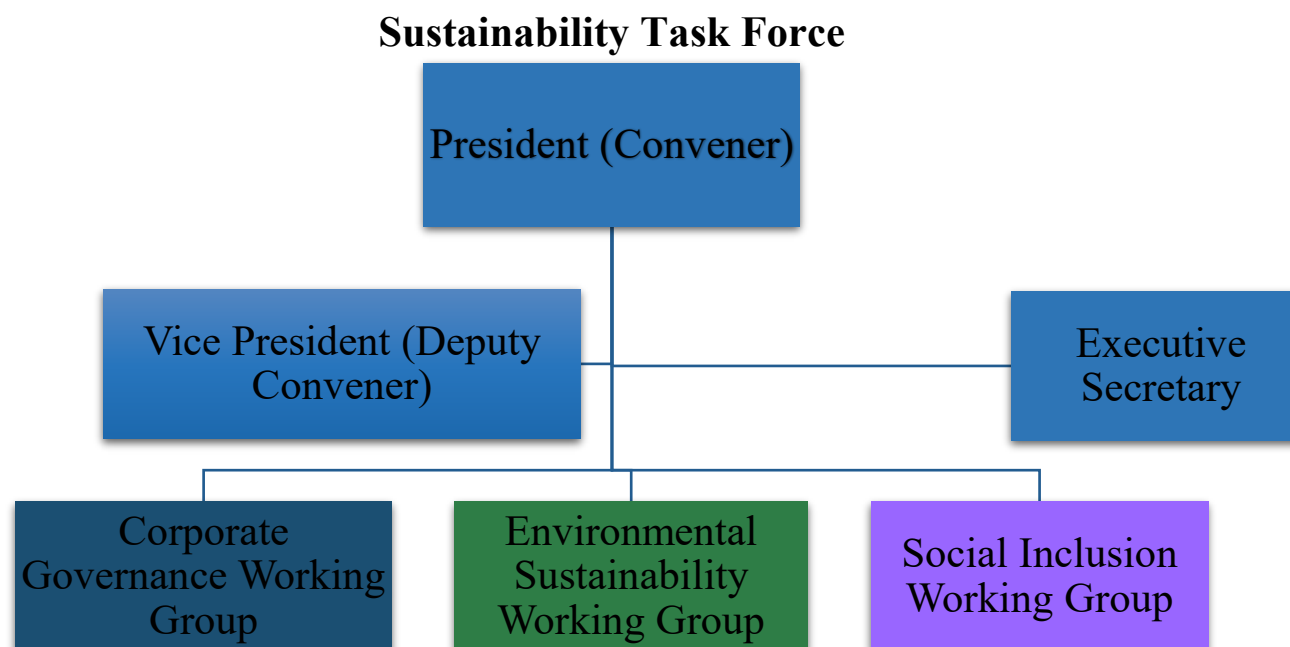
Economic Governance Performance	● Recognition via SAP's "2025 Best Large Account Partner Award." ● Certification of the ISMS ISO27001:2022. ● Average score of the internal performance self-evaluation of the Board of Directors: 4.84–5. ● Total hours of professional continuing education courses taken by directors: 63 hours. ● Ethical corporate management training attended by a combined total of 308 incumbent and newly hired employees, accumulating 308 hours of training. ● No incidents of unethical acts, violations of corporate governance laws and regulations, or identified major defects in internal control operations.
Environmental Performance	● Adoption of eco-friendly paper certified by the FSC (Forest Stewardship Council). ● Participation in the "Green Procurement Reporting System for Private Enterprises and Organizations" promoted by the Ministry of Environment, Executive Yuan, with green procurement certificates obtained. ● No complaints regarding hazardous substance management received; no purchase of conflict minerals. ● 100% of new suppliers signed the Supplier Commitment Letter. ● No records of environmental violations. ● No significant violations of environmental, human rights, or occupational safety regulations by suppliers that resulted in supply chain disruptions. ● Greenhouse gas inventory conducted in accordance with ISO 14064-1, with emissions of Scopes 1, 2, and 3 disclosed and a third-party verification statement obtained.
Social Performance	● More than 16.59 hours of training per employee on average. ● Zero accidents: No fatalities due to occupational injuries, serious occupational injuries, or recordable occupational injuries, and no fatalities due to work-related ill health or recordable work-related ill health among all employees. ● No records of labor law violations. ● No labor disputes. ● Weighted customer satisfaction score: 91.87 (remaining above 85 for 3 consecutive years).

I Sustainability Management

1.1 Sustainability Governance Framework

Recognizing the importance of corporate sustainability, ITTS has established the Sustainability Task Force to formulate sustainable development policies and oversee their internal implementation, gradually embedding the concept of sustainable development into the Company's corporate culture.

In response to sustainable development encompassing environmental, social, and corporate governance (hereinafter referred to as "ESG") dimensions, several working groups have been established under the Sustainability Task Force to carry out operations. Competent departments collect information on issues of concern to stakeholders regarding environmental protection, occupational safety, supply chain management, labor and human rights, operating performance, and corporate governance. In a spirit of respect for stakeholder rights and interests, the Company has also established a dedicated stakeholder section on its website to appropriately respond to material sustainability issues of concern to stakeholders. The Sustainability Task Force convenes at least once per year to advance the implementation of corporate sustainability. The Task Force reports annually to the Board of Directors on the year's sustainability implementation results.



Relevant Issues for Each Working Group under the Sustainability Task Force

Corporate Governance Working Group	Corporate governance, innovative services, business strategies, information security, legal compliance, financial risks
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Environmental Sustainability Working Group	Energy conservation and carbon reduction, greenhouse gas management, water resource management, supply chain management, climate change
Social Inclusion Working Group	Employee care, occupational health and safety, talent development, human rights policy, customer relations, social engagement

Sustainable Development Policy

While pursuing sustainable management and profitability, ITTS actively implements sustainable development based on the principle of materiality to keep in line with international trends of balancing environmental, social, and corporate governance (ESG) development and prioritizes stakeholder interests. This approach is also integrated into the Company's management policies and operating activities to achieve the goal of sustainable management. Therefore, we have formed the Sustainable Development Best Practice Principles, which are based on the four pillars of exercising corporate governance, fostering a sustainable environment, preserving public welfare, and strengthening the disclosure of information on corporate sustainable development. This shows our commitment to fulfilling our corporate social responsibility and further achieving a balance among the economy, society, the ecological environment, and sustainable development. Specific policies are as follows:

- ✓ Exercising Corporate Governance
- ✓ Establishing an Effective Corporate Governance Framework
- ✓ Enhancing the Functions of Boards of Directors
- ✓ Respecting the Rights and Interests of Stakeholders
- ✓ Fostering a Sustainable Environment
- ✓ Promoting Energy Conservation and Carbon Reduction
- ✓ Implementing Environmental Protection and Green Management
- ✓ Preserving Public Welfare
- ✓ Adhering to the Universal Declaration of Human Rights
- ✓ Caring for Society and Promoting Community Development
- ✓ Strengthening the Disclosure of Information on Corporate Sustainable Development
- ✓ Enhancing the Transparency of Corporate Sustainability Information

1.2 Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs), adopted as a call to action by the United Nations in 2015, consist of 17 sustainable development goals that are broken down into 169 specific targets. They serve as guiding principles for member states and enterprises worldwide to implement sustainable development by 2030.

ITTS has integrated the SDGs into its business strategy, shifting from a focus on financial performance to a holistic approach that further covers environmental protection and legal compliance, improves compensation to retain outstanding talent, eliminates workplace inequalities, and reduces greenhouse gas emissions.

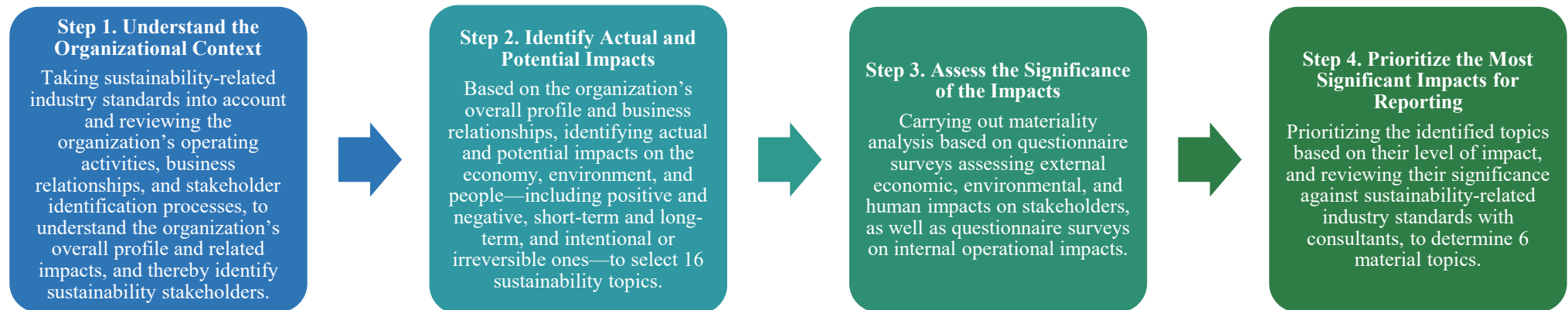
The Company has also engaged suppliers in collaborative efforts to improve the environment and workplace conditions. In the future, ITTS aims to continue contributing to the SDGs and fulfilling its corporate social responsibility.

SDG	Targets	ITTS's Responses
	1.1 Eradicate extreme poverty for all people everywhere. 1.4 Ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services.	● Public welfare initiative: One Acre of Land. ● Adjusting employees' salaries appropriately based on the Company's profitability to enhance corporate cohesion. ● Corresponding chapter: V. Public Welfare Engagement.
	2.1 End hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious, and sufficient food all year round.	● Public welfare initiative: One Acre of Land. ● Corresponding chapter: V. Public Welfare Engagement.
	3.4 Promote mental health through prevention and treatment.	● Enhancing occupational safety and health management and implementing the employee health service program to safeguard the physical and mental well-being of our employees. ● Corresponding chapter: IV. Social Inclusion.
	4.4 Increase the number of youth and adults who have relevant skills for employment, decent jobs, and entrepreneurship. 4.4 Improve employees' entrepreneurship skills and vocational skills.	● Providing competence training for employees across various business functions to ensure that each employee has access to competence training. ● Corresponding chapter: IV. Social Inclusion.
	5.1 End all forms of discrimination against all women and girls everywhere. 5.4 Recognize and value unpaid care and domestic work through the provision of social protection policies.	● Not including gender as a basis for consideration for the appointment, evaluation, or promotion of employees. ● Providing both male and female employees with the right to apply for parental leave without pay. ● Corresponding chapter: IV. Social Inclusion.

SDG	Targets	ITTS's Responses
	8.5 Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value. 8.7 Prohibit child labor and eradicate forced labor. 8.8 Protect labor rights and promote safe and secure working environments for all workers, in particular women and those in precarious employment.	● Not including gender as a basis for consideration for the appointment, evaluation, or promotion of employees. ● Adjusting employees' salaries appropriately based on the Company's profitability to enhance corporate cohesion. ● Respecting labor rights through measures including the prohibition of child labor and all forms of workplace discrimination. ● Properly adjusting the job duties for maternal employees in accordance with the law to reduce their workload and thereby provide substantive protection for these employees. ● Corresponding chapter: IV. Social Inclusion.
	10.2 Promote the social, economic, and political inclusion of all, irrespective of age, sex, disability, religion, or economic or other status. 10.3 Ensure equal opportunity and reduce inequalities, including by eliminating discriminatory practices.	● Not adopting employees' physical or mental differences as a basis for consideration in the Company's recruitment, performance evaluation, and promotion mechanisms. ● Having employee whistleblowing channels in place, with comprehensive whistleblowing procedures established to protect whistleblowers. ● Donating supplies or funds to create equitable learning opportunities for children in remote areas. ● Corresponding chapter: IV. Social Inclusion.
	14.1 Prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities.	● Beach cleaning initiatives. ● Corresponding chapter: V. Public Welfare Engagement.
	16.6 Develop effective, accountable, and transparent institutions at all levels. 16.7 Ensure responsive, inclusive, participatory, and representative decision making at all levels.	● Strengthening corporate governance, using the internal control system to ensure employee compliance with various rules of the Company, and establishing whistleblowing procedures and channels. ● Communicating with stakeholders to understand their requirements and expectations for the Company, and reporting regularly to the Board of Directors. ● Corresponding chapter: II. Sustainable Governance.
	17.10 Promote global partnerships.	● Conducting customer satisfaction surveys annually. ● Protecting customer privacy. ● Performing supplier evaluation and assessment. ● Requiring suppliers to sign the "Supplier Commitment Letter." ● Corresponding chapter: III. Sustainable Environment and IV. Social Inclusion.

1.3 Identification of Stakeholders

Processes for Identifying Stakeholders and Material Topics



Stakeholders are defined as groups that have an influence on ITTS. The Sustainability Task Force initially identified types of stakeholders through routine business interactions. Subsequently, based on the frequency of interaction, the degree of mutual influence, and their relative importance to one another, the Sustainability Task Force held internal meetings and referenced industry peers to select 6 major stakeholder groups significant to ITTS: shareholders/investors, customers, employees, suppliers, media, and banks.

1.4 Stakeholder Communication Channels and Topics of Concern

ITTS's major stakeholder groups have different topics of concern due to their different roles and backgrounds. All departments of ITTS proactively engage in ongoing, positive interactions with stakeholders through various channels, ensuring that the stakeholders remain informed of the Company's operational status in a timely manner. At the same time, ITTS keeps abreast of and responds promptly to stakeholder requirements and expectations. The Company reports to the Board of Directors at least once a year regarding the status of two-way communication with major stakeholders.

The topics of concern raised by major stakeholders during routine business interactions have been collected by different ITTS departments and compiled by the Sustainability Task Force. With the GRI Standards 2021 and the ESG reports of industry peers also taken as references, 16 sustainability topics covering the aspects of economy, environment, and people (including human rights) were identified. This process ensured that the sustainability information disclosed by ITTS met the GRI Standards' requirements for completeness and diversity.

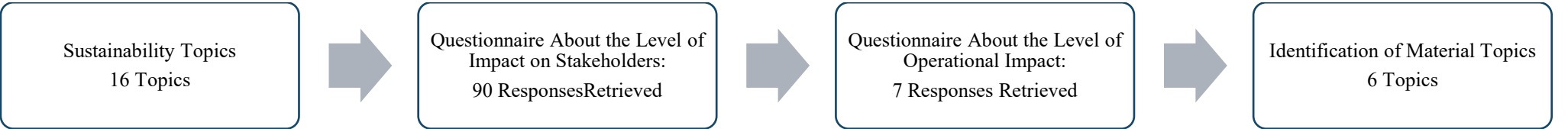
Stakeholder Group	Importance to the Company	Topics of Concern	Communication Channels/Frequency	Statistics on Communication Practices	Contact
Shareholders/ Investors	The support of shareholders and investors provides the momentum for ITTS's stable growth. By upholding the principles of integrity and sustainable management, we ensure transparent information disclosure and remain committed to protecting the rights and interests of our shareholders and investors.	● Operating performance ● Customer relations ● Ethics and integrity ● Customer privacy ● Information security	● General shareholders' meeting/Annual ● Stakeholder mailbox and hotline/Timely ● "Investors" section on the official website/Irregular ● Market Observation Post System/Irregular	● Attendance rate of 68.43% at the general shareholders' meeting ● 2 investor conferences ● 15 meetings of the Board of Directors and the functional committees ● 28 material information announcements	Contact: Finance Department Tel.: 02-2655-2525 #616 E-mail: ir@itts.com.tw

Stakeholder Group	Importance to the Company	Topics of Concern	Communication Channels/Frequency	Statistics on Communication Practices	Contact
Customers	Customers are essential business partners to ITTS. The Company regards product safety and after-sales services as its primary commitment to its customers, working hand in hand with them to achieve win-win results.	● Customer privacy ● Information security ● Customer relations ● Operating performance ● Ethics and integrity	● Phone and e-mail/Irregular ● Official website and Facebook comments/Irregular ● Customer commendations/Irregular	● 98 customer satisfaction survey responses collected ● An average customer satisfaction score of 91.87	Contact: Sales and Marketing Center Tel.: 02-5551-9890 E-mail: services@itts.com.tw
Employees	Employees are our most important partners and the bedrock of our sustainable development. We are dedicated to fostering a diverse, equitable, and healthy workplace so that all employees can perform their duties with no concerns.	● Labor-management communication ● Information security ● Operating performance ● Talent development ● Remuneration and welfare	● Labor-management meetings/Quarterly ● Departmental meetings/Monthly ● Education and training/Irregular	● Quarterly labor-management meetings with regular follow-ups based on meeting minutes ● 5,109 employee training hours in total	Contact: Human Resources Department Tel.: 02-2655-2525 E-mail: HR@itts.com.tw
Suppliers	Suppliers are vital partners in ITTS's sustainable development and growth. We aim to establish a collaborative partnership that protects the environment, human rights, and health, and fulfills our corporate social responsibility.	● Information security ● Occupational safety ● Talent development ● Supplier sustainability management	● Supplier evaluation/Annually	● Supplier evaluation carried out ● Signing of Supplier Commitment Letters	Contact: Procurement Department Tel.: 02-2655-2525 E-mail: procurement@itts.com.tw

Stakeholder Group	Importance to the Company	Topics of Concern	Communication Channels/Frequency	Statistics on Communication Practices	Contact
Media	The media serves as a crucial bridge for ITTS's external communications, facilitating the timely dissemination of accurate corporate information to the public and enhancing the Company's corporate image.	● Operating performance ● Information security ● Human rights protection ● Ethics and integrity ● Supply chain sustainability management ● Occupational safety and health	● Media interviews/Irregular ● Press conferences/Irregular	● 2 media interviews ● 10 press releases	Contact: Marketing Planning Department Tel.: 02-2655-2525 #668 E-mail: marketing@itts.com.tw
Banks	Banks serve as the primary source of working capital. Through close communication and engagement with these institutions, we are able to secure stable and competitive working capital for the sustainability of our operations.	● Information security ● Operating performance ● Ethics and integrity ● Customer privacy ● Customer relations	● Bank visits/Irregular	● Irregular bank visits ● Annual routine evaluation	Contact: Finance Department Tel.: 02-2655-2525 #616 E-mail: finance@itts.com.tw

1.5 Identification of Material Topics

Material Topic Identification Process

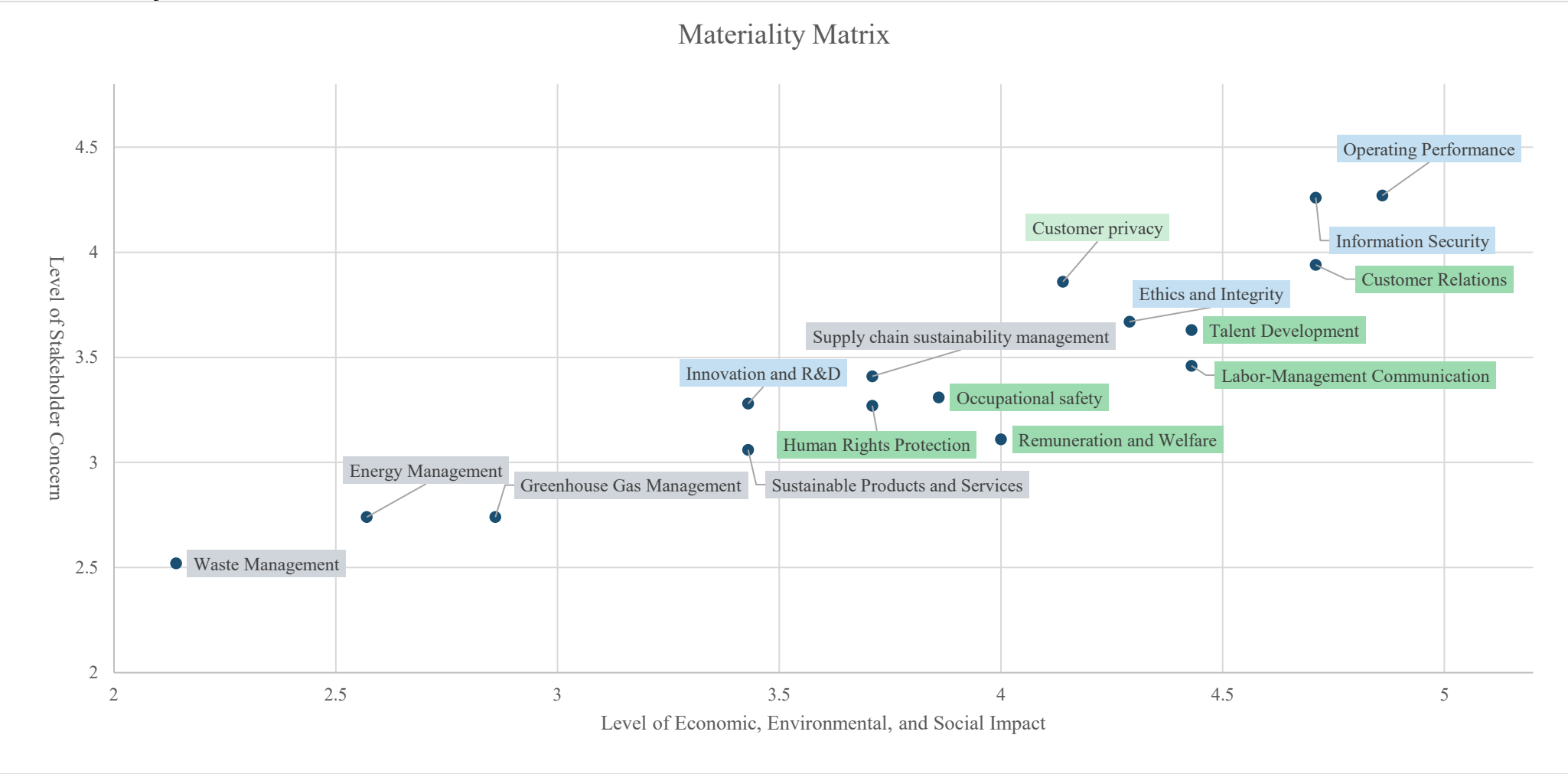


Aspect	Sustainability Topics
Environment	Supply chain sustainability management, sustainable products and services, energy management, greenhouse gas management, waste management
People (including human rights)	Talent development, customer privacy, customer relations, remuneration and welfare, labor-management communication, occupational safety, human rights protection
Economy	Operating performance, ethics and integrity, innovation and R&D, information security

ITTS’s Sustainability Task Force identified 16 sustainability topics and invited major stakeholders to complete an online questionnaire. A total of 90 valid responses were retrieved, providing scores that reflect the major stakeholders’ rating of each topic’s level of impact on the economy, environment, and people. Meanwhile, an online questionnaire was distributed to 7 of the Company’s supervisors to assess the level of impact each sustainability topic has on ITTS’s operations. The aforementioned questionnaire survey and scoring process were conducted in 2024. As the complete survey and assessment process for material topics is performed every two years, the results of the material topic identification for 2025 are the same as those for 2024.

After consolidating the ratings from major stakeholders and internal supervisors, ITTS mapped out a materiality matrix. The Sustainability Task Force then determined the material topics for the year through a meeting, with 6 material topics across the environmental, social, and corporate governance aspects identified for prioritized disclosure. In the Report, ITTS describes the management approaches and relevant disclosures for each material topic. Furthermore, to maintain the balance of information within the Sustainability Report, ITTS has provided supplementary disclosures regarding its achievements in public welfare.

● **Materiality Matrix**



● **List of Material Topics**

List of Material Topics		
2024	2025	Comparison
Operating performance	Operating performance	Remained the same
Information security	Information security	Remained the same
Customer relations	Customer relations	Remained the same
Talent development	Talent development	Remained the same
Labor-management communication	Labor-management communication	Remained the same
Supplier sustainability management	Supplier sustainability management	Remained the same

Note: The material topics for 2023 and 2024 remained the same; however, for 2024, the rankings for customer relations and talent development rose and fell by one position, respectively.

Note: As the complete survey and assessment process for material topics is performed every two years, the material topics for 2025 are the same as those for 2024.

List of Material Topics

Aspect	Material Topic	Aspect of Impact	Reason	Internal Boundary		External Boundary					Corresponding Section
				ITTS	Employees	Shareholders/ Investors	Customers	Suppliers	Media	Banks	
Economy	Operating performance	Positive actual impact	The Company has maintained stable operating performance, meeting the expectations of the stakeholders.	●	○	○	●	●	●	○	2.5 Operating Performance
Economy	Information security	Positive potential impact	The Company has appointed a dedicated unit, personnel, and an information security officer, and has formulated information security policies. No major information security incidents occurred in 2025.	●	●	○	○	○	○	○	2.6 Information Security
People (including human rights)	Customer relations	Positive actual impact	The Company has implemented a customer satisfaction survey system to identify areas where service improvements are needed.	●	●	○	○	○	○	○	4.6 Customer Relations
People (including human rights)	Talent development	Positive actual impact	The increasing difficulty of retaining and developing talent may impact the Company's future operations. To address this, the Company will continue to train R&D talent, enhance the capabilities of its R&D team, and encourage employees to take professional courses to further their expertise.	●	○	●	●	○	○	○	4.4 Talent Training and Development

Aspect	Material Topic	Aspect of Impact	Reason	Internal Boundary		External Boundary					Corresponding Section
				ITTS	Employees	Shareholders/ Investors	Customers	Suppliers	Media	Banks	
People (including human rights)	Labor-management communication	Positive potential impact	The Company complies with all applicable regulations and holds regular labor-management meetings as a bridge for seamless communication between employees and the Company.	●	●	●	●	●	●	●	4.5 Labor-Management Communication
Environment	Supplier sustainability management	Positive potential impact	Global instability might lead to relevant risks in the future; however, given the Company's relatively low demand for operational materials, the impact on the Company's operations remains limited.	●	●	●	●	●	●	●	3.4 Supplier Sustainability Management

Principles for Report Preparation



In compliance with the requirements of the GRI Standards, ITTS prepares its ESG report based on the 4 principles for defining report content, including stakeholder inclusiveness (identifying 6 major stakeholder groups, namely shareholders/investors, employees, customers, suppliers, media, and banks), sustainability context (disclosing how ITTS takes measures to improve or mitigate impacts of economic, environmental, and social development trends within its operating and surrounding areas), materiality (reflecting the Company’s significant internal and external economic, environmental, and social impacts as well as assessment and decision-making with substantial influences on major stakeholders), and completeness (ensuring the material topics and their internal and external boundaries included in the Report are sufficient to reflect the scope of ITTS’s significant economic, environmental, and social impacts). Secondly, ITTS discloses information according to the 6 principles for defining report quality specified by the GRI Standards. These include accuracy (ensuring the information in the Report is sufficiently accurate and detailed for the stakeholders to evaluate the Company’s ESG performance), balance (having the information reflect both positive and negative performance, so that other parties can make a reasonable assessment of ITTS’s overall performance), clarity (presenting information in a manner that is easy for stakeholders to understand and access), comparability (collecting and disclosing information using internationally recognized standards and expressing it in a way that enables the stakeholders to analyze the Company’s long-term performance), reliability (collecting, compiling, and disclosing information for review and determination of quality and materiality), and timeliness (providing the Company’s important operational information in a timely manner, so that the stakeholders stay informed and corporate transparency is enhanced).

- **Determination of Material Topics and Boundaries**



II Sustainability Governance

2.1 About ITTS

Established in 1999 with investment from the TECO Group, Information Technology Total Services (ITTS) is dedicated to providing intelligent digital services, IT outsourcing (ITO) services, and business process outsourcing (BPO) services. With over 20 years of technical R&D and project experience, ITTS leverages its IT expertise to develop solutions for various intelligent digital services, not only assisting enterprises in serving internal users through ERP integrated planning, AIoT solutions, and enterprise e-services, etc., but also helping enterprises serve their broad customer base based on customer relationship management, mail data integration, and digital imaging output, etc.

In response to the trends of digital transformation, sustainability, and the advancement of cloud, AI, and information security technologies in recent years, ITTS has established itself as a gold partner of SAP Taiwan, an international IT leader. Beyond this partnership, ITTS has provided corporate customers with relevant value-added application solutions. With the business development strategy centered on “digital transformation” and “ESG sustainability” to support the dual transformation of enterprises, the Company offers a wide range of intelligent digital innovation applications, including SAP ERP upgrades and migration to the cloud, cloud platform services, smart manufacturing, ESG solutions, zero-trust cybersecurity solutions, customer service outsourcing, and cloud-based intelligent customer service solutions.

Based on professional experience and core philosophy, ITTS provides tailored service modules that help enterprises enhance their competitiveness and create advantages. With over 20 years of accumulated R&D expertise and project experience, ITTS has become one of the most trusted long-term outsourcing partners for major enterprises. The Company serves a diverse clientele across industries including finance, insurance, manufacturing, telecommunications, logistics, biotechnology, pharmaceuticals, high-tech, and government sectors. Beyond its presence in Taiwan, ITTS has expanded its operations to Wuxi in Eastern China, etc. to better serve customers throughout the Greater China region. Looking ahead, the Company will continue to establish overseas service locations in alignment with its internationalization strategy, providing corporate customers with even more comprehensive services.

In the future, ITTS will continue its commitment to technical R&D while accelerating the application of competitive advantages of its proprietary products. The Company will focus on developing new products and strengthening its technologies, quality, and services to enhance overall competitiveness and profitability, striving for the sustainable operation of ITTS and the global competitiveness of Taiwan.

Business Philosophy

Guided by the core values of professionalism, quality, and empathy, ITTS operates under the business philosophy that “ITTS’s Persistent Value Comes from a Stream of Clients’ Trust and Delegation.” The Company aims to establish a firm footing in Taiwan while expanding its global presence, aspiring to become a world-class leading enterprise.

Empowering Enterprises to Achieve Comprehensive Transformation Through Intelligent Digital Services

ITTS will continue developing applications and services related to AIoT, cloud services, information security, and AI from the perspectives of new business models, new products or services, new markets, and R&D, while extending sales from Greater China to the Asia-Pacific region and the world through innovative technologies and services.

Basic Company Information

Company name	Information Technology Total Services Co., Ltd.	
Location of headquarters	5F, No. 19-8, Sanchong Road, Nangang District, Taipei City	
Shareholding structure	Domestic juristic persons	64.03%
	Domestic individuals	34.79%
	Financial institutions	0.58%
	Foreign institutions and foreign individuals	0.60%
Capital	NT\$273,234 thousand	
Number of employees	Taiwan: 338 employees China: 35 employees	
Operating bases	Taiwan (Nangang, Xizhi, and Wugu) China (Wuxi)	
Major services and ratio	IT outsourcing (ITO)	64.51%
	Business process outsourcing (BPO)	35.49%
Consolidated revenue for the current year	NT\$1,342,713 thousand	

Note: This is the data as of the end of 2025.

The Company's Industry Chain

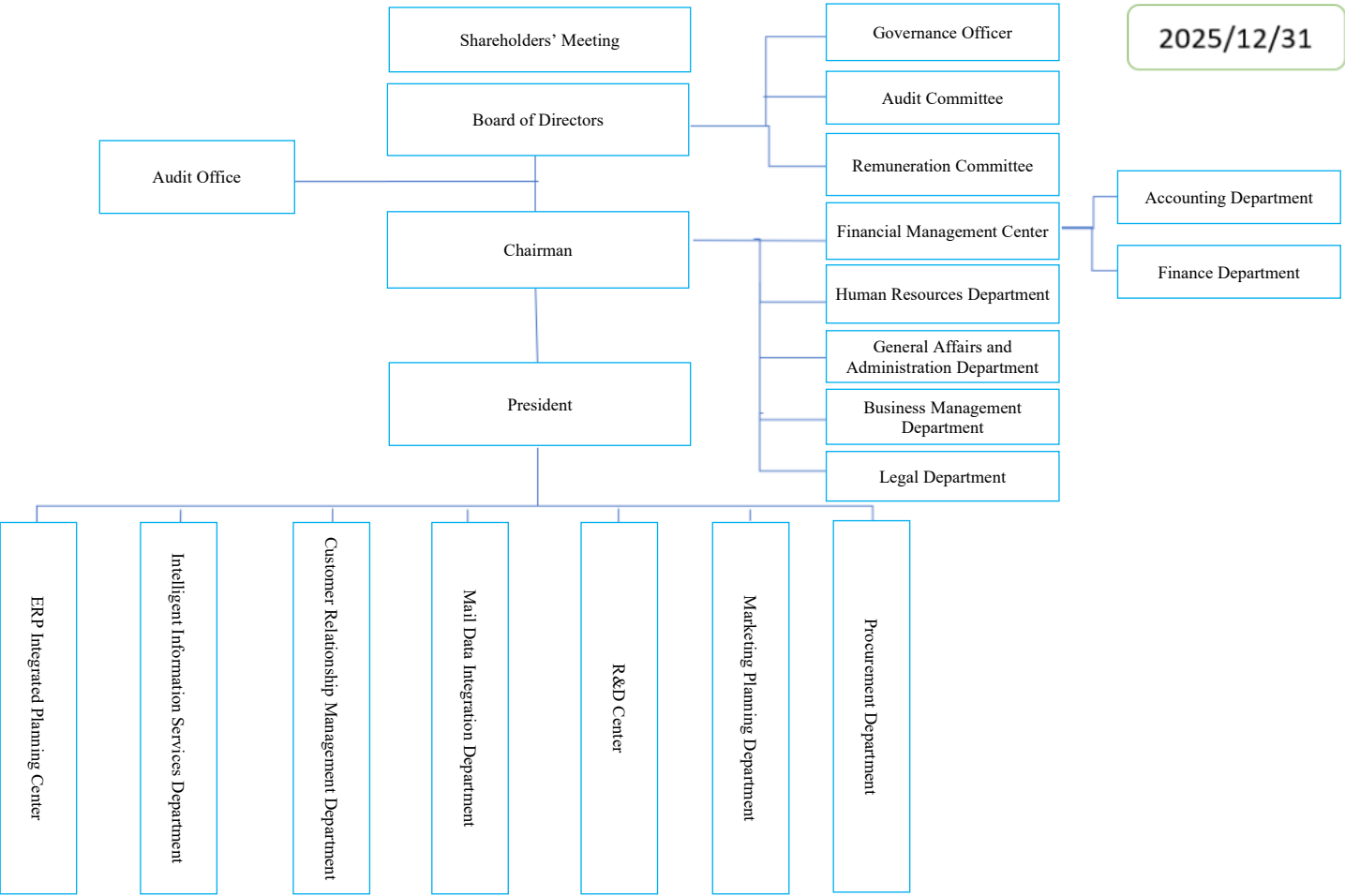
Upstream	Midstream	Downstream
Local software product suppliers, although not as dominant as foreign companies, have become favored and trusted choices among many small and medium-sized enterprises due to years of deep cultivation in the Taiwanese market.	Local agents have channel advantages, enabling them to represent and sell both domestic and foreign software products and information services, thereby generating profits and creating value.	Primarily composed of information service providers and value-added resellers (VARs), this is the common business model for most software operators in Taiwan. These companies, typically system integrators, cater to specific customer needs by providing hardware, information and communications technology, and integrated solutions. Their offerings often include a range of system planning and construction aimed at achieving optimization, customization, and ongoing support and maintenance. This industry structure demonstrates how local Taiwanese players compete and collaborate with foreign companies across different value chain levels, showcasing their capabilities in meeting domestic demands, leveraging channel advantages, and providing integrated solutions. This also reflects the diversity and flexibility of Taiwan's information services and software industry, as well as its deep understanding of and service to the local market.

ITTS Service Locations



Composition of the Highest Governance Body

ITTS’s Board of Directors serves as the Company’s highest governance body and has established 2 functional committees—the Audit Committee and the Remuneration Committee—to enhance governance effectiveness. The Board of Directors is responsible for setting the Company’s overall strategic direction, overseeing management’s performance, and holding ultimate accountability to the Company and all shareholders. In all aspects of the governance system’s operation, the Board of Directors exercises its powers in accordance with relevant laws and regulations, the Articles of Incorporation, and resolutions of the shareholders’ meetings.



Functions of major divisions

Major Units	Functions
ERP Integrated Planning Center	1. Provide consulting services for ERP system introduction and relevant customized development. 2. Responsible for ERP system maintenance services. 3. Responsible for ERP system management, historical data archiving, remote backup, and version upgrade services. 4. On-site service management solutions. 5. Business process planning and services.
Intelligent Information Services Department	Provide overall information outsourcing services as the main business, including: 1. Customized system planning and development services. 2. IT infrastructure services, enterprise network planning, construction, and maintenance services, and information security planning. 3. Software and hardware maintenance and consulting services for end-use equipment, cloud demand diagnosis, planning and establishment, cloud service management, off-site backup, and cloud migration. 4. Intelligent BI/AI analytical application services. 5. Smart logistics, smart factory solutions, and product planning services. 6. Supply chain management solutions and smart warehousing solutions. 7. Transaction security control system development and integration services. 8. Consulting services for zero-trust cybersecurity solution planning and implementation. 9. Information security product planning and implementation services.
Customer Relationship Management Department	1. Provide consulting services for the establishment of customer service centers. 2. Provide call center outbound call and answering services. 3. Provide telemarketing services. 4. Provide cloud-based intelligent customer service solutions. 5. Provide member center and order management services.
Mail Data Integration Department	1. Provide mail receipt and distribution management services. 2. Provide printing and sealing services for bills, invoices, and stock affairs documents. 3. Provide various graphic advertisement output services. 4. Provide services for site setup and installation for the production of various advertisements (indoor/outdoor, on vehicles, on light boxes, and as life-size standees).
Marketing Planning Department	1. Responsible for company-wide business development and execution. 2. Responsible for inter-departmental communication and coordination to facilitate the progress of business. 3. Maintain customer relations and keep abreast of customer needs. 4. Organize or participate in exchange activities or exhibitions to expand the customer base. 5. Implement relevant marketing plans, increase media exposure, and enhance the Company's reputation.
R&D Center	1. Integrate company technologies and conduct product development. 2. Develop innovative service platforms.

Major Units	Functions
Procurement Department	1. Responsible for the execution of company-wide procurement procedures. 2. Responsible for supplier management.

2.1.1 Participation in External Organizations

In addition to enhancing its product competitiveness, ITTS actively communicates with stakeholders. By participating in industry-related associations, the Company fosters positive interactions with fellow members and takes part in sustainable development projects to stay abreast of the latest industry trends.

Information on Participation in External Associations:

External Association	Membership Status
Taipei Computer Association	Member
Information Service Industry Association of R.O.C.	Member
Taiwan Information Security Association	Member
Information Management Association	Member
Chinese National Association of Industry and Commerce, Taiwan	Member
Chinese East Asia Economic Association	Member
Taiwan India Business Association	Member

2.1.2 Awards and Honors Over the Years

Award Name	Photo at the Award Ceremony	Award
ITTS shone at the SAP Partner Summits 2026, winning the “SAP 2025 Best Large Enterprise Partner Award.”		

2.2 Corporate Governance

Sound corporate governance encompasses a robust Board of Directors, rigorous internal control systems, and stable financial management. Beyond mitigating operational risks, it enhances competitiveness and creates brand value, fostering a corporate culture rooted in integrity and responsibility while ensuring compliance with laws and regulations to implement ethical corporate management. Meanwhile, a well-functioning corporate governance framework ensures the sound development of operations and safeguards the rights and interests of investors and other stakeholders.

As the highest governance body, the Board of Directors performs the duty of care as a good administrator, formulating the Company's business policies, reviewing financial performance, and ensuring that operations are in line with all applicable laws and regulations. To enhance corporate governance and strengthen the Company's competitiveness, the Board of Directors is composed of members with professional backgrounds.

ITTS places importance on corporate governance in its pursuit of sustainable growth and ethical corporate management. We consistently strengthen our corporate governance framework and insist on information transparency, which, coupled with the effective internal control system, protects the rights and interests of our stakeholders. ITTS designs and implements its internal control system in accordance with the Regulations Governing Establishment of Internal Control Systems by Public Companies, and in consideration of the Company's overall operating activities; it also reviews the status at any time to respond to changes in the Company's internal and external environment, to ensure the continued effectiveness of the design and implementation of the internal control system. Based on the comprehensive management mechanism, ITTS enhances its operational performance and achieves the goal of sustainable operation.

To boost the Company's provision of support for directors in performing their duties and improve the effectiveness of the Board of Directors, the Company has appointed a dedicated Corporate Governance Officer. This officer is responsible for assisting directors in their roles, providing necessary information, arranging continuing education, handling matters related to Board and shareholders' meetings, assisting the Company in complying with resolutions from these meetings, and maintaining investor relations. In the future, the Company will continue to enhance overall corporate governance synergies and strengthen stakeholder trust in ITTS.

Corporate Governance Officer's Business Execution Results in 2025

- Providing information on continuing education courses for independent and general directors, and assisting them in completing a total of 63 hours of training.
- Arranging appropriate liability insurance for the directors and managers based on assessment.
- Compiling appropriate and timely corporate information provided by the competent authorities for the directors.
- Providing directors with appropriate and timely corporate information.
- Updating and disclosing various corporate governance information, including the composition of the Board of Directors and other committees, key internal bylaws, and dedicated sections for stakeholders and sustainable development.
- Facilitating the achievement of the targets of the corporate governance evaluation indicators.
- Completing continuing education for the Corporate Governance Officer and professional courses related to corporate governance and sustainable development for up to 12 hours.

Organizer	Course Title	Course Date	Duration of Continuing Education
Taipei Foundation of Finance	Corporate Governance 2025 ESG Sustainability Summit Forum — The Key to Corporate Sustainable Development: Corporate Governance and Sustainability Information Disclosure	2025/04/18	3
Taipei Foundation of Finance	Corporate Governance 2025 ESG Sustainability Summit Forum — New Net Zero Sustainability Strategies: The Challenges and Opportunities of Embedding ESG into Corporate DNA	2025/04/18	3
Accounting Research and Development Foundation	Legal Liability for Employee Fraud and Practical Internal Controls and Internal Audit	2025/09/10	6

Meanwhile, the Company's financial statements are regularly audited and certified by independent auditors. The Company ensures the accurate and timely disclosure of all information required by law. Authorized personnel are responsible for the external release of corporate information, and a spokesperson system has been established to make sure that all material information is disclosed in a timely and proper manner. Accordingly, shareholders and stakeholders can access information on the Company's financial and business affairs.

In the future, ITTS will remain committed to strengthening Board operations, increasing information transparency, and progressively integrating sustainable governance strategies into its corporate governance framework.

2.2.1 Board of Directors

Independence and Diversity of the Board of Directors

The nomination and selection of Board members are conducted in accordance with the provisions of the Company's Articles of Association, using a candidate nomination system. Adhering to the "Director Election Procedures" and the "Corporate Governance Best Practice Principles," the Company organizes regular elections based on the principle of meritocracy to ensure the diversity and independence of the Board of Directors.

The Board of Directors devises the Company's business strategies and holds accountability to the shareholders and other stakeholders. The directors faithfully conduct corporate affairs, perform the duty of care of a good administrator, and prudently perform their duties. In addition, they ensure that all matters of the Company's business and the operations and arrangements of various governance systems are handled according to the resolutions of the Board of Directors, unless such matters are subject to the resolutions of the shareholders' meetings per the law or the Articles of Incorporation. The Board of Directors currently consists of 9 directors, with the term of office being 3 years. By law, the Board is required to meet at least once per quarter. In 2025, 7 meetings were held with an average attendance rate of 92.1%. ITTS believes that, under the leadership of a Board of Directors characterized by ethical governance and extensive industry experience, the Company's operations will flourish as it continues to make significant strides on the path to sustainable management.

Board of Directors					
Title	Name	Gender	Actual Attendance Rate (%)	Number of Other Companies in Which the Director Concurrently Serves as a Director	Industry and ESG-Related Background/Experience
Chairman	Shang-Wei Kao	Male	100%	10	Management
Director	Chun-Zhi Chiu	Female	100%	26	Finance and accounting
Director	Ying-Sheng Hsieh	Male	100%	5	Law
Director	Ji-Zeng Peng	Male	85.71%	11	Telecommunications construction
Director	Shao-Tang Li	Male	85.71%	5	Information management
Director	Wen-Nan Zhan	Male	71.43%	4	Information management
Independent Director	Wan-Ying Lin	Female	100%	2	Accounting
Independent Director	Zheng-Qiang Fan	Male	85.71%	0	Information management
Independent Director	Hong-Jie Chen	Male	100%	1	Law

Note: Director Ying-Sheng Hsieh took office on May 2, 2025.

Board Diversity Statistics

ITTS advocates for and respects the board diversity policy. To strengthen corporate governance and promote the sound development of the Board of Directors' composition and structure, the Company believes that the diversity policy could help enhance overall corporate performance. The selection of Board members is based on the principles of meritocracy, cross-industry expertise, diversity, and complementarity. This encompasses basic composition (i.e., age, gender, and nationality), industry experience, and relevant skills, along with competencies in business judgment, management, leadership, decision-making, and crisis management. These criteria are regarded as necessary to strengthen the Board of Directors' functions and achieve the ideal objectives of corporate governance. With gender equality in the composition of its Board of Directors emphasized, the Company is committed to increasing the representation of female directors. The current Board of Directors consists of 9 directors, including 3 independent directors and 6 non-independent directors. Currently, gender diversity has not been achieved due to the ratio of female directors falling short of one-third. Among the current directors elected at the shareholders' meeting on May 30, 2024, per the requirement of the Company's Articles of Incorporation for a Board of 9 directors, 2 are female directors, which was in compliance with the applicable regulations at the time of election; however, the one-third threshold has not yet been met. Prior to the expiration of the current directors' terms and the commencement of the re-election process, the Company will proactively seek candidate referrals through multiple channels in industry and academia in order to enhance corporate governance effectiveness and implement the Board member diversity policy (The next re-election of the directors is scheduled for the 2027 general shareholders' meeting).

Diversity statistics/Year			2023		2024		2025	
			Number of People	Number of People	Number of People	Percentage	Number of People	Percentage
Director	Gender	Male	8	88.89%	7	77.78%	7	77.78%
		Female	1	11.11%	2	22.22%	2	22.22%
	Age	Aged under 50	1	11.11%	0	0.00%	0	0.00%
		Aged 50–64	7	77.78%	5	55.56%	4	44.44%
		Aged 65 or more	1	11.11%	4	44.44%	5	55.56%
	Academic Qualifications	Graduate school	9	100.00%	7	77.78%	8	88.89%
		Colleges and universities	0	0.00%	1	11.11%	0	0.00%
		Others	0	0.00%	1	11.11%	1	11.11%

Note: Percentage of female directors = (Number of female directors at the end of the year / Number of directors at the end of the year) * 100%.

Note: Percentage of male directors = (Number of male directors at the end of the year / Number of directors at the end of the year) * 100%.

Avoiding Conflicts of Interest

To strengthen corporate governance and enhance the decision-making efficiency of the Board of Directors, the Chairman does not concurrently hold any other position within the Company. Furthermore, the responsibilities and authorities of the Chairman and the President are clearly delineated in the Company's Articles of Incorporation. To establish robust operation and oversight mechanisms for the Board of Directors while ensuring that independent directors maintain their independence when performing their duties, the Board of Directors of ITTS has established and implemented the "Rules of Procedure for Board of Directors Meetings." These rules clearly define the scope of responsibilities and meeting procedures for directors and independent directors, serving as the guiding principles for the operation of the Board. The directors exercise a high degree of self-discipline to prevent conflicts of interest. During the discussion and voting on the proposals at the Board meeting, when a director has a personal interest in the proposal discussed and might impair the Company's interests, the director shall, according to Paragraph 2, Article 206 of the Company Act, avoid taking part in the discussion and voting of the proposal in compliance with the rules of conflicts of interest avoidance under Article 178 of the Act. When necessary, the Chairman will appoint another director to serve as the chair of the meeting. Any conflict of interest at the Board meeting will be disclosed in the corporate governance section of our annual report of the year according to the regulations.

Continuing Education of the Board

Considering the various issues related to legal compliance and governance that directors may face when participating in the Company's operational decision-making, ITTS actively encourages and arranges for directors to attend professional training courses. In 2025, all directors completed a total of 63 hours of training, with ESG-related courses accounting for 100% of the curriculum. In the future, the Corporate Governance Officer will plan more courses on corporate sustainability and ESG for directors.

Title	Name	Course Date		Organizer	Course Title	Duration of Continuing Education
		From	Ended			
Chairman	Shang-Wei Kao	2025/08/13	2025/08/13	Independent Directors Association Taiwan	Challenges and Responses in the New Global Trade and Economic Landscape	3
		2025/12/23	2025/12/23	Taiwan Corporate Governance Association	Corporate Governance and Securities Regulations — Directors and Senior Officers of TWSE/TPEX Listed Companies: Understanding Regulatory Supervision	3
Director	Chun-Zhi Chiu	2025/08/13	2025/08/13	Independent Directors Association Taiwan	Challenges and Responses in the New Global Trade and Economic Landscape	3
		2025/12/16	2025/12/16	Taiwan Institute of Directors	Manufacturing Sector Transformation in the AI Era and Directors' Governance Responsibilities	3
Director	Ji-Zeng Peng	2025/08/13	2025/08/13	Independent Directors Association Taiwan	Challenges and Responses in the New Global Trade and Economic Landscape	3
		2025/12/16	2025/12/16	Taiwan Institute of Directors	Manufacturing Sector Transformation in the AI Era and Directors' Governance Responsibilities	3

Title	Name	Course Date		Organizer	Course Title	Duration of Continuing Education
		From	Ended			
Director	Ying-Sheng Hsieh	2025/10/16	2025/10/16	Financial Supervisory Commission	The 15th Taipei Corporate Governance Forum	6
Director	Shao-Tang Li	2025/1/16	2025/1/16	Securities and Futures Institute	FSP Technology Inc. (commissioned training) Advanced Seminar for Directors, Supervisors (including Independent), and Corporate Governance Officers — Policy Analysis for Sustainable Enterprises: Renewable Energy as a Case Study	3
		2025/3/20	2025/3/20	Taiwan Academy of Banking and Finance	Corporate Governance Seminar	3
		2025/8/13	2025/8/13	Independent Directors Association Taiwan	Challenges and Responses in the New Global Trade and Economic Landscape	3
Director	Wen-Nan Zhan	2025/02/21	2025/02/21	Taiwan Investor Relations Institute	Corporate Governance and Securities Regulations	3
		2025/05/06	2025/05/06	Independent Directors Association Taiwan	Latest Economic Trends Under Geopolitical Pressures in 2025 — Reading Future Market Shifts Through Global Financial and Economic Changes	3
Independent Director	Wan-Ying Lin	2025/08/13	2025/08/13	Independent Directors Association Taiwan	Challenges and Responses in the New Global Trade and Economic Landscape	3
		2025/12/16	2025/12/16	Taiwan Institute of Directors	Manufacturing Sector Transformation in the AI Era and Directors' Governance Responsibilities	3
Independent Director	Zheng-Qiang Fan	2025/08/12	2025/08/12	Taiwan Corporate Governance Association	Optimizing Innovative Intellectual Property Management in the Face of the Digital Wave — Connecting to Sustainable Governance	3
		2025/08/13	2025/08/13	Independent Directors Association Taiwan	Challenges and Responses in the New Global Trade and Economic Landscape	3
Independent Director	Hong-Jie Chen	2025/08/01	2025/08/01	Taiwan Corporate Governance Association	Introduction to Securities Violations — Insider Trading Cases, Fraud-Free Financial Reporting Cases, and Cases of Fraudulent Financial Reporting	3
		2025/08/22	2025/08/22	The Chinese National Association of Industry and Commerce	Director and Supervisor Training — “2025 Taishin Shin Kong Net Zero Summit Forum”	3
		2025/10/03	2025/10/03	Securities and Futures Institute	2025 Insider Trading Prevention Awareness Seminar	3

Title	Name	Course Date		Organizer	Course Title	Duration of Continuing Education
		From	Ended			
		2025/11/07	2025/11/07	Taiwan Corporate Governance Association	Trends and Risk Management in Digital Technology and Artificial Intelligence	3

Performance Evaluation of the Board of Directors and Functional Committees

To implement corporate governance and enhance the functions of the Board of Directors, ITTS has established the “Regulations Governing the Performance Evaluation of the Board of Directors” upon the approval of the Board; the Regulations stipulate that an internal Board performance evaluation must be conducted at least once a year. The annual internal Board performance evaluation includes self-evaluation by the Board of Directors, functional committees, and individual Board members. Additionally, an external evaluation is conducted every 3 years; the next external evaluation is scheduled for 2026.

Each year, an internal Board self-evaluation questionnaire is distributed, with the performance evaluation results reported to the Remuneration Committee and the Board of Directors at the earliest meeting of the following year. The results of the 2025 internal performance evaluation were reported to the Board of Directors on March 11, 2026.

Performance Evaluation Status from 2023 to 2025

Frequency	Annually
Scope	Board of Directors and Functional Committees
Method	Internal self-evaluations of the Board of Directors, functional committees, and individual Board members.
Content	● Performance evaluation for the Board of Directors covered 5 major aspects: participation in the operation of the Company, improvement of decision-making quality by the Board, composition and structure of the Board, election and continuing education of directors, and internal control. ● Performance evaluation for individual Board members covered 6 aspects: understanding of the Company’s goals and tasks, awareness of the duties of a director, participation in the operation of the Company, management of internal relationships and communication, a director’s professionalism and continuing education, and internal control. ● Performance evaluation for functional committees covered 5 aspects: participation in the operation of the Company, awareness of functional committees’ responsibilities, functional committees’ decision-making quality, composition of functional committees and selection of members, and internal control.
Results	2023: The Board of Directors, Audit Committee, and Remuneration Committee achieved self-evaluation scores of 4.75–5, 5, and 5 points, respectively. 2024: The Board of Directors, Audit Committee, and Remuneration Committee achieved self-evaluation scores of 4.92–5, 4.89–5, and 4.83–5 points, respectively. 2025: The Board of Directors, Audit Committee, and Remuneration Committee achieved self-evaluation scores of 4.84–5, 5, and 5 points, respectively. The self-evaluation results above met the standards, demonstrating that the overall operation of the Company’s Board of Directors is robust and aligns with corporate governance principles.

Note: The maximum score for performance evaluation is 5.

Remuneration Policies for Directors and Managers

According to the Company's profitability in the current year, 1% to 10% of the earnings shall be appropriated as employee compensation. The remuneration to directors shall not exceed the maximum limit of 5%. The remuneration to employees may be granted to employees of subordinate firms who satisfy specific conditions. Where the Company has accumulated losses, however, said losses shall be compensated first.

Remuneration to the President, Vice President(s), and managers of equivalent rank comprises salary and bonuses. Salaries are determined with reference to industry standards as well as factors such as job title, rank, education, experience, professional expertise, and responsibilities. Bonuses are awarded based on performance evaluation criteria, including financial indicators (such as achievement rates for revenue, net profit before tax, and net profit after tax) and non-financial indicators (such as significant deficiencies in regulatory compliance and operational risks within their respective departments). These correspond to the individuals' contributions to the Company's overall operations and are submitted to the Remuneration Committee for review.

The Company will review its remuneration system in light of actual operating conditions and changes in relevant laws and regulations at all times, in order to achieve a balance between sustainable operations and risk management. At present, the Company has not yet linked ESG targets and performance to the remuneration of directors and managers. However, the Company will continue to monitor this issue and consider such measures once the implementation of ESG initiatives has matured.

Remuneration of Directors and Managers

Item	Director	Manager
Fixed pay and variable pay	Fixed pay for independent directors	1. Fixed pay 2. Variable pay that is linked to annual performance, with targets for managers set on an annual basis
Signing bonuses or recruitment bonuses	N/A	N/A
Clawback mechanism	N/A	N/A
Retirement benefits	N/A	Welfare funds and pension funds under the new pension system (from both the Company and employees) allocated in accordance with the Company's regulations.

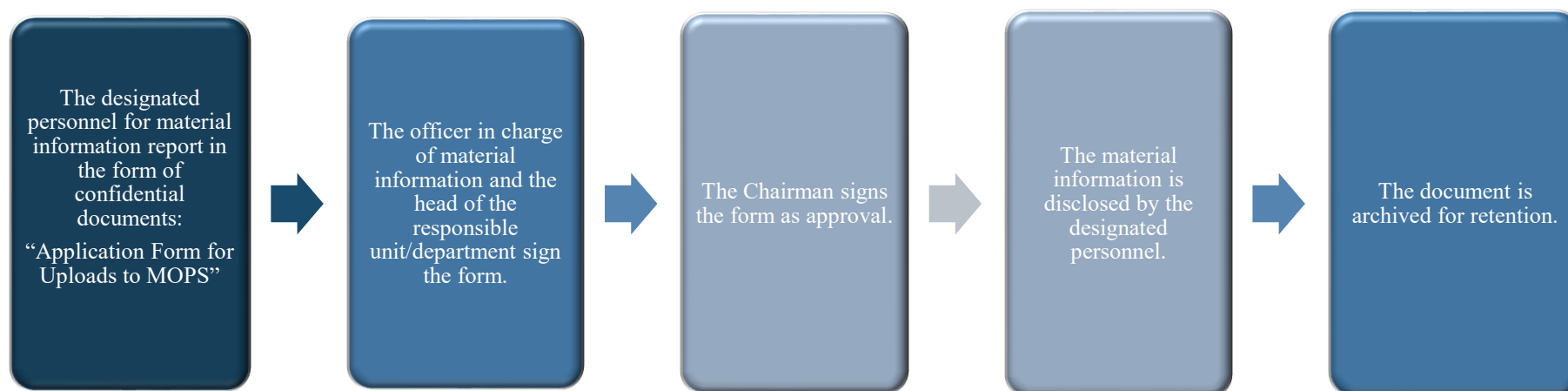
Communication of Material Information

To enhance the transparency of information on its corporate operations, ITTS discloses information on material events through the Market Observation Post System in a timely manner to protect the rights and interests of stakeholders. In 2025, a total of 28 material information disclosures related to the following topics were approved by the Board of Directors:

Finance	Personnel Transfer	Matters of Dividend Distribution and Shareholders' Meetings	Others
9 disclosures	12 disclosures	4 disclosures	3 disclosures

©For further details on the communication of material information, please refer to the Market Observation Post System.

Material Information Disclosure Flow Chart



2.2.2 Functional Committees

To ensure sound supervisory functions and strengthen management mechanisms, the Board of Directors has established the Audit Committee and the Remuneration Committee. Except for cases where they are required by law to exercise their powers independently, these functional committees shall be accountable to the Board of Directors and submit their proposals to the Board for resolution.

Audit Committee

The Audit Committee assists the Board of Directors in its decision-making and oversees the fair presentation of the Company's financial statements, the effective implementation of internal controls, and compliance with relevant laws and regulations, with the assessment results subsequently submitted to the Board for discussion. The Board of Directors of ITTS approved the "Audit Committee Charter" and established the Audit Committee under the Board. All independent directors serve as members of the committee, with 1 acting as the convener and at least 1 possessing accounting or finance expertise. The committee meets at least once per quarter; in 2025, 6 Audit Committee meetings were held, with an overall attendance rate of 100%.

The chief auditor attends every meeting of the Audit Committee to report on the status of the Company's internal audit operations. In addition, the accountants report the audit or review results of quarterly financial statements to the independent directors, and communicate other matters required by relevant laws and regulations and exchange opinions during the meetings. In the current year, the independent directors held 5 meetings with the accountants. In 2025, the independent directors held 5 meetings with the chief auditor. Overall, the independent directors were engaged in smooth communication with the chief internal auditor and the accountants.

Audit Committee			
Audit Committee Member	Actual Attendance	Attendance by Proxy	Actual Attendance Rate (%)
Wan-Ying Lin	6	0	100%
Zheng-Qiang Fan	6	0	100%
Hong-Jie Chen	6	0	100%

Remuneration Committee

To ensure a sound remuneration system for directors and managers, ITTS evaluates whether the remuneration received by directors and managers is fair and reasonable in relation to their operating performance. Consequently, the Board of Directors approved the "Remuneration Committee Charter" to form the Remuneration Committee under the Board. The committee must include at least 1 independent director; currently, all 3 members are independent directors. In 2025, the committee held 2 meetings, with an overall attendance rate of 100%.

The primary duties of the Remuneration Committee include formulating and regularly reviewing the systems and standards for the performance and remuneration of the Company's directors and managers while periodically evaluating the remuneration of the Company's directors and managers. At the same time, the Remuneration Committee shall conduct evaluations based on the following principles: The Company's remuneration must be in line with relevant laws and regulations and good enough to attract the best talent. The performance evaluation and remuneration of the directors and managers shall take into account the ordinary level paid by peers in the same industry, as well as factors such as the time devoted by the specific individual, the responsibility assumed, the goal

achieved by the individual, the performance of the individual when assuming another position, the remuneration the Company paid to the same position in recent years, the short-term and long-term business goals achieved by the Company, and the financial position of the Company. All these shall be considered when evaluating the reasonableness and correlation of the individual's performance, the Company's performance, and the future risks. Such remuneration should not incentivize directors or managers to engage in behaviors that exceed the Company's risk appetite. The proportion of remuneration paid for the short-term performance of directors and senior managers, as well as the payment schedule for certain variable remuneration, shall be determined based on the characteristics of the industry and the business nature.

In practice, the Remuneration Committee exercises the duty of care as a good administrator. It faithfully fulfills its responsibilities to prescribe and periodically review the performance evaluation and remuneration policy, system, standards, and structure for directors and managers, and regularly evaluate and prescribe the remuneration of directors and managers. Accordingly, it submits suggestions to the Board of Directors for discussion.

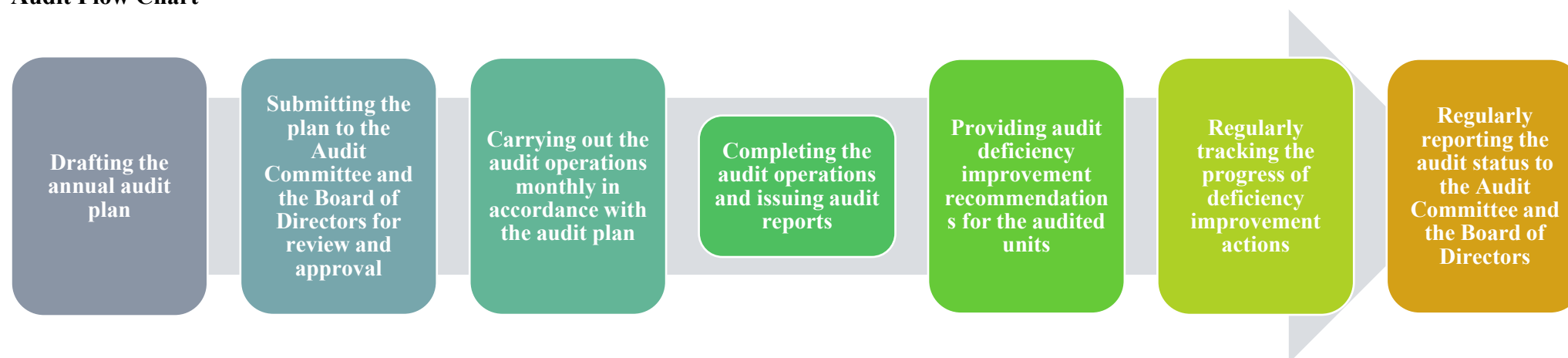
Remuneration Committee			
Remuneration Committee Member	Actual Attendance	Attendance by Proxy	Actual Attendance Rate (%)
Wan-Ying Lin	2	0	100%
Zheng-Qiang Fan	2	0	100%
Hong-Jie Chen	2	0	100%

2.2.3 Internal Audit

ITTS has considered the overall operating activities of the Company to establish an effective internal control system in accordance with the Regulations Governing Establishment of Internal Control Systems by Public Companies, assisted the Board of Directors and managers in checking and reviewing the deficiencies of the internal control system and measuring the effectiveness and efficiency of operations, and provided appropriate suggestions for improvement to ensure the continuous effective implementation of the internal control system and serve as the basis for internal control system reviews and amendments. In addition to submitting audit reports on the operation of internal controls to the Audit Committee members during quarterly Audit Committee meetings, the chief auditor also attends Board of Directors meetings to report on the execution of audit activities. Furthermore, the Audit Office ensures that all departments conduct an internal control self-evaluation at least once a year. The Audit Office reviews these self-evaluation reports and, combined with the status of improvements regarding internal control deficiencies and irregularities identified by the Audit Office, submits the evaluation results to the Board of Directors. These results serve as the primary basis for the Board of Directors and the President to examine the effectiveness of the overall internal control system and to issue the Statement on the Internal Control System. This process adopts the Company's self-monitoring mechanism, allows for timely responses to environmental changes to adjust the design and implementation of the internal control system, and enhances the audit quality and efficiency of the Audit Office. To ensure that the auditors maintain independence and perform their duties with impartiality and objectivity, ITTS has established the Audit Office under the Board of Directors in accordance with the law. The office is staffed with 1 full-time chief auditor, whose appointment and dismissal are approved by the Audit Committee and resolved by the Board of Directors, in line with the Company's scale, regulatory requirements, and management needs. Furthermore, to enhance the professional competence of the auditors, ITTS arranges for auditors to undergo continuing education and attend internal audit lectures organized by institutions designated by the competent authorities. These efforts aim to improve and maintain their audit quality and effectiveness. In 2025, 1 auditor was trained for a total of 18 hours.

Through continuous monitoring of the implementation of various operational systems by auditors, ITTS has established sound governance practices and risk control mechanisms, creating a sustainable business environment. In 2025, the Audit Office completed all 66 internal audit items for the year in accordance with the audit plan, achieving an internal audit completion rate of 100%.

Audit Flow Chart



2.2.4 Ethics and Integrity

To ensure sound ethical corporate management, the Company's Human Resources Department serves as the dedicated unit for promoting ethical corporate management. Based on the responsibilities and scope of each unit, the department formulates and revises the Company's "Code of Ethical Conduct," "Procedures for Ethical Corporate Management and Guidelines of Conduct," "Internal Material Information Handling Procedures," and "Insider Trading Prevention Measures" to explicitly prohibit dishonest behavior, prevent conflicts of interest, and preclude the pursuit of personal gain. The Company requires all relevant units to implement these rules and conducts unscheduled awareness-raising activities for the Board of Directors and internal personnel, with the Human Resources Department responsible for regular reporting on the implementation status to the Board of Directors; the most recent reporting was made on May 12, 2025.

To reinforce a culture of ethical corporate management and support the Company's sound development, directors and employees are required to sign an Integrity Declaration, and suppliers are required to sign a Supplier Commitment Letter. These measures are designed to cultivate integrity awareness among our personnel. Furthermore, we conduct periodic advocacy and training sessions related to ethical corporate management to ensure the implementation of the Ethical Corporate Management Best Practice Principles. We also require management to take the lead in strictly adhering to the principles of integrity, fostering a comprehensive corporate culture of integrity through subtle influence.

Advocacy and Training for Ethical Corporate Management

Training on Ethical Corporate Management Best Practice Principles

- Ethical corporate management training attended by a combined total of 308 incumbent and newly hired employees, accumulating 308 hours of training.

Whistleblowing System

Complaint and Whistleblowing Channels

If any ITTS personnel are found to have violated the Ethical Corporate Management Best Practice Principles, reports can be filed via the whistleblowing hotline or mailbox. Information shall be reported to the department head if involving ordinary employees and to an independent director if involving a director or a senior executive.

Whistleblowing mailbox: integrity@itts.com.tw

Whistleblowing hotline: 02-2655-2788

Written report: Send to: Audit Office, 5F, No. 19-8, Sanchong Road, Nangang District, Taipei City

Whistleblower protection measures

The Company's personnel handling whistleblowing matters represent in writing that they will keep the whistleblowers' identities and the content of information confidential, and undertake to protect the whistleblowers from improper treatment due to their whistleblowing.

1. Handling status

If a person being reported is confirmed to have indeed violated the applicable laws and regulations or the Company's policy and regulations on ethical corporate management, the Company shall immediately require the person to cease the conduct and shall make an appropriate disposition. When necessary, the Company will report to the competent authorities, transfer the case to judicial authorities for investigation, or institute legal proceedings and seek damages to safeguard its reputation and its rights and interests.

The responsible unit of the Company shall submit to the Board of Directors a report on the whistleblowing case, actions taken, and subsequent reviews and corrective measures.

2. Record retention

Documentation of case acceptance, investigation processes, and investigation results shall be retained for five years and may be retained electronically. In the event of a suit with respect to the whistleblowing case before the retention period expires, the relevant information shall continue to be retained until the conclusion of the litigation.

3. Improvement measures: We will strengthen internal management, and arrange internal audits and relevant training sessions on a regular basis.

As of 2025, ITTS has not received any complaints, and no incidents of corruption have occurred.

2.3 Risk Management

In response to the rapidly changing business environment, the President's Office and the management team are responsible for executing business planning activities related to risk management. The scope of risk management encompasses corporate governance, environmental, and social aspects. The following presents the Company's risk items and response strategies in 2025:

Aspect of Risk		Response Strategies
Financial Aspect	Changes in interest rates	The Company's own funds are sufficient, and cash management policy is guided by the principles of safety and stability; accordingly, idle funds are held primarily in bank deposits, with time deposits utilized as appropriate depending on liquidity conditions. In response to our operational cash needs, we have secured competitively low interest rates for our borrowings and have made appropriate adjustments to our financial management. Moving forward, we will continue to monitor interest rate trends to improve our financial structure and reduce exposure to interest rate risk, ensuring we choose financing options that offer the best rates to mitigate operational risks.
	Changes in the exchange rate	- Foreign currency deposit accounts are opened to manage foreign currency positions, with the funds therein converted into TWD deposit accounts at appropriate times for a hedging effect. - The Company's financial unit closely monitors international financial conditions and keeps abreast of the latest exchange rate fluctuations. Furthermore, the Company seeks professional advisory services from its correspondent banks to stay fully informed of exchange rate trends. - The Company manages foreign currency assets arising from operations through natural hedging. Based on prevailing exchange rate trends and accounting costs, the Finance Department executes this strategy by managing spot positions. This policy will continue to be implemented to keep exchange rate valuation gains and losses within a reasonable range and minimize the impact of exchange rate fluctuations on the Company's profit and loss.
Operational Aspect	Market competition	- The Company pays close attention to industry trends to properly manage the threats posed by substitute products or services from competitors or new entrants. - ITTS optimizes product functionality and interfaces while improving product stability and safety, in order to deliver superior service quality and enhance customer trust. - We deepen customer service and explore new markets, continuing to consolidate existing markets while increasing market share. - Projects are managed based on comprehensive internal systems and document management to facilitate the compilation of project experience for effective cost control. - With importance placed on talent development, we regularly schedule training programs and encourage employees to attend professional courses to enhance the quality and professionalism of our workforce.
	Information security risks	Organizational governance and dedicated staffing are implemented based on the established Information Security Committee and dedicated Information Security Team (comprising maintenance and audit task forces). The units maintain the validity of ISO 27001:2022 certification, and ensure that the information security strategies and human resources remain up-to-date, thereby mitigating management-level risks.

Aspect of Risk		Response Strategies
		● The Company has established zero-trust and cloud defenses. In response to the adoption of digital transformation and zero-trust architecture, we have fully implemented multi-factor authentication (MFA) and device health checks to stick to the principle of “never trust, always verify,” thereby strengthening identity recognition and cloud access security. ● Proactive threat detection mechanisms (XDR/EDR) have been enhanced, and the traditional defense in depth (firewalls/antivirus) has been upgraded. By introducing XDR and EDR, the Company has enabled real-time monitoring of and response to malicious intrusions, shortening threat dwell time and boosting information security resilience. ● For rigorous contract management and legal compliance, the Company has revised the outsourcing contracts to incorporate information security and personal data protection clauses to reduce supply chain risks, and provided information security awareness training for all employees to protect the rights and interests of the Company and customers.
Social Aspect	Personnel risk resilience management	● On-site nurse services are provided twice a month for 2 hours per session to offer health consultations. ● On-site physician services are provided once every 6 months for 1 hour per session to offer health consultations.
Environmental Aspect	Sustainable supply chain risks	● Annual supplier audits are conducted for existing suppliers to ensure supply chain stability. ● New suppliers are required to sign the Supplier Commitment Letter.

2.4 Legal Compliance

Legal compliance externally ensures that the Company's operations are in line with all applicable laws and regulations, and internally ensures that all operations align with the policies, principles, codes of conduct, and core values established or approved by the Board of Directors.

Legal compliance is not only the responsibility of a company's directors and management team; all employees must also have clear awareness systems for adhering to the laws and regulations relevant to their operations. This ensures that corporate governance and internal business processes align with the latest legislation, and that the organization and its personnel remain compliant with relevant rules. Accordingly, a company can avoid or mitigate legal risks arising from internal or external criminal violations. Furthermore, internal legal compliance assessments conducted prior to commercial activities allow a company to evaluate legality, eliminate foreseeable legal risks, and reduce the potential risk of non-compliance. Overall, effective legal compliance not only prevents misconduct and reduces losses in labor, time, and costs associated with judicial investigations, fines, litigation, and negative publicity, but also enhances the corporate image and further attracts high-quality independent directors, employees, and business partners, creating a triple-win situation for the Company, its shareholders, and its stakeholders.

Believing that "legal compliance is the foundation of corporate sustainability," ITTS is committed to regulatory adherence. The Company has always regarded "zero penalties" as a key performance indicator for corporate governance. To ensure that all operating activities remain compliant, the Company timely monitors various laws and regulations that could have financial and operational impact, and rigorously reviews its objectives. To achieve a 100% success rate, the Company identifies relevant regulations and customer requirements annually, assigns personnel regularly to track regulatory updates, and determines the applicability and necessity for internal adjustments based on the latest legal requirements. If audit results from government agencies or customers show any violations or deficiencies, we take improvement measures right away and implement countermeasures to prevent similar incidents from recurring.

Regarding Corporate Governance

1. The Audit Committee supervises the Company's financial operations and internal control system to enable the Board of Directors to better oversee significant proposals, strengthen Board functions, and provide professional opinions with an eye to better information transparency.
2. In the future, the Company will enhance its corporate culture in accordance with the corporate governance evaluation and the Corporate Governance Best Practice Principles to ensure compliance with the Taiwan Stock Exchange (TWSE) regulations.

Regarding Employees

1. Internal regulations for integrity are in place, and regular audits have been conducted. The Company's business ethics and legal compliance are centered on the core values of integrity and honesty, and built through a framework of policy formulation, implementation, and self-assessment. The management takes the lead and requires every employee to ensure that their business conduct aligns with laws, regulations, and the Company's policies and bylaws.
2. Compliance is reviewed through annual internal control self-assessments and subject to audits by the internal audit unit.
3. We have formulated guidelines for all employees across the Group to follow when performing their duties. Regardless of their position, rank, or location, all employees are required to comply with the "Ethical Corporate Management Best Practice Principles," the "Corporate Social Responsibility Best Practice Principles," and the "Code of Ethical Conduct." These rules cover workplace standards, equal opportunity policies, and confidentiality clauses, etc. By doing so, we aim to earn public trust, enhance our corporate image, and ensure the Company's sustainable operation and development.
4. Education and training: To enhance employees' business ethics and legal compliance, the Company, in accordance with legislation and internal regulations, has the Legal Department and other responsible departments collaborate to provide training on laws and regulations relevant to specific business operations for employees across various departments and levels. Training is tailored to the different business duties of employees, encompassing new hire orientation, in-person courses, departmental advocacy, and external training. Regarding external training, the audit and accounting executives were appointed to participate in relevant training sessions in accordance with regulations, completing 66 hours of training.

5. Each department regularly collects and reviews updates to regulations relevant to its business scope and disseminates this information to employees through announcements or training, ensuring they maintain up-to-date regulatory awareness.

Regarding EHS

The Company has formulated management regulations for supervision, measurement, and performance, etc. to stay on top of OSH and environmental protection laws, regulations, and other requirements regarding the Company's operational activities, products, or services. By doing so, we effectively control the performance of the environmental management system, which facilitates the adoption of effective corrective and preventive actions.

In terms of overall legal compliance practices, ITTS has had no record of major violations related to corporate governance, securities trading, environmental protection, labor and human rights, occupational safety, customer privacy leaks, marketing labeling, or product liability in recent years.

Note: Major violations are defined as incidents involving fines of NT\$1 million or more.

2.5 Operating Performance

Material Topic Disclosures	Operating Performance
Importance to the Company	The Company is dedicated to providing intelligent digital solutions and professional consulting services, particularly the services of IT outsourcing (ITO) and business process outsourcing (BPO). Our main products/services include ERP professional consulting, systems development, information security, cloud adoption consulting, data processing and output services, customer service outsourcing, etc. By addressing the growth requirements of our customers' digital transformation and sustainable operations, we have earned the trust and recognition of both new and long-standing customers, fostering enduring partnerships that create win-win results.
Policies/Commitments	● Introducing new products to develop customers: The Company provides cloud subscription-based solutions and develops or distributes solutions related to AI, information security, and ESG sustainable supply chain to assist enterprises in their digital transformation. ● Innovation and R&D are carried on and diverse cloud AI services are integrated to provide enterprises with value-added data governance applications. ● We replicate successful experiences and work with partners to develop industrial ecosystems, expanding opportunities in vertically integrated markets. ● We enhance brand awareness and expand market opportunities through precision digital marketing.
Short-Term Objectives (within 2 years)	● Expanding new markets: Replicating successful experiences and working with ecosystem partners to expand opportunities in vertically integrated markets. ● AI intelligent applications: Integration of heterogeneous system data with AI to deliver smart factory and cloud-based intelligent customer service solutions, enabling enterprises to optimize their digital workflows. ● Cybersecurity resilience: Establishment of a 24/7 SOC (Security Operations Center) providing comprehensive cybersecurity planning and advisory services to protect clients' core data assets. ● Cloud service expansion: Promotion of SAP ERP cloud subscription editions and upgrade programs to support enterprise clients in transitioning to the cloud and enhancing operational resilience.

	● ESG sustainability solutions: Continued enhancement of smart manufacturing and sustainable supply chain solution applications, data middle platform development, and corporate governance solution implementation to support clients in achieving sustainable business objectives.
Medium- to Long-Term Objectives (medium-term: 3–5 years; long-term: 5–7 years)	● Becoming the leading provider of intelligent digital service solutions that offers comprehensive one-stop digital transformation solutions.
Resource Investment, Actions, and Outcomes	● Strengthening competitiveness, consolidating existing customers and expanding the customer base, and integrating upstream and downstream resources, in order to proactively seize market opportunities. ● Continuing to invest in increasing our R&D and consulting talent to accelerate new product development and establish comprehensive management systems, thereby accumulating R&D and technical capacity while maintaining our competitive edge in professional consulting services. ● Boosting service quality, reinforcing information security and IT equipment, and building a good brand image and reputation.
Evaluation Mechanism	● Comparison of revenue and profitability with the results in the previous year.
Responsible Department/ Contact Information for Complaints	● Responsible department: Marketing Planning Department ● Complaint mechanism: E-mail: services@itts.com.tw

Economic Performance

Economic Performance is the core priority of the Company's operations, and the pursuit of maximum profit remains a goal of the Company's continuous efforts. Since its establishment, ITTS has adhered to a corporate culture of sustainability, integrity, and technological innovation to move toward sustainable management, maintaining technological leadership, ensuring customer satisfaction, pursuing shared benefits for all employees, enhancing shareholder value, and fulfilling social responsibilities, all in an effort to continuously generate financial performance.

Through sound corporate governance, we continue to strengthen our operational resilience, reduce costs, and enhance competitiveness. In addition to bolstering the confidence of shareholders, internal employees, supplier partners, and customers in us, we create a mutually beneficial environment for all stakeholders as we advance toward sustainable operations.

Direct Economic Value Generated and Distributed

Unit: NTD thousand

Item	2023	2024	2025
Revenues (A)	1,343,318	1,186,477	1,342,713
Operating costs (B)	1,157,535	1,010,318	1,135,399
Employee wages and benefits (C) (Note 1)	62,237	56,208	75,598
Payments to providers of capital (D)	43,956	60,763	57,679
Payments to government (E)	15,193	13,776	22,901
Community investment (F)	0	0	0
Economic value retained (Note 2) (A-(B-F))	64,397	45,412	51,136

Note 1: As the Company is a software service provider, the wages and benefits of certain employees are recognized under operating costs.

Note 2: Economic value retained = Operating revenues - Operating costs - Payments to providers of capital - Payments to government.

IT Outsourcing (ITO)		Business Process Outsourcing (BPO)	
ERP integrated planning	- Business process planning services - Application system establishment services - System management/upgrade services - Remote backup and establishment services - Historical data archiving services	Customer relationship and marketing integration services	- Customer service hotline and inbound telephony services - Telemarketing and outbound telephony services - Customer service center operations and consulting services - Cloud-based CRM - CX/customer data management and sales automation solutions
Intelligent information integration services	- Smart manufacturing and sustainable supply chain solutions - AI/BI data governance applications - Enterprise information security protection and zero-trust planning services	Mail data and digital output services	- Printing and packaging outsourcing services (telecommunications, credit card statements, dividend withholding statements, payment notices) - Mail management outsourcing services - Digital image design and output

- | | | | |
|--|--|--|--|
| | <ul style="list-style-type: none"> • Application system/platform establishment services • IT infrastructure and cloud platform planning services | | |
|--|--|--|--|

Core Services

ERP integrated planning

- Business process planning
- Application system establishment
- System management/upgrade services
- Maintenance consulting services

Intelligent information services

- Smart manufacturing and sustainable supply chain solutions
- AI/BI data governance applications
- Enterprise information security protection planning services
- Application system/platform establishment services
- IT infrastructure and cloud platform planning services

CRM and business growth services

- Customer service hotline and inbound telephony services
- Telemarketing and outbound telephony services
- Customer service center operations and consulting services
- Cloud-based CRM
- CX/BX/customer data management and sales automation solutions

Mail data and digital output

- Printing and packaging outsourcing services
- Mail management outsourcing services
- Digital image design and output



Service Capabilities and Competitive Advantages



The largest SAP partner in Taiwan



At least 25 years of extensive experience in ITO and BPO



Robust partnerships



Expert team of local application consultants

International Certifications



ISO 27001 information security certification



ISO 9001 quality certification



BS 10012 personal information management system certification

[Service capacity certifications from the Ministry of Economic Affairs and the Ministry of Digital Affairs]



IT service capacity registration: Enterprise application software services, application software outsourcing services, business intelligence and analytics, information security capability services, and AI industrial application capability services

[Mittelstand award granted by the Ministry of Economic Affairs]



4th & 6th Taiwan Mittelstand Award

Partner Certifications



SAP gold partner
SAP PCoE
Microsoft/AWS/GCP partner certificates

1st company in Taiwan that passed the SAP After Maintenance Services [Customer Service Value-Added Center] certification

2.6 Information Security

Material Topic Disclosures	Information Security
Importance to the Company	Maintaining information security and personal data management to eliminate leakage risks, protect the Company's vital assets, and thereby gain high customer trust is the only way to ensure sustainable business operations.
Policies/Commitments	● The Company follows the ISO 27001/CNS 27001 standards, the Personal Data Protection Act, and the Regulations Governing Establishment of Internal Control Systems by Public Companies. ● We have formulated information security policies based on the Cyber Security Control Guidelines for TWSE/GTSM Listed Companies to serve as the standard for information security management, establishing an information operating environment characterized by confidentiality, integrity, and availability. ● We enhance the overall security of the Company's operations and mitigate associated risks.
Short-Term Objectives (within 2 years)	● Organization and governance Forming a dedicated Information Security Team as a 24/7 SOC team, with its responsibilities clearly defined. ● Information security management system (1) ISO 27001 certification: Maintaining the validity of the ISO 27001:2022 certification obtained in 2025. (2) Information security training: Reaching an annual information security training completion rate of 100% for all employees in 2025. ● M365 implementation and regulations Fully implementing zero-trust identity authentication. ● Information security resilience (1) Iterative updates of existing IT hardware based on comprehensive information architecture assessment and planning, with a view to facilitating effective information asset management. (2) IDC data center relocation project to effectively enhance the availability and reliability of the electrical infrastructure. ● No material information security incidents during the year.
Medium- to Long-Term Objectives (medium-term: 3–5 years; long-term: 5–7 years)	● Deployment of zero-trust architecture: ■ Phase 1 (identity): Integration of MFA and M365 to stick to the principle of “never trust, always verify.” ■ Phase 2 (device/network): Permission of access to the Company's resources only after the device health is verified. ● Threat detection and responses ■ Setup/optimization of proactive threat detection mechanisms. ■ Real-time detection and reporting of hacking attempts (IPS/EDR). ● Outsourcing and contract management ■ Ensuring all project contracts include information security and personal data protection clauses.
Resource Investment, Actions, and Outcomes	● No material information security incidents during 2025. ● M365 procurement and endpoint security baseline setting completed. ● Information security training completed.

	● System vulnerability assessment and patch updates. ● Reporting in accordance with relevant procedures upon the detection of an abnormality through external abnormal traffic monitoring. ● Regular updates of virus patterns and monitoring for abnormal activities, with an abnormality, if any, timely addressed and reported in accordance with relevant procedures. ● Disaster recovery drills by all business units for their respective critical systems. ● No major deficiencies identified during the internal first-party audits and the second-party audits by multiple customers. ● DNV ISO 27001:2022 certification obtained.
Evaluation Mechanism	● No material information security incidents during 2025. ● No incidents of confidential information leakage involving customer or employee personal data and resulting in penalties by the competent authorities during 2025.
Responsible Department/Contact Information for Complaints	● Responsible department: Information Security Committee ● Complaint mechanism: Intelligent Information Services Department; ext. 686 ● E-mail: services@itts.com.tw

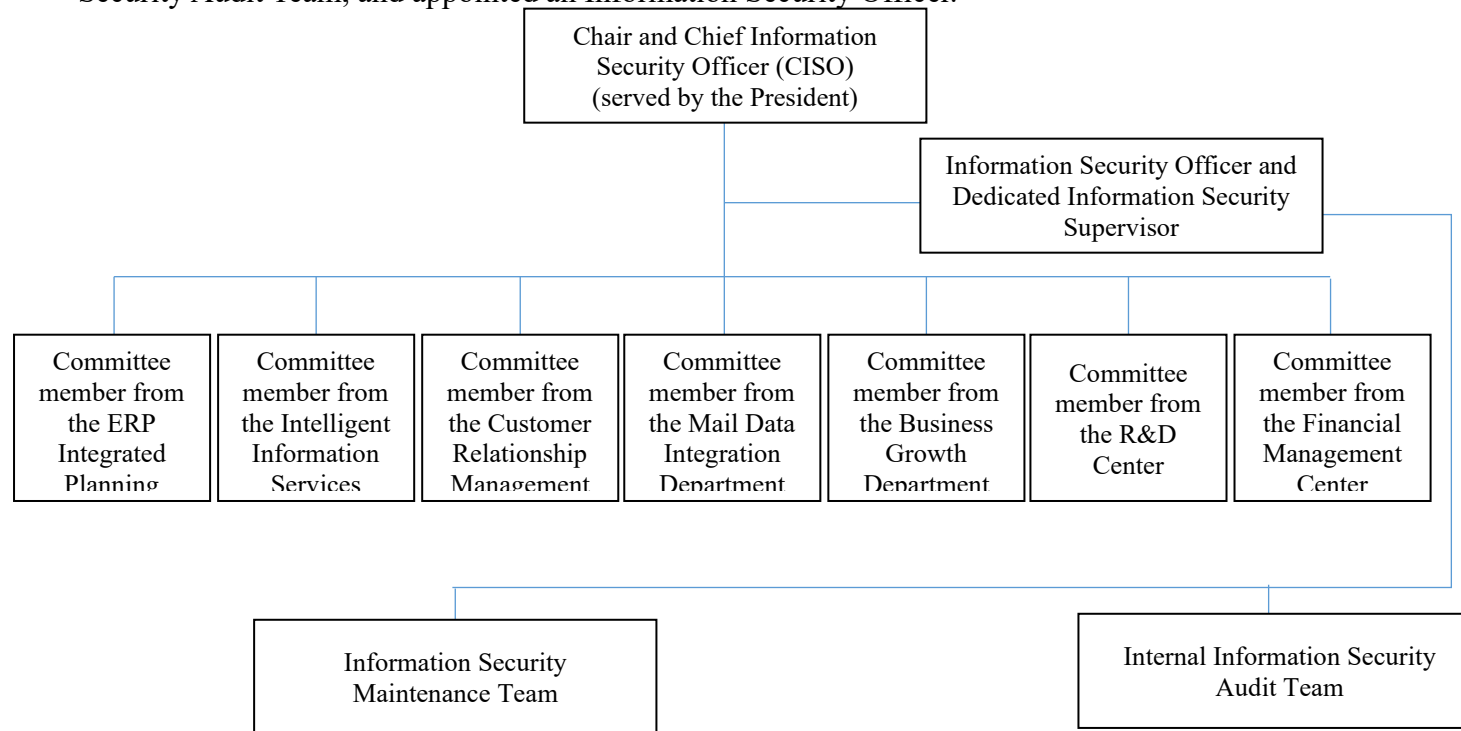
Information Security Policies:

The Company follows the ISO 27001/CNS 27001 standards, the Personal Data Protection Act, and the Regulations Governing Establishment of Internal Control Systems by Public Companies, and has formulated information security policies based on the Cyber Security Control Guidelines for TWSE/GTSM Listed Companies to serve as the standard for information security management, establishing an information operating environment characterized by confidentiality, integrity, and availability. The ultimate goal is to enhance the security of the Company's operations and mitigate associated risks.

Information Security Management Organization:

1. To maintain the effective implementation of the information security management system, ensure its continuous and steady operation, and enhance overall information security, the Information Security Committee was established to review the Company's various information security policies, promote information security management procedures, and supervise corresponding operations. The President serves as the chair and appoints several vice chairs.

2. The chair of the Information Security Committee has designated members to form the Information Security Maintenance Team and the Information Security Audit Team, and appointed an Information Security Officer.



Information and Communication Security Management Measures:

1. Data center IT equipment security management
 - Application servers and backbone network equipment are housed in dedicated data centers. Access is controlled via proximity card readers, with entry and exit logs retained and 24-hour video surveillance recordings maintained for future reference.
 - There is equipment for independent air conditioning, automatic smoke detection, temperature alarms, as well as specialized gaseous fire suppression for data centers in place. Uninterruptible power supply and voltage regulation systems are also set up to prevent system damage resulting from accidental power outages.
 - Servers are equipped with centrally managed monitoring software to monitor system performance, query system logs, and remote login records.
2. Network security management
 - Independent logical domains are segmented based on network service requirements, i.e., our offices, R&D Center, and both testing and formal operating environments have separated network segments.
 - Enterprise-grade firewalls are deployed at Internet gateways to enhance network security control and protection.
 - Data centers are connected via point-to-point leased lines that bypass public network infrastructure; protection measures including intrusion prevention systems (IPS), web application firewalls (WAF), and distributed denial-of-service (DDoS) defense are also adopted.
 - An intrusion detection system (IDS) has been implemented for the office network to provide real-time detection and logging of abnormal office network activities.
 - A jump server mechanism is set up to isolate connections to the formal operating network environment for operations.
3. Access control
 - Access to business and office-related systems requires an application and approval from a supervisor before setup.
 - GCB principles including operating system password complexity and length requirements, screen lock, and account lockout after failed login attempts are applied.
 - Employees are prohibited from installing or using unauthorized software, and the connection of unauthorized USB devices or personal laptops to the Company's network is strictly forbidden.
 - Firewall control is implemented; for exception services, authorization is required to open specific service ports and host addresses.
4. Business continuity
 - Daily server host checks and system testing are performed.
 - System and file data backups are stored on local network-attached storage and tape media, with backup tapes transported to off-site storage on a daily basis.
 - Disaster recovery drills are conducted with 1 randomized exercise per year to verify the availability and integrity of restored data.
5. User personal data
 - In accordance with the Personal Data Protection Act of the Republic of China, privacy clauses and personal data usage consent forms are provided prior to data collection to inform users in detail and obtain their consent for the collection, processing, and use of their personal data.
 - Users may request that the Company cease the collection, processing, and use of their personal data, or that such data be deleted.
 - Personal data is encrypted in the database to ensure access protection.
 - ITTS enhances the training for employees on personal data processing laws and regulations.

6. Intellectual property
 - Intellectual property (source code) is stored and managed within the version control system located in the data centers.
 - Full backups are regularly performed, with backup data stored in an off-site data center.
 - Employees are required to sign non-disclosure agreements and are responsible for protecting the Company's intellectual property during their employment.
7. System development
 - TLS encrypted connections are used for connections that involve transactions or the transmission of sensitive content.
 - The account authentication mechanism for program development integrates security verification mechanisms such as public key infrastructure (PKI) and certificate authority (CA) to ensure safety.
 - Vulnerability assessments are conducted annually.
 - Source code security scanning is conducted during the development phase.
8. Information security awareness and training
 - Information security knowledge is disseminated irregularly to increase employees' awareness of information security.
 - Training on the Personal Data Protection Act is organized at least once a year, and the Company administers an information security examination to all employees at least annually.
 - The Company is a member of the Taiwan Computer Emergency Response Team / Coordination Center (TCERT/CC), through which it obtains information security incident source intelligence and collects cybersecurity threat information for internal awareness dissemination.

Privacy Management

ITTS values the information security and privacy related to all stakeholders, including shareholders, investors, suppliers, and employees, as well as its operations. We are committed to continuously strengthening our information security management mechanisms to ensure the ongoing and effective operation of our information security and privacy protection systems. As of 2025, ITTS has not experienced any material incidents impacting the Company's operations or violating customer privacy. The total number of information leaks or thefts or customer data losses was 0.

III Sustainable Environment

While pursuing balanced development and sustainable management, ITTS has publicly declared its commitment to environmental protection and workplace safety. Internally, the Company requires employees to enhance their professional expertise, and regards environmental and energy-saving measures and workplace health promotion practices as fundamental pillars of its sustainable operations. Through the PDCA (Plan-Do-Check-Act) cycle, continuous improvements are made to achieve environmental sustainability.

Our Approaches...

Focusing on sustainable management and development, ITTS aligns its production and sales processes with the requirements of government environmental regulations, and reduces activities with negative environmental impacts as much as possible to mitigate the impact of its production and sales activities on the environment.

[Energy Conservation and Carbon Reduction]

- Through energy conservation projects, we maximize energy efficiency and reduce carbon emissions. These reductions are integrated into our management targets to ensure a year-over-year decrease in carbon emissions, so that our corporate citizenship responsibilities are fulfilled.
- The office air conditioning temperature was set to 26°C to reduce carbon emissions.
- Lights are turned off for 1 hour during the lunch break.

[Waste Reduction – Waste Sorting]

- Recycling bins are installed to achieve waste reduction through waste sorting.
- The Company promotes the use of reusable tableware to cut the volume of domestic waste.
- ITTS adopts paperless office operations by utilizing e-mail, cloud sharing platforms, and electronic approval systems with a view to lowering paper consumption.
- ITTS employees are encouraged to print on both sides of the paper and set double-sided printing as the default mode.
- The Company implements office supplies management to prevent excessive procurement or stockpiling.

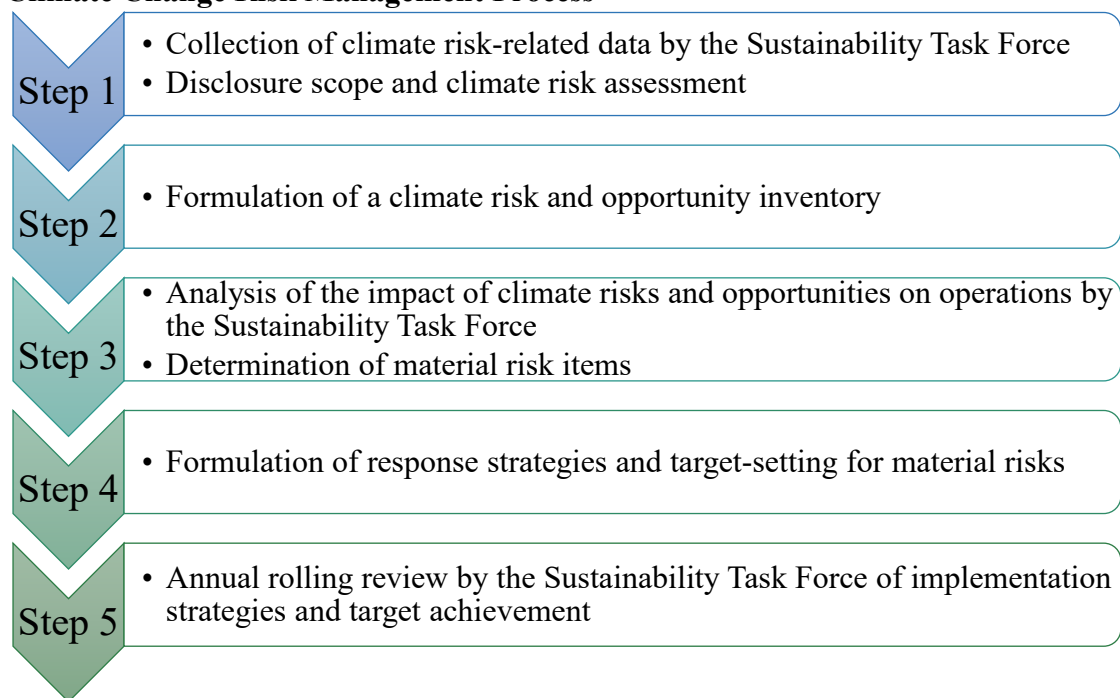
[Green Procurement]

- The raw materials purchased are certified by the FSC (Forest Stewardship Council) to ensure the Company uses sustainable and eco-friendly paper.
- The Company participates in the “Green Procurement Reporting System for Private Enterprises and Organizations” promoted by the Ministry of Environment, Executive Yuan, with green procurement certificates obtained.
- We comply with the environmental regulations of RoHS and promote green procurement management by requiring that raw materials and manufacturing processes provided by suppliers are free of hazardous substances.

3.1 Task Force on Climate-Related Financial Disclosures

In recent years, in response to global climate change, increasingly stringent international carbon management regulations, and growing low-carbon consumer awareness, governments and enterprises worldwide have begun placing greater emphasis on environmental sustainability management. ITTS supports the government's 2050 net-zero carbon emissions policy, and corporate sustainable development has become one of ITTS's key action objectives in addressing climate change. The Company conducts periodic reviews of its climate change response approach and applies the TCFD framework to identify climate-related risks and opportunities, establishing metrics and targets based on identification results to reduce the financial impact of climate risks on operations. In response to the rise of environmental awareness, ITTS seeks to enhance its performance in environmental protection and social value creation. By integrating green management and energy conservation initiatives into business operations, the Company aims to achieve the effect of environmentally sustainable development and has set the following future objectives.

Climate Change Risk Management Process

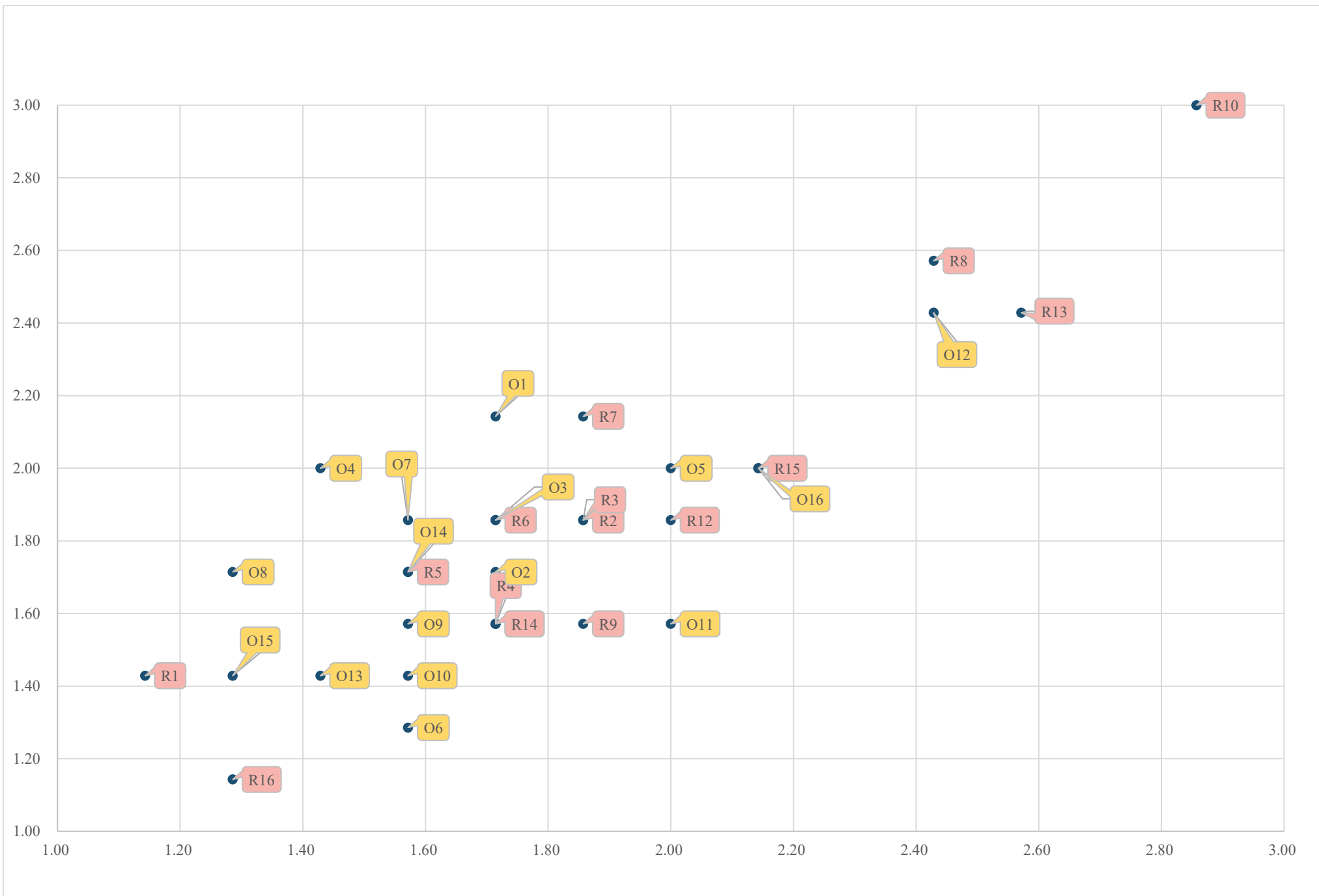


3.1.1 Climate Change Management Framework

Core Item	Climate Change Management Actions
Governance	To fulfill its corporate social responsibility, the Company has established the Sustainability Task Force to coordinate issues related to corporate governance, environmental protection, climate change, and labor. The Sustainability Task Force convenes regular ESG meetings annually, with the convener reporting the implementation performance and recommendations for improvement to senior management. The implementation results of the previous year and the work plan for the current year are reported to the Board of Directors on a regular basis annually, with revisions made based on the Board's feedback. Furthermore, given the significance of environmental issues and the growing international focus on climate change-related information, climate change risk-related topics and their management objectives have also been incorporated.
Strategies	To incorporate climate-related risks and opportunities into its strategies and planning, ITTS has referenced TCFD climate-related scenario analyses, utilizing both quantitative and qualitative analyses to implement corresponding measures. For the risk scenario settings, the Company adopted the Shared Socioeconomic Pathways SSP1-2.6 and SSP5-8.5 from the Sixth Assessment Report (AR6) of the Intergovernmental Panel on Climate Change (IPCC) as the underlying database for climate issue analysis. With the period of 1850-1900 as the baseline, the following figure illustrates the global temperature rise over the next 200 years under these 2 scenarios. By simulating the physical risks that ITTS would face under the ideal scenario (SSP1-2.6) and the worst-case scenario (SSP5-8.5), we assessed the potential impacts and financial implications for future operations to develop corresponding management measures. During the Sustainability Committee meeting, the definitions for short-, medium-, and long-term were discussed; short-term refers to "1–3 years," medium-term refers to "3–5 years," and long-term refers to "6–10 years." Climate risk and opportunity assessments were conducted accordingly. Climate risks were categorized into 2 main types: transition risks and physical risks. These are further subdivided into policies and regulations, technology, market, and reputation, as well as acute and chronic risks. Opportunities, on the other hand, were categorized into 5 main types: resource efficiency, energy sources, products and services, markets, and organizational resilience.
Risk Management	1. The Sustainability Task Force completed risk identification during TCFD meetings, and further discussion was held on the transition and physical risks and opportunities to the Company that may result from climate change factors as provided by various units. 2. Transition and physical risks (3 in total) and a potential opportunity (1 in total) to the Company that may result from climate change factors were identified.
Metrics and Targets	Relative to base year 2024 Scope 1 + Scope 2 GHG emissions reduction of 3% by 2030 Scope 1 + Scope 2 GHG emissions reduction of 5% by 2040 Net-zero emissions by 2050

3.1.2 Climate Risks and Opportunities

Risk Topic	Risk Level	Time of Impact	Opportunity Topic	Opportunity Level	Time of Impact
R1 Increased GHG emissions pricing	Low	Medium-term and long-term	O1 Adoption of transportation methods with better efficiency	Low	Medium-term and long-term
R2 Stricter emission reporting obligations	Low	Short-term	O2 Use of more efficient production and distribution processes	Low	Long-term
R3 Requirements and supervision of existing products and services	Low	Short-term	O3 Recycling and reuse	Low	Long-term
R4 Risk of litigation	Low	Short-term and medium-term	O4 Transition to buildings with higher efficiency	Low	Medium-term and long-term
R5 Replacement of existing products and services with low-carbon goods	Low	Medium-term	O5 Reduction of water use and water consumption	Low	Short-term, medium-term, and long term
R6 Failed investment in new technologies	Low	Long-term	O6 Use of low-carbon energy	Low	Long-term
R7 Cost of transition to low-carbon technology	Low	Medium-term and long-term	O7 Adoption of incentive policies	Low	Medium-term and long-term
R8 Changes in customer behavior	High	Short-term and medium-term	O8 Application of new technologies	Low	Medium-term and long-term
R9 Market information uncertainty	Low	Medium-term and long-term	O9 Participation in the carbon trading market	Low	Long-term
R10 Rising procurement costs	High	Short-term, medium-term, and long term	O10 Transition to decentralized energy	Low	Medium-term and long-term
R11 Changes in consumer preferences – industry stigmatization	Low	Medium-term and long-term	O11 Development and/or expansion of low-carbon products and services	Low	Medium-term and long-term
R12 Increased concerns and negative feedback from stakeholders	Low	Medium-term and long-term	O12 R&D and innovation for new products and services	High	Medium-term and long-term
R13 Increased severity of extreme weather events such as typhoons and floods	High	Medium-term and long-term	O13 Diversification of business activities	Low	Medium-term and long-term
R14 Changes in rainfall (precipitation) patterns and extreme changes in climate patterns	Low	Short-term, medium-term, and long term	O14 Changes in consumer preferences	Low	Medium-term and long-term
R15 Rising average temperature	Low	Medium-term and long-term	Q15 Entering new markets	Low	Medium-term and long-term
R16 Rising sea level	Low	Long-term	Q16 Utilization of public sector's incentive measures	Low	Short-term and medium-term



3.1.3 Climate Change Risk Responses

Climate-related risks and their potential impacts are diverse, dynamic, and long-term in nature and of high uncertainty, which makes it difficult to determine their priority in a quantitative manner. Therefore, to assess the scale of risks ITTS faces, the Sustainability Task Force identified the Company's climate change risks through a series of meetings, formulated effective management strategies to avoid, mitigate, or transfer risks, and adopted dynamic management to continuously track the effectiveness of these strategies and the achievement rate of the targets.

Risk Type	Aspect of Risk	Risk Topic	Impact/Opportunity Scenario(s)	Potential Financial Risk	Management Measures
Transition risk	Market	Changes in customer behavior	A shift in consumer preferences leading to reduced demand for goods and services.	Driven by growing customer demand for sustainability and the low-carbon transition, the Company is proactively developing market-aligned sustainable supply chain solutions to assist customers in reducing carbon emissions and ensuring compliance with ESG regulations. To accelerate innovation and provide products with better competitiveness, the Company has to allocate additional resources to distribution and R&D, including boosting carbon data management systems, cloud sustainability solutions, and smart energy management technology, which could in turn increase operating costs.	● Enhance professional competencies to address customer demand for sustainable products and services. ● Represent and develop sustainable solutions to meet evolving customer needs.
	Market	Rising procurement costs	Rising operating costs resulting from raw material shortages caused by climate change, greater demand for materials with low environmental impact, and increasing carbon tariffs by various countries.	Computer equipment product prices are projected to increase by approximately 10–20% in line with market trends, resulting in higher operating costs.	● Through regular communication meetings with suppliers, maintain real-time visibility into delivery schedules and develop potential alternative suppliers to strategically diversify supply chain risk.

Risk Type	Aspect of Risk	Risk Topic	Impact/Opportunity Scenario(s)	Potential Financial Risk	Management Measures
Physical risk	Acute risk	Acute disasters such as typhoons and floods resulting from the changes in rainfall patterns caused by extreme climate change.	✓ Possibility of natural disasters and consequent operational disruptions or casualties at the Company's operating bases in consideration of the fact that climate change has intensified the severity of typhoons and heavy rainfall. ✓ (SSP1-2.6): The ideal mitigation scenario: An increase by approximately 12% and 16% in the average annual total rainfall in Taiwan by the middle and end of the 21st century, respectively; also, an increase by approximately 15.7% and 15.3% in the annual average intensity of one-day torrential rain by the middle and end of the 21st century, respectively. ✓ (SSP5-8.5): The worst-case scenario: An increase by approximately 15% and 31% in the average annual total rainfall in Taiwan by the middle and end of the 21st century, respectively; also, an increase by approximately 20% and 41.3% in the annual average intensity of one-day torrential rain by the middle and end of the 21st century, respectively. ✓ (SSP5-8.5): A decrease by approximately 15% and 55% in the number of typhoons affecting Taiwan, an increase by approximately 100% and 50% of the proportion of intense typhoons, and an increase by approximately 20% and 35% in the typhoon rainfall change rate by the middle and end of the 21st century, respectively.	Acute climate disasters can cause damage to assets such as plants, equipment, and storage facilities. Specifically, companies may face higher reconstruction or repair costs in the event of typhoons, floods, or earthquakes.	● Conduct an ongoing inventory of data center equipment and decommission idle equipment. ● Reduce on-site data center equipment storage and strengthen cloud-based backup solutions. ● Conduct regular inspections of uninterruptible power supply systems and carry out equipment upgrades to improve and stabilize power supply continuity.

Risk Type	Aspect of Risk	Risk Topic	Impact/Opportunity Scenario(s)	Potential Financial Risk	Management Measures
Opportunity	Products and services	R&D and innovation for new products and services	Adoption of new solutions to meet climate adaptation needs and drive revenue growth in response to increasingly stringent international and supply chain regulations on carbon emissions.	ITTS is committed to developing innovative products and services, bolstering corporate market competitiveness and risk management capabilities through the promotion of smart manufacturing, cloud and AI value-added services, and information security solutions. These innovations will drive steady financial growth for ITTS, while aligning with sustainable development goals to bolster the Company's long-term stability.	● Strengthen customer communication and promotional strategies. ● Increase R&D expenditure on products and services required by customers. ● Identify new business opportunities among existing and prospective customers and improve profitability within existing markets.

3.2 Energy Management

Energy management is a major challenge for enterprises today and a critical issue that ITTS must approach with the utmost seriousness. With rapid economic development, energy demand continues to climb, placing increasing strain on energy resources. The core of energy management lies in enhancing energy efficiency and minimizing energy waste. Through reasonable energy planning for the future, we can propose more efficient methods of energy use while reducing our overall energy dependence. By adopting energy-saving technologies, establishing energy monitoring systems, and implementing energy management policies in the future, we will be able to better manage energy consumption and achieve our sustainable development goals.

Given the finite nature of Earth’s resources, ITTS—primarily an office-based operation—mostly consumes energy for administrative purposes. To prevent undue waste, we emphasize energy resource management; our current energy usage mainly includes electricity and gasoline.

■ **Energy Consumption**

The overall energy consumption structure consists of 2 primary categories. The largest share is the electricity required for company operations, followed by gasoline consumption for company vehicles. With 2024 serving as the base year for the inventory, the total electricity consumption in 2025 was 11,625,847.7925 kWh, which is equivalent to 4,186.2586 GJ. Consequently, the total electricity consumption for corporate operations remained below the announced threshold.

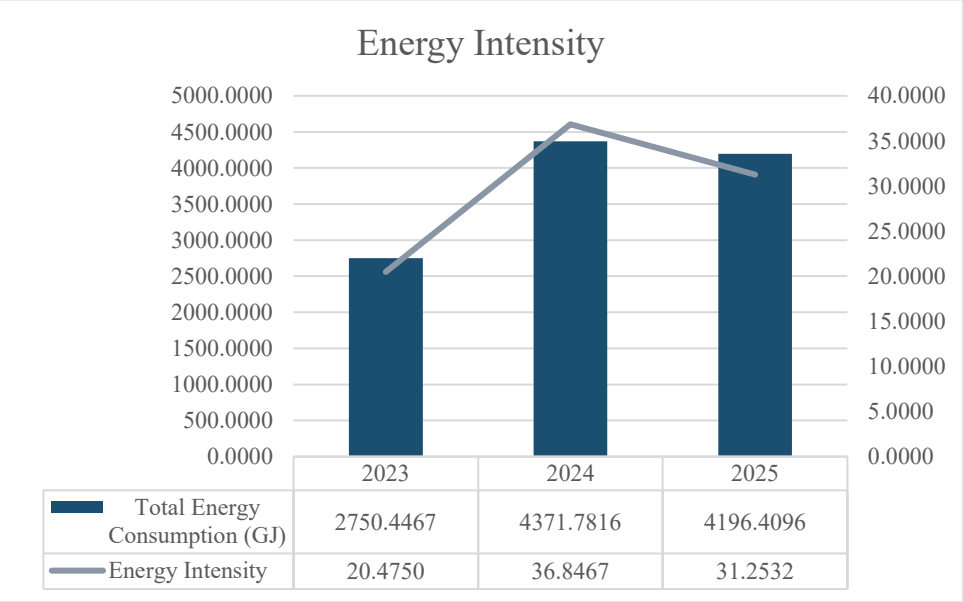
■ **Total Energy Consumption**

Year/Unit (GJ)	Electricity	Gasoline for Vehicles	Total Energy Consumption
2023	2718.2662	32.1805	2750.4467
2024	4338.2568	33.5248	4371.7816
2025	4186.2586	10.1510	4196.4096

■ Energy Intensity

Year	Total Energy Consumption (GJ)	Revenue (NT\$ Million)	Energy Intensity (GJ/NT\$1 Million)
2023	2750.4467	134.3318	20.4750
2024	4371.7816	118.6477	36.8467
2025	4196.4096	134.2713	31.2532

Note: 1 kWh = 0.0036 GJ; 1 kcal = 4,187 J; 1 GJ = 10⁹ J.
Note: Energy intensity = Total energy consumption (GJ) / NT\$1 million.
Note: Heating values are based on data published by the Ministry of Environment.
2023: Gasoline for vehicles totaled 7,800 kcal/L.
2024: Gasoline for vehicles totaled 7,609 kcal/L.
2025: Gasoline for vehicles totaled 7,586 kcal/L.
Note: The reason for the changes in the 2023 and 2024 data is that the calculation was originally based on the unit calorific values announced by the Energy Administration, Ministry of Economic Affairs. Starting in 2025, the calculation was revised to use the unit calorific values announced by the Ministry of Environment.



3.3 Greenhouse Gas Management

Extreme weather caused by greenhouse gas emissions is a critical environmental challenge facing the global community. Although ITTS is not a high energy consumer, we recognize our responsibility as a global citizen and acknowledge that greenhouse gas reduction is a collective corporate objective. Consequently, we have conducted a greenhouse gas self-inventory to understand current conditions and trends for proactive responses. We have continued to estimate the greenhouse gas emissions generated by the Company's energy use to serve as a reference for future energy saving and carbon reduction performance. In the future, ITTS will continue to leverage the "CarbonFlow" greenhouse gas inventory system to accurately stay on top of annual energy consumption, while increasing energy conservation awareness to strive toward its carbon reduction goals.

■ Statistics on Emissions by Emission Source Type

Emission Source Type		Scope 1	Scope 2	Scope 3	Total Emission Equivalent
		Direct Emissions	Indirect Energy Emissions	Other Indirect Emissions	
2023	Emission Equivalent (tCO ₂ e/year)	44.962	372.922	NA	417.884
2024	Emission Equivalent (tCO ₂ e/year)	12.653	596.675	NA	609.328
2025	Emission Equivalent (tCO ₂ e/year)	10.2667	552.6495	129.7130	692.629

Note: The 2023 greenhouse gas inventory data covered only the plants in Taiwan (i.e., Nangang Head Office, Xizhi, and Wugu Offices); Wuxi, China was excluded.

Note: The calculated greenhouse gases include CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, and NF₃; the organizational boundary was defined using the operational control approach.

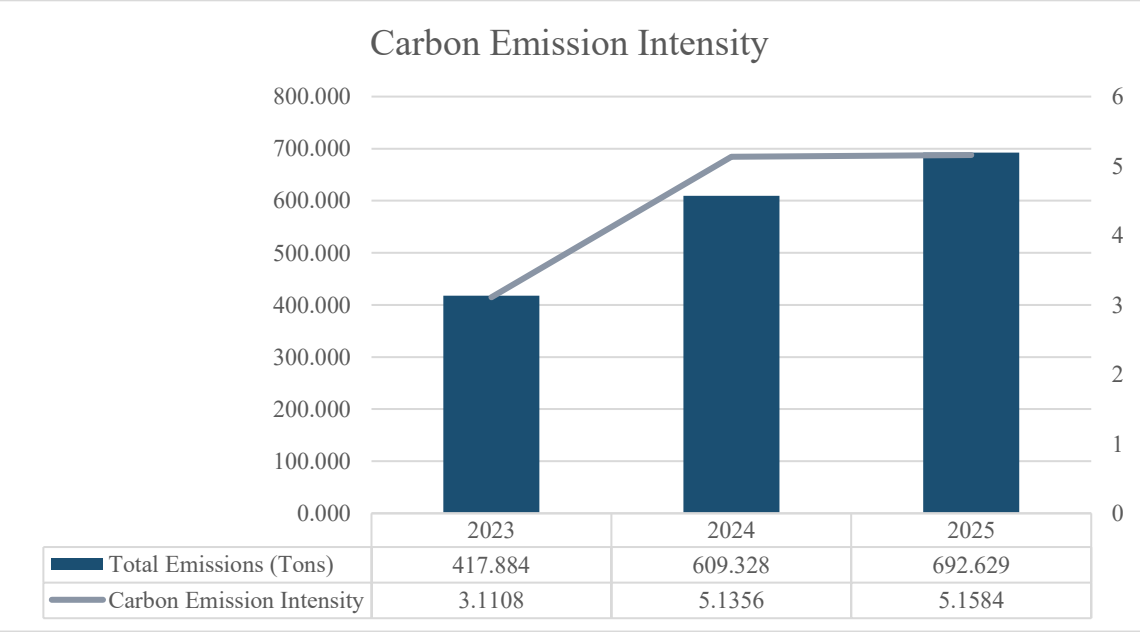
Note: The electricity carbon emission factor, as announced by the Bureau of Energy, Ministry of Economic Affairs, was 0.494 kgCO₂e for 2023 and 0.474 kgCO₂e for 2024. Since the 2025 electricity emission factor has not yet been announced, the 2024 emission factor is used for the time being.

Note: The 2025 greenhouse gas inventory has been verified by a third party.

■ Green House Gas Emission Intensity

Year	Total Emissions (tCO2e)	Revenue (NT\$ Million)	Greenhouse Gas Emission Intensity (tCO2e/NT\$1 million)
2023	417.884	134.3318	3.1108
2024	609.328	118.6477	5.1356
2025	692.629	134.2713	5.1584

Note: Greenhouse gas emission intensity = Total greenhouse gas emissions / Revenue (NT\$ million).



3.4 Supplier Sustainability Management

ITTS views suppliers as its most important strategic partners. In addition to providing products or services that meet customer needs, we value and invite our suppliers to jointly practice corporate social responsibility in the aspects of environment, society, and management.

In terms of supplier management practices, the Company has adopted a “Supplier Code of Conduct” requiring all suppliers to comply with the laws and regulations of the countries and regions in which they operate and to adhere to this Code across all business activities. ITTS will progressively work in collaboration with its suppliers toward building a supply chain that prioritizes environmental protection, labor and human rights, safety, social responsibility, and sustainable development.

Material Topic Disclosures	Supplier Sustainability Management
Importance to the Company	Supplier sustainability management ensures supply chain stability and risk control while enhancing a company’s long-term competitiveness and social trust.
Policies/Commitments	● The Company carefully selects suppliers to ensure their quality standards align with the Company’s requirements for quality, the environment, and green products, and has a supplier management system in place.
Short-Term Objectives (within 2 years)	● Requiring 100% of new suppliers to sign the “Supplier Commitment Letter” to ensure their alignment with sustainable supply chain development. ● Including environmental and social evaluation criteria for its top 5 service suppliers by annual transaction volume in 2026, with an achievement rate of 100%.
Medium- to Long-Term Objectives (medium-term: 3–5 years; long-term: 5–7 years)	● Having new suppliers sign the “Supplier ESG Self-Evaluation Questionnaire” to assess their current management performance across environmental, social, and corporate governance dimensions.
Resource Investment, Actions, and Outcomes	● Requiring suppliers to comply with our supplier policies, asking new suppliers to sign the Supplier Commitment Letter for human rights protection, and abiding by the Labor Standards Act and other relevant laws and regulations to protect the legitimate rights and interests of employees.
Evaluation Mechanism	● 20 new suppliers added in 2025; 100% of new suppliers signing the Supplier Commitment Letter. ● Inclusion of all suppliers in the supplier evaluation in 2025, with the results as follows: ● Grade A: 14% ● Grade B: 85% ● Class C: 1% ● Number of evaluated suppliers in 2025: 134 suppliers. ● Suppliers evaluation method: Based on 3 criteria—quality, service, and delivery—to rate and, according to the following evaluation results, classify suppliers into four grades: A, B, C, and D. ● Quality rating = (Number of qualified batches / Total number of inspected batches) * 40 ● On-time delivery rating = [1 - (Number of delayed items / Total number of delivered items)] * 35 ● Service rating = 5–25 points based on relevant guidelines

Responsible Department/Contact Information for Complaints	● Evaluation grades = A: 90–100; B: 81–90; C: 71–80; and D: below 70. Transactions with suppliers rated as Grade D shall be suspended, and such suppliers shall be reclassified as disqualified suppliers.
	■ Procurement Department/Public e-mail: procurement@itts.com.tw

Figure: Supplier Commitment Letter

Ethical Corporate Management	Protection of Fundamental Human Rights	Environmental Sustainability
• The principles of ethical corporate management shall be followed, including but not limited to integrity in operations, fair trade, avoidance of improper benefits and false advertising, and compliance with intellectual property regulations; meanwhile, transactions shall be conducted in an open and transparent manner. • All the employees concerned shall recuse themselves and be prohibited from engaging in any improper or illegal conduct involving conflicts of interest in the performance of their duties. • Unless an employee has been lawfully terminated by their original company, the Company shall not actively solicit such individuals nor accept any employment applications initiated by them.	• The Labor Standards Act and other relevant laws and regulations shall be observed to safeguard the legitimate rights and interests of employees, respect internationally recognized principles of fundamental labor rights, and ensure that no actions or circumstances infringe upon the basic rights of workers.	• Relevant domestic environmental laws and regulations, international standards, and the corporate social responsibility policies of both parties shall be complied with to adequately protect the natural environment and remain committed to maintaining environmental sustainability. • The pollution of water, air, and land caused by operations shall be avoided. Based on cost-effectiveness and technical feasibility, the Company shall strive to minimize adverse impacts on human health and the environment, and adopt the best practicable pollution prevention measures.

Supplier Selection Mechanism

■ Screening of New Suppliers

Placing importance on the environmental and social impacts of the supply chain, the Company selects suppliers that meet the requirements as procurement partners and creates a “Supplier Information Sheet” in accordance with the “Supplier Code of Conduct.” The screening criteria encompass 3 major indicators: quality, after-sales services, and delivery time. In 2023, the Company introduced the “Supplier Commitment Letter”—covering environmental sustainability and human rights—as a supplier evaluation mechanism. In 2025, 100% of new suppliers signed the Supplier Commitment Letter.

■ Screening of Existing Suppliers

As a listed company, ITTS recognizes that a stable and high-quality supplier base is essential for sustainable corporate growth. Consequently, we view our suppliers as long-term partners and conduct an annual supplier evaluation across multiple dimensions, including service quality, price competitiveness, and delivery reliability. Led by the procurement unit, these comprehensive reviews are performed in collaboration with relevant departments based on the “Supplier Evaluation Form” to ensure that partners are in line with the Company’s high standards and strategic direction. To establish a robust supply chain system, ITTS plans to include environmental and social evaluation criteria for its top five service suppliers by annual transaction volume in 2026.

ITTS has established supplier evaluation standards and conducted evaluations of its existing suppliers on an annual basis. Evaluation criteria include annual order volume, service quality, and delivery performance. Suppliers rated Grade C or above are classified as qualified suppliers.

The key evaluation items are as follows:

1. The requesting unit is responsible for evaluating the “product quality.”
2. The procurement unit is responsible for evaluating the “delivery schedules.”
3. The procurement unit is responsible for evaluating the “after-sales services.”
4. Where special evaluation items are required, the relevant business or user units shall be responsible for conducting the evaluation.

Implementation Status of Existing Supplier Audits

Overall Supplier Audits	2023	2024	2025
Number of Suppliers	138	161	134
Number of Suppliers Evaluated	138	161	134
Percentage of Overall Supplier Evaluation	100%	100%	100%

IV Social Inclusion

Prioritizing the labor rights of its employees, ITTS is committed to creating a happy and safe workplace. At ITTS, we provide friendly and equal employment opportunities, implement gender equality policies, and foster an atmosphere of mutual respect. To ensure steady operational development, we offer market-competitive remuneration to enhance employee loyalty and reduce turnover. Furthermore, ITTS has built a comprehensive education and training system, hosting various training courses irregularly to increase employees’ professional skills and workplace competitiveness. Our transparent promotion channels allow employees to clearly envision their future career development. Through positive labor-management interaction, employees can express their opinions freely in labor-management meetings, where the Company responds in good faith to reach a consensus. In addition, the Company has strengthened occupational safety and health management and implemented an employee health service program; the program covers biennial employee health checkups, monthly on-site health consultations, and the formulation of safety and health work rules for employees (including those of subsidiaries) to effectively safeguard the physical and mental well-being of our staff. Finally, guided by the spirit of giving back to society, ITTS has not only achieved record-breaking revenue performance, but also actively participated in Group policies by continuously investing in public welfare activities and caring for disadvantaged groups to fulfill its social responsibility.

As a pioneer in cloud services, ITTS holds annual strategic meetings for senior executives. In recent years, while the rising demand for services has driven revenue growth, the need for human capital has significantly increased as well. Thus, the Company also provides competitive remuneration to attract outstanding talent to join its ranks. The Company provides long-term, stable employment and strengthens employee competence training. This includes certification subsidies, external training subsidies, subsidies for participating in original manufacturers’ training, online competence courses, and the establishment of a learning platform. Additionally, the Company re-hires retired employees as consultants. According to statistics, the average training time of employees in 2025 exceeded 15 hours, and the competence training rate for new employees reached 100%. With diverse learning tools, we have enhanced employees’ professional expertise and self-efficacy.

4.1 Human Rights Protection

In fulfilling its corporate social responsibility and safeguarding the fundamental human rights of all employees and stakeholders, the Company adheres to international conventions including the United Nations Universal Declaration of Human Rights, the United Nations Global Compact, and the conventions of the International Labour Organization, and has formulated a human rights policy disclosed on the Company’s official website under internal corporate regulations. The scope of this policy extends to subsidiaries and other entities or legal persons over which the Company exercises substantive control, as well as other group enterprises and organizations. The Human Resources unit serves as the competent responsible unit.

Human Rights Training

Course Topic	Number of Participants	Training Hours	Test Pass Rate
Elimination of Workplace Violence	308	1.2 hours	96.75%

4.2 Diverse and Equitable Workplace

ITTS treats its employees with fairness, taking various affirmative actions to eliminate any labor conditions that could result in workplace inequality and to safeguard the labor rights and interests of all employees. Regarding age distribution, in recent years, the combined total of new hires under the age of 50—including both direct and indirect personnel—accounted for approximately 79.28%. This indicates that the current workforce at ITTS is primarily composed of young and middle-aged employees. Furthermore, female employees made up 57.10% of the staff. Senior managers with practical experience have led the young teams to drive growth and ensure the sharing of experiential knowledge.

Statistics on the Number of Employees

Statistics/Year		2023		2024		2025	
Total Number of Employees		333		349		373	
Employment Contract		Non-Fixed-Term	Fixed-Term	Non-Fixed-Term	Fixed-Term	Non-Fixed-Term	Fixed-Term
Gender	Male	142	3	141	13	158	9
	Female	177	11	169	26	186	20
Region	Taiwan	299	14	287	39	309	29
	China	20	0	23	0	35	0
Employment Type		Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time
Gender	Male	142	3	141	13	158	9
	Female	177	11	169	26	186	20
Region	Taiwan	299	14	287	39	309	29
	China	20	0	23	0	35	0

Note 1: This is the data as of the end of the current year.

Note 2: Employment contracts are divided into non-fixed-term ones (indefinite contracts) and fixed-term ones (short-term, seasonal, or specific project periods; this also includes cases where the Company hires a temporary replacement for an employee on maternity or unpaid parental leave until the original employee returns to work).

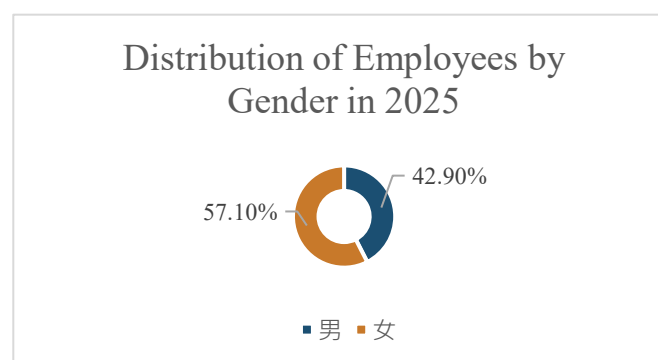
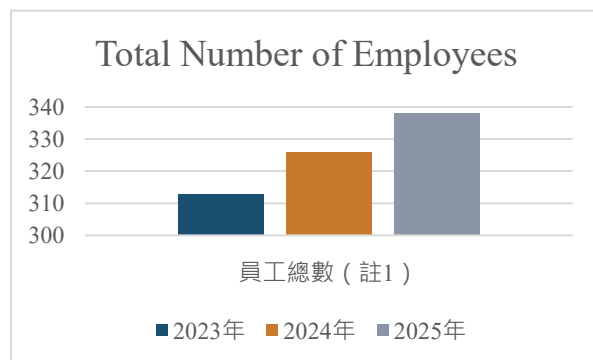
Note 3: Full-time employees refer to those whose weekly working hours reach the statutory upper limit of working hours, while part-time employees refer to those whose weekly working hours do not reach the statutory upper limit of working hours, such as part-time student workers and part-time workers.

■ Statistics on the Number of Non-Employee Workers

Statistics/Year		2023		2024		2025	
Total Number of Workers		4		2		2	
Contract Type		Dispatched Labor	Appointment	Dispatched Labor	Appointment	Dispatched Labor	Appointment
Gender	Male	1	0	0	0	0	1
	Female	1	2	0	2	0	1
Region	Taiwan	2	0	0	2	0	2
	China	0	0	0	0	0	0
Nature of Work		Technician/Operator	Senior Executive	Technician/Operator	Senior Executive	Technician/Operator	Senior Executive
Gender	Male	1	0	0	0	0	1
	Female	1	2	0	2	0	1
Region	Taiwan	3	1	0	2	0	2
	China	0	0	0	0	0	0

Note 1: Non-employee workers are those who provide services to the Company but do not have an employment contract with the Company, such as dispatched personnel, on-site personnel of contractors, and senior executives appointed by the parent company.

Note 2: This is the data on the total number of employees as of the end of the current year (December 31).



■ New Hire and Turnover Statistics

A total of 83 employees left the Company this year, representing a turnover rate of 24.56%, which indicated a downward trend compared to the rate in 2024. Despite the total number of employees increasing from 326 to 338, the turnover rate continued to decline, reflecting enhanced stability in the overall workforce structure. The Company will continue to optimize its human resource management measures and improve employee retention through diversified retention mechanisms, gradually enhancing the organizational resilience and the quality of human capital.

Item/Year		2023		2024		2025	
Total Number of Employees		335		349		373	
New Hire and Turnover Statistics		Number of Employees	Percentage (Note)	Number of Employees	Percentage (Note)	Number of Employees	Percentage (Note)
New Hires							
Age	Aged under 30	29	8.66%	29	8.31%	29	7.77%
	Aged 30–49	47	14.03%	42	12.03%	46	12.33%
	Aged 50 or more	13	3.88%	6	1.72%	7	1.88%
Gender	Male	44	13.13%	43	12.32%	50	13.40%
	Female	45	13.43%	34	9.74%	32	8.58%
Academic qualifications	Master's or doctoral degree	5	1.49%	10	2.87%	17	4.56%
	Colleges and universities	67	20.00%	60	17.19%	57	15.28%
	Others	17	5.07%	7	2.01%	8	2.14%
Region	Taiwan	86	25.67%	74	21.20%	65	17.43%
	China	3	0.90%	3	0.86%	17	4.56%
Resigned Employees							
Age	Aged under 30	36	10.75%	23	6.59%	34	9.12%
	Aged 30–49	54	16.12%	53	15.19%	41	10.99%
	Aged 50 or more	11	3.28%	11	3.15%	12	3.22%
Gender	Male	42	12.54%	43	12.32%	44	11.80%
	Female	59	17.61%	44	12.61%	43	11.53%
Academic qualifications	Master's or doctoral degree	13	3.88%	9	2.58%	17	4.56%
	Colleges and universities	75	22.39%	67	19.20%	56	15.01%
	Others	13	3.88%	11	3.15%	14	3.75%

Region	Taiwan	97	28.96%	85	24.36%	83	22.25%
	China	4	1.19%	2	0.57%	4	1.07%

Note: Total number of employees in the year is based on the total number of employees as of the end of the year (December 31).

Note: New hire rate = (Total number of new hires in a specific category in the year / Total number of employees in the year) * 100%.

Note: Female new hire rate = (Total number of new female employees in the year / Total number of employees in the year) * 100%.

Note: Turnover rate = (Total number of resigned employees in a specific category in the year / Total number of employees in the year) * 100%.

Note: Turnover rate of employees aged under 30 = (Total number of resigned employees aged under 30 in the year / Total number of employees in the year) * 100%.

Employment of People with Disabilities

To uphold human rights, ITTS has formulated a human rights policy to ensure that all employees are treated without discrimination on the ground of factors such as race, ideology, religion, gender, marital status, or physical and mental disabilities, and can work in an environment characterized by fairness and dignity. The Company's social responsibility policy explicitly commits to complying with relevant laws and regulations, safeguarding labor rights, and providing equal employment opportunities to all job seekers.

In the recruitment and hiring practices, the Company adheres to the Labor Standards Act, the Employment Service Act, the Gender Equality in Employment Act, and the People with Disabilities Rights Protection Act, implementing management principles based on fairness and respect for dignity. When recruiting new employees, the Company complies with and exceeds the statutory requirement to hire at least 1 person with a disability for every 100 employees, actively providing equal employment opportunities for disadvantaged groups.

As of the end of December 2025, the total number of employees of the ITTS Group was 373, including 1 employee with disabilities (including 3 with mild to moderate disabilities and 0 with severe disabilities); the overall employment ratio met regulatory requirements. The Company will keep promoting the human rights policy, fostering a friendly and inclusive workplace, and developing positive labor-management relations to drive the mutual growth of the Company and the employees.

Diverse Employment—People with Disabilities	2023	2024	2025
Number of People Hired	3	3	3
Hiring Rate (%)	100	100	100

Note: The required number of employees to be hired is based on the figures provided in the annual notification from the government in December.

Note: Hiring rate = (Number of employees with disabilities hired by the Company ÷ Total number of employees of the Company) * 100%.

Employment of Indigenous People

Diverse Employment—Indigenous People	2023	2024	2025
Number of People Hired	1	1	3
Hiring Rate (%)	100	100	100

4.3 Remuneration and Welfare

ITTS establishes its employee remuneration system based on the achievement of annual operational goals and overall profitability, providing employees with market-competitive remuneration that meets or exceeds local regulatory requirements. To ensure that employees' work performance is reasonably reflected in their remuneration and career development, the Company conducts annual performance evaluations. The results serve as a key basis for promotion and development, so that employees with technical expertise can further refine their skills in their respective fields of specialty while those with management potential are given opportunities to be promoted to managerial positions. This approach helps create a diverse and well-defined career development path for all personnel.

Overall, ITTS determines remuneration primarily based on employees' academic background, job requirements, and professional seniority, and adheres to the principle of fairness to ensure there is no differential treatment on the ground of gender, race, or age. As employees accumulate seniority and increase their industry experience, the Company shares its business achievements with them by making appropriate annual salary adjustments based on macroeconomic conditions and market remuneration levels. Such adjustments aim to ensure the well-being of our employees, thereby stimulating a stronger sense of belonging and corporate cohesion.

In addition, to enhance work efficiency and employee well-being, ITTS provides a diversity of benefits and a comfortable work environment. The Company also organizes various employee welfare activities on an irregular basis to help employees relieve work stress while fostering positive interactions and team cohesion.

Employee Benefit	Taiwan	China
Group accident insurance	V	
Wedding/bereavement allowances	V	V
Gift vouchers and gift boxes for 3 major festivals	V	V
Year-end bonus	V	V
Transportation allowance	V	
Employee stock ownership	V	
Industrial park facilities	V	
Birthday leave/volunteer leave	V	
Employee trips	V	V
Parental and maternity leave	V	V
5 social insurances and 1 housing fund		V
Labor insurance/health insurance/labor pension	V	

Our leave and benefits policies are better than statutory standards; further details are provided in the table below.

Item	Statutory Standard	Practices Better Than Statutory Standards
Annual leave	Annual leave shall be granted in accordance with the Labor Standards Act.	To enhance employee well-being and work flexibility, the Company grants new employees pro-rated annual leave for the current year upon completion of their probationary period. This policy exceeds the statutory requirement, which stipulates that annual leave is only earned after a certain period of service, thereby enabling employees to achieve a work-life balance from the early stages of their employment.
Relevant insurance programs for employees in accordance with the law	Labor insurance, health insurance, and labor pension plans shall be arranged in accordance with the law.	The Company arranges labor insurance, health insurance, and labor pension plans for employees in accordance with the law from their first day of employment.
Group insurance	A company shall provide group insurance for employees starting from their first day of work, with all premiums fully subsidized by the Company. An insurance enrollment scheme with terms superior to market standards may also be offered, allowing both employees and their dependents to participate to enhance the overall level of protection.	The Company provides group insurance for employees starting from their first day of employment, with all premiums fully subsidized by the Company. Furthermore, the Company offers an insurance enrollment scheme with terms that exceed market standards, with the scope covering life insurance, accident insurance, medical insurance, and cancer insurance. In addition, the Company offers a group comprehensive insurance scheme for employees' dependents (including spouses, children, and parents) to enhance family protection.
Health services	On-site health services shall be provided for employees per the law. Biennial company-wide mobile health checks are required.	On-site health services for employees: These include biannual physician visits and monthly nurse visits to the plant, health seminars, and walking competitions. The Company also provides annual health checks and collaborative programs with psychological counseling institutions.

	An Employee Assistance Program (EAP) shall be in place.	
Employee benefits	N/A	We have employee trips, occasional seasonal activities, snack stations, birthday gift vouchers, three-holiday gift vouchers, wedding and bereavement allowances, emergency relief grants, and other benefit applications.

Photos of Employee Benefits





■ Statistics on Parental Leave Without Pay

Employees Related to Parental Leave Without Pay / Year	Gender	Statistics		
		2023	2024	2025
Number of employees eligible for parental leave without pay	Male	3	2	1
	Female	19	12	8
Number of employees who applied for parental leave without pay	Male	0	1	1
	Female	2	1	1
Number of employees who should be reinstated after parental leave without pay (A)	Male	0	1	1
	Female	2	3	1
Number of employees who were actually reinstated after parental leave without pay (B) (including early reinstatement)	Male	0	1	1
	Female	1	2	1
Reinstatement rate (B/A)	Male	-	100%	100%
	Female	50%	66.67%	100%
Number of employees still in employment 12 months after reinstatement from parental leave without pay in the previous year (C)	Male	1	0	1
	Female	3	1	2
Retention rate (C/B of the previous year)	Male	100%	0.00%	100%
	Female	100%	100%	100%

Note 1: While all employees are legally eligible for parental leave without pay, this table primarily focuses on employees who took maternity/paternity leave within the past 3 years (including the current year).

Note 2: Reinstatement rate = (Total number of employees who were actually reinstated in the year / Total number of employees who should be reinstated in the year) * 100%.

Note 3: Retention rate = (Total number of employees still in employment 12 months after reinstatement in the previous year / Number of employees who were actually reinstated in the previous year) * 100%.

Note 4: The table only discloses the data for Taiwan.

Family-Friendly Benefits for Employees

To foster a friendly workplace and support family care, the Company provides a variety of employee benefit programs:

Wedding and Childbirth Allowances

The Company has established an employee wedding and childbirth benefit system. Employees are eligible to apply for wedding cash gifts for their own or their children's marriages, as well as childcare (maternity) allowances for their own childbirths with the allowance amounts ranging from NT\$1,600 to NT\$4,600 per regulations. In 2025, the actual amount of a childcare allowance issued was NT\$4,600, reflecting the Company's tangible care and support for the expansion of its employees' families.

Assistance for the Physical and Mental Health of Employees

In addition to having on-site medical personnel provide immediate healthcare, the Company collaborates with external professional psychological counseling institutions to offer Employee Assistance Programs (EAPs). This ensures that employees in need have access to comprehensive physical and mental health support resources.

Flexible Working Hours

To accommodate employees' family care needs, the Company has implemented a flexible working hours system, allowing employees to adjust their schedules based on their actual family situations. This initiative effectively enhances work-life balance.

ITTS's retirement system consists of a defined benefit plan (old-system retirement benefits) and a defined contribution plan (new-system retirement benefits).

Defined Benefit Plan (Old-System Retirement Benefits)

- ITTS's retirement system fully complies with the provisions of the Labor Standards Act. Employees who have completed 15 or more years of service and are aged 55 or above, or who have completed 25 or more years of service, are eligible to apply for voluntary retirement. Retirement benefits are calculated in accordance with the Labor Standards Act based on years of service: 2 base units for each full year of service up to 15 years; 1 base unit for each full year of service beyond 15 years, subject to a maximum total of 45 base units. A supervisory committee has been established, and a dedicated reserve account has been set up for contribution and custody purposes.

Defined Contribution Plan (New-System Retirement Benefits)

- Effective July 1, 2005, ITTS contributes monthly retirement funds at a rate of not less than six percent of each employee's monthly wages in accordance with the Labor Pension Act, deposited into each employee's individual labor pension account.

■ **Base Salary and Remuneration Statistics**

Ratio of Basic Salary and Remuneration			2023		2024		2025	
Important Operating Bases	Employee Category	Item	Male	Female	Male	Female	Male	Female
Taiwan	Direct labor	Basic salary	1.6	1	1.4	1	1.4	1
		Remuneration	1.5	1	1.5	1	1.4	1
	Indirect labor	Basic salary	1.0	1	0.8	1	0.8	1
		Remuneration	1.0	1	0.8	1	0.8	1

Note 1: Basic salary refers to the minimum fixed amount paid to employees for performing their duties, excluding any additional compensation, such as overtime pay and bonuses.

Note 2: Remuneration refers to basic salary plus additional amounts paid to workers (including bonuses, benefits, and overtime pay).

Note 3: Gender pay ratio = Salary of male / Salary of female

Note 4: The data is based on the salary figures of Information Technology Total Services.

■ **Ratio of Standard Entry-Level Salary by Gender to Local Minimum Wage**

Statistics	Gender	Standard Salary (Note 2) / Local Minimum Wage
Taiwan-based full-time entry-level employees (Note 1)	Male	1.07
	Female	1.05

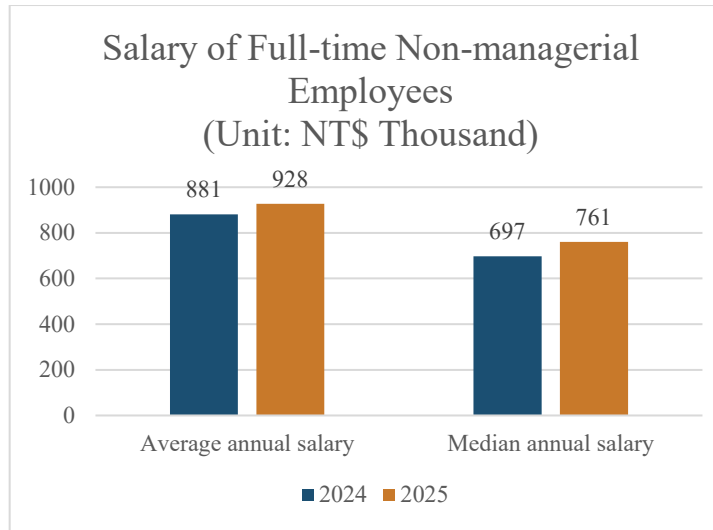
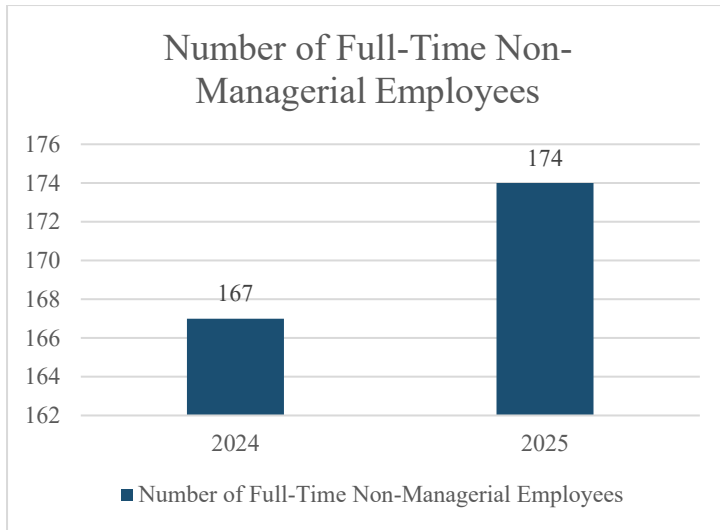
Note 1: Entry-level employees are as defined by the Company's internal human resources system, such as direct labor. Entry-level employees only include full-time employees and do not include interns or dispatched personnel.

Note 2: The standard salary is the monthly wage paid to full-time entry-level employees (defined as the same as the regular salary under the Labor Standards Act).

Note 3: The data is based on the salary figures of Information Technology Total Services.

■ **Average and Median Salary**

Average and Median Salary			
Item	2024	2025	Year-on-Year Difference
Number of full-time non-managerial employees	167	174	+7
Average salary of full-time non-managerial employees (NT\$ thousand)	881	928	+47
Median salary of full-time non-managerial employees (NT\$ thousand)	697	761	+72



■ Implementation of Employee Satisfaction Survey

I. Survey Overview and Participation

The 2025 employee satisfaction survey was conducted from September 22 to October 12 in coordination with the TECO Group, aiming to gain deeper insights into employees' authentic feedback regarding their work experience.

Survey participants: ITTS (excluding personnel without AD accounts, such as those from Universal Mail Service Ltd. and Unison Service Corporation).

Participation: Based on a total of 195 employees as of the end of September, **147** valid questionnaire responses were collected.

Employee coverage: Reaching **75%**, this level of coverage is highly representative and sufficient to fully reflect the overall opinions of employees.

II. Survey Highlights

The overall satisfaction score for this survey was **4.55** (on a scale of 0 to 6), indicating that the Company's management system and organizational climate have been well-recognized by employees. Of the 8 evaluation dimensions, the top 3 performers are:

Employee communication (5.04)

Work arrangements (4.76)

Well-being (4.74)

This reflects the Company's solid foundation in internal communication transparency, work scheduling, and the sense of psychological well-being among employees in the workplace.

III. Improvement and Enhancement Plans

To continue responding to the survey results and enhance the overall work experience, the Company will implement the following 4 optimization initiatives:

1. Regularly holding assemblies for employees

Assemblies for employees are held periodically to improve communication regarding the Company's policies and business directions, ensuring information transparency and strengthening organizational cohesion.

2. Enhancing inter-departmental exchange and communication mechanisms

Diverse inter-departmental activities are devised to create more opportunities for informal interaction between employees and supervisors, foster team understanding and cooperation, and thereby develop positive workplace relationships.

3. Promoting diversified employee welfare activities

We plan welfare activities that promote work-life balance based on employees' needs for quality of life, accordingly boosting overall satisfaction.

4. Integrating the performance evaluation system into the salary adjustment mechanism

Annual salary adjustments are conducted for high-performing employees based on performance evaluation results. This implements the management principle of “better performance, better rewards” and strengthens employees' trust in and recognition of the Company's systems.

IV. Conclusion

In the future, the Company will continue to review and refine its management measures based on the survey results, striving to create a friendly, healthy, and sustainable work environment.

※ **Data Description:** The data in this Report was collected based on the total number of 195 employees as of the end of September 2025, with 147 questionnaire responses retrieved (excluding employees of the subsidiaries Universal Mail Service Ltd., Wuxi, China, and Unison Service Corporation who do not have AD accounts).

4.4 Talent Training and Development

For ITTS, the key to sustainable corporate management lies in the continuous learning and growth of employees. Education and training are important means to ensure that human resources can continue to increase value. Hence, ITTS has placed consistent importance on employee training. The overall learning and development strategy is rooted in on-the-job training, with new employee orientation, professional training, and manager training serving as the core pillars. Based on annual objectives and specific business requirements, a comprehensive education and training system has been established. In addition, to value the expertise of senior talent and promote knowledge transfer, ITTS has set up a “Re-Employment System for Retired Employees.” This initiative invites retired employees possessing core technical skills and extensive experience to return to work, so that invaluable corporate wisdom is passed down and the sustainable cycle of human capital is realized.

When new hires report to work, they are informed by dedicated personnel of the Company's internal regulations and systems as well as occupational safety-related knowledge, and then their respective departments will provide them with specialized training. We actively encourage our employees to take professional courses related to their job duties. Aiming for the continuous growth of our employees, we provide diverse learning channels, so that they can demonstrate their professionalism and achieve self-improvement. Each department drafts its education and training plans and organizes education and training according to its own needs. Employees' continuing education is divided into internal and external training. For internal training, each department arranges for lecturers to provide department training based on their actual business needs. For external training, departments may apply depending on business needs, and, after approval, personnel are selected to participate in external training courses. After the training, participating employees share their training insights with other colleagues in the department, so that relevant personnel can apply what they have learned. In response to the trend of diversified education and training in recent years, and to give our employees access to more information in different aspects, the Company encourages employees to participate in language courses, social communication workshops, and other programs organized by external institutions.

With a view to taking on new challenges and achieving growth in 2025, ITTS has provided middle management with regular training on team management, organizational communication, and performance evaluation. In response to environmental shifts, ITTS has re-evaluated its management learning and development

roadmap to cultivate leaders capable of navigating future challenges. Additionally, the Company has offered personal effectiveness and professional training courses to support employees' career development. The long-term objective is to identify and train high-potential individuals through management competency courses to build a robust management talent pool. ITTS has continued to refine its certification and external training management regulations while offering a bonus mechanism to encourage both managers and employees to enhance their professional expertise and management capabilities.

Material Topic Disclosures	Talent Development
Importance to the Company	The Company's sustainable operation and growth depend on employees' full utilization of their professional and managerial talents. Through multi-level training and development mechanisms, we continuously enhance the competitiveness of both our employees and managers, so that the Company can be positioned as a leader in the information technology industry.
Policies/Commitments	● New employee training – We provide a comprehensive introduction to the Company's organizational structure, and appoint personnel to offer support and guidance through a mentorship system, helping employees adapt to the environment, corporate culture, and workflow more rapidly. ● Regular seminars for new employees – We understand the mindset and work status of new hires, build a communication platform between senior executives and new employees, and facilitate the integration of new staff. ● We have provided diverse training channels and introduced online learning resources, enabling all employees to enhance their capabilities without the constraints of time or distance. ● Formulation of an environment for knowledge sharing – Managers or external lecturers are invited to discuss future trends or emerging technologies, so that employees acquire new knowledge and broaden their global perspectives.
Short-Term Objectives (within 2 years)	● Competence training rate for new employees: 100%. ● Up to 11 hours of training per employee on average every year. ● Regular middle management training ranging from team management and organizational communication to performance evaluation to address the Company's future challenges and achieve growth. ● Re-evaluated management learning and development roadmap in response to environmental shifts to develop leaders capable of navigating future challenges. ● Personal effectiveness and professional training courses for employees to facilitate their career development.
Medium- to Long-Term Objectives (medium-term: 3–5 years; long-term: 5–7 years)	● Competence training rate for new employees: 100%. ● Increased average employee training hours to 14 hours within 3 years, and provision of a wider range of diverse learning courses and channels for employees. ● Provision of management competency courses to identify and train high-potential individuals and to build a robust management talent pool. ● Continued refinement of the certification and external training management regulations, and provision of a bonus mechanism. Encouragement for both managers and employees to enhance their professional expertise and management capabilities
Resource Investment, Actions, and Outcomes	● Reviewing the organization's strategic development: Holding annual medium- to long-term strategy meetings for senior executives to re-examine the Company's annual development direction and policies. ● Offering an integrated training platform: Digitalizing data from both online and in-person courses for employees and providing

	quizzes to track the learning progress of each employee, in order to facilitate more precise planning of annual training. ● Sharing knowledge from experience: Organizing middle management camps to enhance leadership, organizational communication, and creative thinking skills, preparing the team for the Company's future challenges and growth. Inviting managers or external lecturers to discuss future trends or emerging technologies, so that employees acquire new knowledge and broaden their global perspectives.
Evaluation Mechanism	● Average training hours in 2025 exceeding the short-term objective of 11 hours, reaching 16.59 hours. ● Competence training rate for new employees: 100%. ● Annual strategic meeting for senior executives. ● Middle management training.
Responsible Department/ Contact Information for Complaints	● Human Resources Department / E-mail: hr@itts.com.tw

Statistics/Year		2023	2024	2025
Average hours of training per employee (Note 1)		10.68	16.55	16.59
Average hours of training per employee by gender (Note 2)	Female	7.74	17.14	17.15
	Male	13.63	15.79	15.87
Average hours of training per employee by category	Managerial	23.40	23.00	24.11
	Non-managerial	8.18	15.22	15.37

Note 1: Average hours of training per employee: Total hours of training for all employees in the year / Total number of employees in the year.

Note 2: Average hours of training per female employee: Total hours of training for female employees in the year / Total number of female employees in the year.

■ Annual Performance Evaluation Statistics

2025 Evaluation Statistics		Actual Number of Employees Evaluated	Number of Employees by Category	Percentage
Gender	Female	154	168	92%
	Male	182	205	89%
Employee Category	Managerial	68	69	99%
	Non-managerial	268	304	88%

Note: The following are excluded from the annual evaluation:

(1) New employees with a tenure of less than 3 months

(2) Non-regular employees (part-time workers, interns, short-term workers)

Employee Development Programs

Title of Training Program	AI Agent Technology Application Development Trends
Target Audience	Middle and senior management
Training Hours	1 hour
Number of Participants	35
Program Description	● Build awareness of technological transition: Assist executives in understanding the evolution from “conversational AI” to “AI agents” capable of autonomous task execution, while mastering their core logic and potential for enterprise applications. ● Strengthen strategic deployment capabilities: Guide executives in assessing internal business pain points, identifying scenarios for AI agent deployment, and mapping out short-, medium-, and long-term strategies for human-machine collaboration. ● Optimize operational efficiency and decision-making: Explore how AI agents can automate the breakdown of complex tasks to reduce operating costs and enhance the precision of data-driven decision-making. ● Implement organizational change management: Equip executives with the mindset of leading their teams through transformation, including job redesign and the alleviation of employee anxiety regarding AI displacement.

Title of Training Program	Seminar on Analysis of Critical AI Cybersecurity Issues
Target Audience	System network/information security engineers
Training Hours	1 hour
Number of Participants	13
Program Description	● Identify new types of AI threats: Equip engineers with the ability to identify emerging attack vectors targeting large language models (LLMs), such as prompt injection, data poisoning, and model reverse engineering. ● Implement security design specifications: Reduce the risk of system intrusion or information leakage from the initial stages of development. ● Enhance practical defense skills: Adopt AI-specific monitoring and protection tools to enhance integrity verification and vulnerability patching efficiency for the AI supply chain (encompassing data and third-party models). ● Ensure legal compliance: Make sure that internal AI applications comply with information security standards to mitigate legal and reputational risks.

4.5 Labor-Management Communication

Smooth communication between labor and management helps foster a positive collaborative relationship. Information transparency enables employees to gain a comprehensive understanding of the Company's development programs, business operations, and market dynamics. Meanwhile, management can stay abreast of labor conditions and employee needs in a timely manner, thereby cultivating a people-centric and friendly workplace.

The Company has not yet established a labor union or signed any collective bargaining agreements; instead, labor-management meetings serve as the primary bridge for communication between both parties. ITTS strictly adheres to relevant laws and regulations; its internal personnel and administrative management comply with the labor laws of each operating location, and labor-management meetings are held every 3 months in accordance with the law. The employer was represented by the President and the heads of various business departments, while employee representatives were elected by the entire workforce. Through an institutionalized negotiation mechanism, both parties promoted the harmonious development of labor-management relations. Through regular communication and dialogue, employees are able to express their opinions fully, allowing the Company to respond to the feedback collected and conduct relevant interviews and surveys as needed.

In addition, ITTS has established diverse communication channels and strengthened two-way exchange mechanisms, enabling employees to speak freely and the Company to respond in a timely manner. Relevant suggestions have been gradually transformed into concrete policies and implemented. In recent years, ITTS has maintained harmonious and stable labor-management relations, with no major labor disputes occurring.

Material Topic Disclosures	Labor-Management Communication
Importance to the Company	At ITTS, diversity and inclusion are more than just a policy; they are at the very heart of our culture. We firmly believe that everyone deserves equal respect, ensuring that the principles of diversity and inclusion are realized both within and beyond our organization to strengthen our competitive advantages.
Policies/Commitments	● The Company is committed to fostering a DEI workplace environment. ● We ensure compliance with local labor laws and regulations. ● We safeguard employees' legal rights. ● We have a Diversity and Inclusion Statement. ● At ITTS, diversity and inclusion are more than just a policy; they are at the very heart of our culture. We firmly believe that everyone deserves equal respect, ensuring that the principles of diversity and inclusion are realized both within and beyond our organization to strengthen our competitive advantages. ● The Company has set long-term diversity and inclusion goals and commitments: ◆Creating an inclusive environment ◆Providing equal opportunities ◆Promoting cultural diversity ◆Supporting social justice ◆Respecting individual differences ◆Maintaining transparent communication
Short-Term Objectives(within 2 years)	● Quarterly labor-management meetings. ● No labor disputes in any year. ● Good-faith responses by the Company to employee opinions within 7 days.

Medium- to Long-Term Objectives (medium-term: 3–5 years; long-term: 5–7 years)	● Quarterly labor-management meetings. ● No labor disputes in any year. ● Good-faith responses by the Company to employee opinions within 7 days.
Resource Investment, Actions, and Outcomes	● Having the Chairman attend quarterly labor-management meetings as the management representative, and responding in good faith and reaching a consensus with the labor representatives regarding the opinions raised by the labor representatives. ● Conducting employee satisfaction surveys within the Group. ● Providing an e-mail and HR mailbox for employee complaints. ● Holding biannual seminars for new employees to build a communication platform between senior executives and new employees, and facilitate the integration of new staff. ● Encouraging employees to proactively share constructive feedback on the Company’s operations and listening to diverse perspectives across the organization to foster a stronger sense of corporate belonging.
Evaluation Mechanism	● A total of 4 labor-management meetings held in the year. ● A total of 2 assemblies for employees in the Company in the year. ● Proper handling of all labor-management disputes in the year.
Responsible Department/ Contact Information for Complaints	Human Resources Department E-mail: hr@itts.com.tw ● Company Website_Stakeholders – Various complaint channels

2025 Overview

- Our labor-management resolutions resulted in no significant operational changes that affected employee rights.
- A total of 96 participants attended labor-management meetings throughout the year, with an attendance rate of 92%. Key communication outcomes from these meetings were implemented in accordance with laws and policies. Following government announcements of implementation dates, relevant policies were discussed, resolved, and executed through labor-management meetings.
- The proposals raised by labor representatives were primarily focused on resolving and improving employee benefit policies and measures.
- If the Company needs to conduct mass layoffs, it shall, in accordance with the “Act for Worker Protection of Mass Redundancy,” notify the competent authority and relevant units or personnel of the layoff plan 60 days in advance and make a public announcement.
- There were no labor-management disputes.

Note: According to the “Regulations for Implementing Labor-Management Meetings” promulgated by the Ministry of Labor, labor-management meetings are held regularly each quarter. These meetings are attended by employer and employee representatives to discuss labor-management issues, employee benefits, and other related matters. They have become an essential platform for strengthening the interaction between the Company and its employees, facilitating harmonious communication and discussion between both parties.

Sound human capital is the key to ITTS’s sustainable operations. To attract outstanding talent, the Company provides market-competitive remuneration and benefits and rewards employees for performance and long-term contributions. Adhering to the principle of equal treatment, ITTS has established transparent evaluation, reward, and punishment systems to foster a healthy atmosphere of fair competition. This encourages employees to dedicate themselves to their work and further shapes a corporate culture focused on talent attraction and retention, while enhancing employee cohesion and active participation in corporate affairs. Secondly, regarding promotion channels, the transparency of promotion information ensures that high-performing employees receive promotion opportunities, creating a benchmarking effect that allows the Company to continuously develop outstanding talent. Simultaneously, the Company schedules education and

training programs for employee professional development, enabling staff to grow within their respective fields and realize their self-worth. Finally, ITTS provides diverse communication channels to facilitate dialogue with employees. This allows staff to express their views in a timely manner and receive good-faith responses from the Company, maintaining harmonious and trust-based labor-management interactions.

Furthermore, to enhance employee productivity, ITTS provides a variety of benefits and a comfortable office environment. By organizing various employee welfare activities on an irregular basis, the Company helps employees relieve work stress while fostering positive interactions among them.

4.6 Customer Relations

ITTS has long operated with the core value that “ITTS’s Persistent Value Comes from a Stream of Clients’ Trust and Delegation.” We serve every customer with dedication, fostering strong partnerships and gaining deep insights into their needs. We have also established dedicated complaint channels and a customer service hotline, providing customers with more convenient access to our services and thereby capturing further business opportunities.

Material Topic Disclosures	Customer Relations
Importance to the Company	We are dedicated to creating a better future for our customers with our utmost efforts. As our customer base grows, we leverage data analysis, system support, and comprehensive personnel training to meet customer expectations, build customer loyalty through professional services, and enhance overall customer satisfaction.
Policies/Commitments	Guided by the core value that “ITTS’s Persistent Value Comes from a Stream of Clients’ Trust and Delegation,” we serve every customer with dedication. We have established customer complaint channels and a 24-hour hotline to provide more convenient and immediate access to our services.
Short-Term Objectives (within 2 years)	● Weighted customer satisfaction score above 85.
Medium- to Long-Term Objectives (medium-term: 3–5 years; long-term: 5–7 years)	● Building mutually beneficial service partnerships by continuously refining our customer service channels and processes, developing sales-driven marketing, actively responding to customer needs, and consistently enhancing product functionality. ● Constantly enhancing the CRM system’s automated early warning mechanism to ensure that no major complaint cases occur. ● Weighted customer satisfaction score above 86 in 2027 and above 87 in 2028.
Resource Investment, Actions, and Outcomes	● Resources investment: We have established customer service complaint channels, a 24-hour hotline, and online satisfaction questionnaires, and adopted a CRM management system to integrate information on business opportunity development and customer complaint handling, etc., to track complaint cases and project progress in real time, which helps reduce internal and external communication gaps and improve service efficiency. ● Customer service handling process: Customers may provide feedback through social media, the hotline, the official website, and satisfaction surveys. If feedback indicates “dissatisfied” or “very dissatisfied” ratings, the Sales and Marketing Center will report the matter, including instructing the relevant project contact person and their supervisor to contact the customer and provide necessary support, ensuring customer concerns are properly addressed. The responsible contact person is then required to propose improvement measures during subsequent review meetings.
Evaluation Mechanism	● Weighted customer satisfaction score above 85 in the last 3 years.

	● Implementation of the 2025 customer satisfaction survey, with a satisfaction score of 91.87 achieved and a comprehensive review and improvement process conducted to address customer feedback.
Responsible Department/ Contact Information for Complaints	Responsible department: Marketing Planning Department Customer service e-mail: services@itts.com.tw Hotline: 02-5551-9890

The protection of personal data and privacy has gradually emerged as a fundamental human right protected by legislation worldwide, evolving into a universal value and a critical component of consumer rights awareness. As an information service provider, ITTS recognizes that customer data protection measures, complaint handling mechanisms, and information security incident prevention are vital to its operational management responsibilities and brand reputation. Consistently prioritizing and strengthening the security and protection of cross-border and regional data transmissions is a core tenet of the Company's management philosophy. To ensure the security of customers' personal data, we inform customers of relevant regulations and precautions before accepting equipment for maintenance. In 2025, no complaints were received from external regulatory authorities, customers, or other stakeholders regarding violations of customer privacy or the loss of customer data, nor did any hacking incidents occur.

■ Customer Complaint Handling Process

Timely measures are taken to address customer complaints to safeguard the Company's reputation and further enhance service quality.

Customer complaint mechanism:

To address disputes arising from business dealings or customer dissatisfaction with our services, the Company has established various public channels, including an official website, a customer service hotline, and a webmail system. Customers may file complaints via telephone, letters, fax, or e-mail to get access to consultation services and voice their needs at any time; the Company thereby efficiently tracks and rectifies the issues to provide optimal service and protect customer rights and interests.

The Company and its departments strictly adhere to complaint handling procedures to ensure all cases are properly addressed and responded to. We make every effort to assist customers with their concerns to prevent secondary complaints and conduct timely education and training sessions based on these incidents.

Customer service hotline: 02-5551-9890

Customer service e-mail: services@itts.com.tw

Comment section on the official website: <https://www.itts.com.tw/>

Handling Procedures for Customer Complaints Reported via Telephone, Correspondence, or the Comment Section on the Official Website:

1. Recording key points of a customer complaint:

When customer service hotline personnel receive a complaint via a phone call or online comment, they shall first de-escalate the customer's emotions and understand the details and cause of the complaint. The personnel shall accurately record the personal (or company) basic information, contact number, content of the complaint, and time of occurrence provided by the customer. Designated personnel shall reply to the customer via e-mail or telephone based on the complaint content, or forward the matter to the relevant unit involved in the complaint for assistance. All cases must be logged with the "Customer Problem Handling and Tracking Form" in accordance with regulations.

2. Logging a complaint with the "Customer Problem Handling and Tracking Form:"

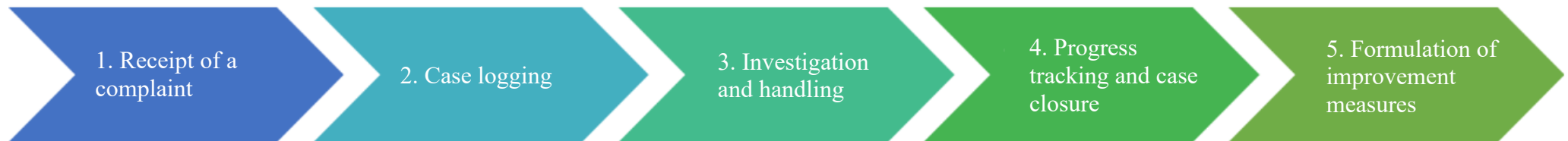
Each complaint is logged with the “Customer Problem Handling and Tracking Form” via the Notes system and submitted to the authorizing supervisor for release to the relevant unit involved in the complaint and the Sales and Marketing Center.

3. Deadline for response by the relevant unit involved in the complaint:

Upon receiving a referred customer complaint, the relevant unit involved in the complaint shall immediately ascertain the cause of the dispute, conduct a thorough investigation, and contact the complainant to communicate and process the matter without delay. Within 10 working days from the receipt of the “Customer Problem Handling and Tracking Form,” the unit shall report the handling status, proposed solution, and customer feedback to the Sales and Marketing Center via the Notes system.

4. Complaint tracking and closure:

- (1) The relevant unit involved in the complaint shall conduct a thorough investigation and communicate with the complainant to facilitate an amicable resolution. The handling results shall be recorded in the “Customer Problem Handling and Tracking Form,” which is to be released by the supervisor and sent back to the Sales and Marketing Center.
- (2) The Sales and Marketing Center shall track the progress of each case based on the response deadline, review the response content and customer feedback, and document the results of such tracking and handling. The case shall be closed upon the supervisor’s review and approval. If the relevant unit involved in the complaint fails to respond by the deadline and remains unresponsive following a follow-up reminder without providing a reasonable prior explanation, the matter shall be handled in accordance with the Company’s “Internal Management Evaluation Regulations.”



■ Customer Satisfaction Survey

Year	Customer Satisfaction Survey Score	Follow-up Improvement Measures
2023	89.20	Strengthen project delivery and process control: Establish strict progress monitoring and early warning mechanisms for projects with delayed schedules to ensure timely delivery. Establish standardized handover SOPs: Fully implement project documentation and standardized handover procedures to ensure the continuity of our professional service standards and further achieve the goal of minimizing the sense of service disruption caused by personnel turnover.
2024	87.50	Enhance CRM system applications: Integrate lead development and customer complaint handling information to track case progress in real time and improve communication efficiency. Optimize customer complaint handling mechanisms: Immediately activate a contact and care mechanism involving the project liaison and supervisors upon receiving dissatisfied feedback, to ensure that customer concerns and issues are properly addressed. Regularly review performance: Hold follow-up review meetings where the responsible liaison proposes improvement suggestions to continuously improve product functions and service processes, thereby establishing win-win partnerships.
2025	91.87	Optimize quotation and technical support timeliness: Build a rapid response mechanism to streamline internal processes for O&M and hardware quotations and shorten approval times, accordingly boosting service efficiency. Refine problem-handling SOPs: Enhance the accuracy and timeliness of technical support responses and dynamically allocate manpower based on project requirements to ensure the quality and progress of project execution.

Note: The maximum satisfaction survey score is 100.

V Public Welfare Engagement

5.1 Social Contribution

Upholding the philosophy of “giving back to society” and a “people-oriented” perspective, we ensure that while generating shareholder value, we also leverage our professional expertise to commit to corporate social engagement and care for vulnerable groups. Through diverse investments and multi-faceted participation, we fulfill our corporate social responsibility while enabling investors to indirectly practice social responsibility. We make use of our core competencies in information services to create social value and bridge the urban-rural divide. In alignment with “SDG 10: Reduce Inequalities” regarding educational resources, we have established a sustainable service model to foster a better and inclusive society.

ITTS has long been paying attention to supporting disadvantaged groups, rural communities, children’s education, and social well-being. Each year, the Company mobilizes its employees to participate in public welfare activities, improving the quality of life for those in need through donations of supplies or funds, while fostering a more diverse, equitable, and inclusive society.

Activity	Description	Photo
One Acre of Land	During the “One Acre of Land” public welfare activity, employees personally participated in transplanting seedlings, harvesting, and charity rice sales, with proceeds donated to disadvantaged groups in need of care. By adhering to the use of “organic fertilizers” and “100% single-variety” seeds throughout the cultivation and packaging process, the project produced “non-toxic rice” that is healthy and burden-free to consume. This initiative not only promotes the sustainable development of Taiwan’s land but also represents a meaningful contribution to the planet.	

Activity	Description	Photo
		 

Activity	Description	Photo
Beach Cleanup for the Planet	To keep our natural environment clean and conserve marine ecosystems, we realize that ongoing efforts are needed. In addition to physically clearing debris, beach cleanups serve to instill a deep-seated commitment to environmental protection in every participant. By highlighting the critical importance of coastal maintenance and marine conservation, we aim to inspire fundamental lifestyle changes, including reducing plastic consumption, enhancing resource recycling and reuse, and preventing littering by proactively picking up waste, with a view to building a sustainable, clean, and healthy environment for future generations. In response to the Group's initiative, ITTS participated in the New Taipei City Government's beach adoption and cleanup program. We visited our adopted coastline around Xinghuadian, Tamsui to contribute to the preservation of our planet and marine ecosystems.	

Appendix 1. GRI Index

Statement of use	Information Technology Total Services has reported the content for the period from January 1 to December 31, 2025, in accordance with the GRI Standards.				
GRI 1 used	GRI 1: Foundation 2021				
Applicable GRI Sector Standards	No applicable GRI Sector Standards are currently available.				
Topic	Disclosure Item	Description	Section	Page	Reason for Omission/Necessary Explanation
GRI 2: General Disclosures 2021					
The organization and its reporting practices	2-1	Organizational details	2.1 About ITTS		
	2-2	Entities included in the organization's sustainability reporting	About the Report/Disclosure Scope/Reporting Framework		
	2-3	Reported period, frequency, and contact point	About the Report/Reporting Framework/Publication Frequency/Inquiry About the Report		
	2-4	Restatements of information	About the Report/Publication Frequency		
	2-5	External assurance	About the Report/Report Review		
Activities and workers	2-6	Activities, value chain, and other business relationships	2.1 About ITTS		
	2-7	Employees	4.2 Diverse and Equitable Workplace		
	2-8	Workers who are not employees	4.2 Diverse and Equitable Workplace		
Governance	2-9	Governance structure and composition	2.2 Corporate Governance		
	2-10	Nomination and selection of the highest governance body	2.2.1 Board of Directors		
	2-11	Chair of the highest governance body	2.2.1 Board of Directors		
	2-12	Role of the highest governance body in overseeing the management of impacts	1.1 Sustainability Governance Framework 1.3 Identification of Stakeholders 2.2 Corporate Governance		
	2-13	Delegation of responsibility for managing impacts	1.1 Sustainability Governance Framework		

	2-14	Role of the highest governance body in sustainability reporting	1.1 Sustainability Governance Framework		
	2-15	Conflicts of interest	2.2.1 Board of Directors		
	2-16	Communication of critical concerns	2.2.1 Board of Directors/Communication of Material Information		
	2-17	Collective knowledge of the highest governance body	2.2.1 Board of Directors/Continuing Education of the Board		
	2-18	Evaluation of the performance of the highest governance body	2.2.1 Board of Directors/Performance Evaluation of the Board of Directors and Functional Committees		
	2-19	Remuneration policies	2.2.1 Board of Directors/Remuneration Policies for Directors and Managers/Remuneration Committee		
	2-20	Process to determine remuneration	2.2.1 Board of Directors/Remuneration Policies for Directors and Managers/Remuneration Committee		
	2-21	Annual total compensation ratio	-		Confidentiality restrictions/Remuneration is considered confidential information.
Strategy, policies, and practices	2-22	Statement on sustainable development strategy	Message from the Management		
	2-23	Policy commitments	2.2.4 Ethics and Integrity 1.1 Sustainability Governance Framework/Sustainable Development Policy 1.2 Sustainable Development Goals		
	2-24	Embedding policy commitments	2.2.4 Ethics and Integrity 1.1 Sustainability Governance Framework/Sustainable Development Policy 1.2 Sustainable Development Goals		
	2-25	Processes to remediate negative impacts	2.2 Corporate Governance		
	2-26	Mechanisms for seeking advice and raising concerns	2.2 Corporate Governance		
	2-27	Compliance with laws and regulations	2.4 Legal Compliance		
	2-28	Membership associations	2.3 Participation in External Organizations		
Stakeholder engagement	2-29	Approach to stakeholder engagement	1.4 Stakeholder Communication Channels and Topics of Concern		

	2-30	Collective bargaining agreements	-		Not applicable/The Company has not established a labor union or entered into any collective bargaining agreements with its employees. Instead, two-way communication is maintained through quarterly labor-management meetings. Labor-management relations remained harmonious throughout the reporting period.
GRI 3: Material Topics 2021					
Material Topics	3-1	Process to determine material topics	1.5 Identification of Material Topics		
	3-2	List of material topics	1.5 Identification of Material Topics		
Economic Aspect					
★Economic Performance (Operating Performance)					
GRI 3: Material Topics 2021	3-3	Management of material topics	2.5 Operating Performance		
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	2.5 Operating Performance		
	201-2	Financial implications and other risks and opportunities due to climate change	3.1 Task Force on Climate-Related Financial Disclosures		
	201-3	Defined benefit plan obligations and other retirement plans	4.3 Remuneration and Welfare		
	201-4	Financial assistance received from the government	-		Not applicable/None.
★Information Security					
GRI 3: Material Topics 2021	3-3	Management of material topics	2.6 Information Security		
Environmental Aspect					
Energy					
GRI 302: Energy 2016	302-1	Energy consumption within the organization	3.2 Energy Management		
	302-3	Energy intensity	3.2 Energy Management		
Emissions					
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	3.3 Greenhouse Gas Management		
	305-2	Energy indirect (Scope 2) GHG emissions	3.3 Greenhouse Gas Management		

	305-4	GHG emissions intensity	3.3 Greenhouse Gas Management		
★Supplier Environmental Assessment (Supplier Sustainability Management)					
GRI 3: Material Topics 2021	3-3	Management of material topics	3.4 Supplier Sustainability Management		
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	3.4 Supplier Sustainability Management		
	308-2	Negative environmental impacts in the supply chain and actions taken	3.4 Supplier Sustainability Management		
Social Aspect					
★Employment (Labor-Management Communication)					
GRI 3: Material Topics 2021	3-3	Management of material topics	4.5 Labor-Management Communication		
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	4.2 Diverse and Equitable Workplace		
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	4.3 Remuneration and Welfare		
	401-3	Parental leave	4.3 Remuneration and Welfare		
Labor/Management Relations					
GRI 402: Labor/Management Relations 2016	402-1	Minimum notice periods regarding operational changes	4.5 Labor-Management Communication		
★Training and Education (Talent Development)					
GRI 3: Material Topics 2021	3-3	Management of material topics	4.4 Talent Training and Development		
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	4.4 Talent Training and Development		
	404-2	Programs for upgrading employee skills and transition assistance programs	4.4 Talent Training and Development		
	404-3	Percentage of employees receiving regular performance and career development reviews	4.4 Talent Training and Development		
Diversity and Equal Opportunity					
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	2.2.1 Board of Directors 4.2 Diverse and Equitable Workplace		
★Supplier Social Assessment (Supplier Sustainability Management)					
GRI 3: Material Topics 2021	3-3	Management of material topics	3.4 Supplier Sustainability Management		

GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	3.4 Supplier Management	Sustainability		
	414-2	Negative social impacts in the supply chain and actions taken	3.4 Supplier Management	Sustainability		
★Customer Privacy (Customer Relations)						
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	4.6 Customer Relations			

Appendix 2. SASB (Sustainability Accounting Standards Board)

Technology & Communications Sector: Software & IT Services

Topic	Code	Metric	Category	Unit of Measure	Response to Metric
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed (2) Percentage grid electricity (3) Percentage renewable	Quantitative	Gigajoule (GJ), percentage (%)	(1) Total energy consumed: 4,196.4096 GJ (2) Percentage grid electricity: 100% (3) Percentage renewable: 0%
	TC-SI-130a.2	(1) Total water withdrawn, percentage in regions with High or Extremely High Baseline Water Stress (2) Total water consumed, percentage in regions with High or Extremely High Baseline Water Stress	Quantitative	1,000 cubic meters (1,000m ³), percentage(%)	According to the World Resources Institute (WRI), ITTS is not located in regions of high or extremely high baseline water stress; therefore, the metric data for this is 0%.
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Discussion and analysis	N/A	Please refer to 2.6 Information Security.
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Discussion and analysis	N/A	Please refer to ITTS's official website/Privacy Policy.

	TC-SI-220a.2	Number of users whose information is used for secondary purposes	Quantitative	Number	No secondary use of data occurred during the reporting period.
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Quantitative	Presentation currency	In 2025, no personal data breaches occurred, and no compensation was paid resulting from related legal proceedings.
	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	Quantitative	Number and percentage (%)	In 2025, no requests for user information were received from law enforcement agencies; consequently, no such information was provided.
	TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Discussion and analysis	N/A	The Company has not had any products or services subject to government-required monitoring, blocking, content filtering, or censoring.
Data Security	TC-SI-230a.1	(1) Number of data breaches (2) Percentage that are personal data breaches (3) Number of users affected	Quantitative	Number and percentage (%)	There were no data breaches in 2025. In the event of a data breach, the Company will follow the “Procedures for Reporting of Information Security Incidents and Crisis Handling,” which detail reporting procedures, crisis handling procedures, the problem management process, and review and improvement. These procedures establish comprehensive management procedures and response measures to be executed before, during, and after any data breach incident.

	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including the use of third-party cybersecurity standards	Discussion and analysis	N/A	Please refer to 2.7 Information Security.					
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Percentage of employees that require a work visa	Quantitative	Percentage (%)	Percentage of employees that require a work visa: 0.5%.					
	TC-SI-330a.2	Employee engagement as a percentage	Quantitative	Percentage (%)	The 2025 satisfaction survey achieved a coverage rate of 75%, with a satisfaction score of 4.55 (out of 6).					
	TC-SI-330a.3	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	Quantitative	Percentage (%)	Statistics/Year		2025			
					Total		338			
					Number of Employees		Employee Category	Local	Diversity Group	Percentage
Gender					Male	Executive management	5	0	0.00%	
	Non-executive management	24	0	0.00%						
	General employees	115	1	0.86%						
					Female	Executive management	4	0	0.00%	

					<table> <tr> <td></td><td></td><td>Non-executive management</td><td>11</td><td>0</td><td>0.00%</td></tr> <tr> <td></td><td></td><td>General employees</td><td>177</td><td>1</td><td>0.56%</td></tr> </table>			Non-executive management	11	0	0.00%			General employees	177	1	0.56%
		Non-executive management	11	0	0.00%												
		General employees	177	1	0.56%												
Intellectual Property Protection & Competitive Behavior	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Quantitative	Presentation currency	In 2025, there were no incidents of anti-competitive behavior, and no compensation was paid resulting from related legal proceedings.												
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Quantitative	Number and days	(1) Number of performance issues: 0 (2) Number of service disruptions: 0 (3) Total number of user service disruptions: 0.5*1												
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Discussion and analysis	N/A	Please refer to 2.6 Information Security.												
Activity Metric	Code	Categories	Unit of Measure	Disclosure													
(1) Number of licenses or subscriptions (2) Percentage cloud-based	TC-SI-000.A	Quantitative	Number, percentage (%)	Number of information security certificates kept by the Company: 2 (ISO 27001:2022, BS 10012:2017) Adoption of cloud services: currently under planning													

(1) Data processing capacity (2) Percentage outsourced	TC-SI-000.B	Quantitative	See notes.	Adoption of cloud services: currently under planning
(1) Amount of data storage (2) Percentage outsourced	TC- SI -000.C	Quantitative	Gigabytes, percentage (%)	Adoption of cloud services: currently under planning

Appendix 3. Climate-Related Information of Listed Companies

Item	The Company’s Responses			
1. Describe the Board of Directors and the management’s monitoring and governance of climate-related risks and opportunities.	● The governance of climate-related risks and opportunities, together with annual sustainability risk management matters, are reported to the Board of Directors on an annual basis, with the Board overseeing implementation effectiveness. 2025 implementation results are expected to be reported in 2026. ● The President serves as chair of the committee, with each senior officer responsible for risk identification, assessment, and response.			
2. Describe how the identified climate-related risks and opportunities would affect the Company’s businesses, strategies, and finances (short-term, medium-term, long-term).	Changes in customer behavior: short-term, medium-term Rising procurement costs: short-term, medium-term, long-term Increased severity of extreme weather events such as typhoons and floods: medium-term, long-term R&D and innovation for new products and services: medium-term, long-term			
3. Describe the financial impact of extreme climate events and transition actions.	<table><tr><th>Item</th><th>Financial Impact on the Company</th></tr></table>		Item	Financial Impact on the Company
Item	Financial Impact on the Company			

		Changes in customer behavior	Driven by growing customer demand for sustainability and the low-carbon transition, the Company is proactively developing market-aligned sustainable supply chain solutions to assist customers in reducing carbon emissions and ensuring compliance with ESG regulations. To accelerate innovation and provide products with better competitiveness, the Company has to allocate additional resources to distribution and R&D, including boosting carbon data management systems, cloud sustainability solutions, and smart energy management technology, which could in turn increase operating costs.
		Rising procurement costs	Computer equipment product prices are projected to increase by approximately 10–20% in line with market trends, resulting in higher operating costs.
		Increased severity of extreme weather events such as typhoons and floods	Acute climate disasters can cause damage to assets such as plants, equipment, and storage facilities. Specifically, companies may face higher reconstruction or repair costs in the event of typhoons, floods, or earthquakes.
		R&D and innovation for new products and services	ITTS is committed to developing innovative products and services, bolstering corporate market competitiveness and risk management capabilities through the promotion of smart manufacturing, cloud and AI value-added services, and information security solutions. These innovations will drive steady financial growth for ITTS, while aligning with sustainable development goals to bolster the Company's long-term stability.

4. Describe how the procedures for identifying, assessing, and managing climate risks are incorporated into the overall risk management system.	 Step 1 • Collection of climate risk-related data by the Sustainability Task Force • Disclosure Scope and Climate Risk Assessment Step 2 • Formulation of a climate risk and opportunity inventory Step 3 • Analysis of the impact of climate risks and opportunities on operations by the Sustainability Task Force • Determination of material risk items Step 4 • Formulation of response strategies and target-setting for material risks Step 5 • Annual rolling review by the Sustainability Task Force of implementation strategies and target achievement
5. Where scenario analysis is used to assess resilience against climate change risks, the scenarios, parameters, assumptions, analytical factors, and principal financial impacts used shall be described.	Please refer to the sections under 3.1 Task Force on Climate-Related Financial Disclosures of the Report.

6. Where a transition plan exists for managing climate-related risks, describe the plan and the metrics and targets used to identify and manage physical and transition risks.	Item	Response Strategies and Targets	
	Changes in customer behavior	● Enhance professional competencies to address customer demand for sustainable products and services. ● Represent and develop sustainable solutions to meet evolving customer needs.	
	Rising procurement costs	● Through regular communication meetings with suppliers, maintain real-time visibility into delivery schedules and develop potential alternative suppliers to strategically diversify supply chain risk.	
	Physical Risk Increased severity of extreme weather events such as typhoons and floods	● Conduct an ongoing inventory of data center equipment and decommission idle equipment. ● Reduce on-site data center equipment storage and strengthen cloud-based backup solutions. ● Conduct regular inspections of uninterruptible power supply systems and carry out equipment upgrades to improve and stabilize power supply continuity.	
	R&D and innovation for new products and services	● Strengthen customer communication and promotional strategies. ● Increase R&D expenditure on products and services required by customers. ● Identify new business opportunities among existing and prospective customers and improve profitability within existing markets.	
7. Where internal carbon pricing is used as a planning tool, the basis for price determination shall be described.	The Company has not yet formulated a transition plan and does not use internal carbon pricing.		
8. Where climate-related targets have been set, the activities covered, greenhouse gas emission scopes, planned timelines, and annual progress toward achievement shall be described; where carbon offsets or renewable energy certificates (RECs) are used to			
	Emissions reduction target	Strategic Actions	Planned Timeline
	Relative to Base Year 2024 Scope 1 + Scope 2 GHG emissions reduction of 3% by 2030 Scope 1 + Scope 2 GHG emissions reduction of 5% by 2040 Net-zero emissions by 2050	1. Procure environmentally labeled infrastructure and equipment through green purchasing 2. Replace all refrigeration and air conditioning systems with Grade 1 energy efficiency units 3. Continue replacing equipment with energy-efficient alternatives 4. Continue promoting energy conservation policies and publishing energy-saving initiatives	1. 2024–2030 2. 2024–2030 3. 2030–2040 4. 2024–2050
The Company has not purchased any renewable energy certificates (RECs) to date.			

achieve such targets, the source and volume of carbon reduction credits or the number of RECs shall be described.	
9. Greenhouse gas inventory and assurance status, and emissions reduction targets, strategies, and specific action plans (to be completed separately in Tables 1-1 and 1-2).	As shown in Table (1-1) and Table (1-2).

1-1 Greenhouse Gas Inventory Information

Describe the greenhouse gas emissions (tCO₂e), intensity (tCO₂e / NT\$1 million), data coverage, and assurance status for the most recent 2 years.

Category	2024	2025	Assurance Provider and Assurance Status (Verification Certificate)
Scope 1	12.653	10.2667	Verification certificate obtained from BSI on March 10, 2026.
Greenhouse gas intensity	0.1066	0.0765	
Scope 2	596.675	552.6495	
Greenhouse gas intensity	5.0290	4.1159	
Scope 3	-	129.713	
Greenhouse gas intensity	-	0.9661	
Total	609.328	692.629	
Intensity (tCO ₂ e / NT\$1 million in revenue)	5.1356	5.1584	

Note: Consolidated revenue for fiscal year 2024 was NT\$118.6477 million; consolidated revenue for fiscal year 2025 was NT\$134.2713 million.

1-2 Greenhouse Gas Reduction Targets, Strategies, and Specific Action Plans: Describe the greenhouse gas reduction base year and its data, reduction targets, strategies, and specific action plans, and the achievement of the reduction targets.

Emissions Reduction Target	Strategic Actions	Planned Timeline
Relative to base year 2024 Scope 1 + Scope 2 GHG emissions reduction of 3% by 2030 Scope 1 + Scope 2 GHG emissions reduction of 5% by 2040 Net-zero emissions by 2050	Procure environmentally labeled infrastructure and equipment through green purchasing Replace all refrigeration and air conditioning systems with Grade 1 energy efficiency units Continue replacing equipment with energy-efficient alternatives Continue promoting energy conservation policies and publishing energy-saving initiatives	1. 2024–2030 2. 2024–2030 3. 2030–2040 4. 2024–2050

Appendix 4. Verification Statement



Independent Assurance Statement Based on 2025 Sustainability Report of Information Technology Total Services Co., Ltd.

Statement No.: 2606004

Information Technology Total Services Co., Ltd. (hereinafter referred to as ITTS) and GREAT International Certification Co., Ltd. (hereinafter referred to as GREAT) are independent companies and organizations. Except for the evaluation and verification of the company's 2025 sustainability report, GREAT has no financial relationship with ITTS.

The purpose of this independent assurance statement (hereinafter referred to as the Statement) is only to serve as the conclusion of guaranteeing the relevant matters within the scope defined in the following relevant ITTS's Sustainability Report, and not for other purposes. Except for the Statement for fact verification, GREAT does not bear any relevant legal or other responsibilities for the use of other purposes, or anyone who reads this Statement.

This Statement is based on the conclusions made by the relevant information verification provided by ITTS to GREAT. Therefore, the scope of the review is based on and limited to the content of the information provided. GREAT believes that the information content is complete, accurate and precise. Any questions about the content of this Statement or related matters will be answered by ITTS.

The Scope of Assurance

The verification scope of ITTS and GREAT agreement includes:

- The contents of the entire sustainability report and all operating performance of ITTS from January 1, 2025 to December 31, 2025;
- According to the type 1 of AA1000 Assurance Standard v3, evaluate the nature and degree of ITTS 's compliance with the AA1000 Accountability Principles (2018), excluding the verification of the reliability of the information/data disclosed in the report.
- This Statement is made in Chinese and translated into English for reference.

Verification Opinion

We summarize the content of ITTS's sustainability report, and provide a fair standpoint of ITTS 's related operations and performance. We believe that the specific performance indicators of ITTS in 2025, such as environment, society and corporate governance, are presented correctly. The performance indicators disclosed in the report demonstrate ITTS's expectations and efforts to identify and satisfy stakeholders.

Our verification work is carried out by a group of teams with verification capabilities according to the AA1000 Assurance Standard v3, as well as the planning and execution of this part of the work to obtain the necessary information data and instructions. We believe that the evidence provided by ITTS is sufficient to show that its reporting method and self-declaration in accordance with the AA1000 Assurance Standard v3 and its 2018 appendix are in line with the GRI Sustainability Reporting Guidelines.

Verification method

To gather the evidence relevant to the conclusions, we performed the following:

- To conduct a senior management review of issues from external parties related to ITTS 's corporate policies to confirm the appropriateness of the statement in this report;
- To discuss with the managers of ITTS about the way of stakeholder participations, and have no direct contact with external stakeholders;
- To interview with employees related to the preparation of the sustainability report and information provision;
- To audit the performance data of ITTS on a sampling basis;
- To evidence supporting the claims made in the review report;
- To Review the management process of the principles of inclusivity, materiality, responsiveness, and impact described in the company report and its related AA1000 Accountability Principles (2018).

Conclusion

The results of a detailed review of the AA1000 Accountability Principles (2018) including inclusivity, materiality, responsiveness, impact and GRI sustainability reporting standards are as follows:

- Inclusivity

ITTS has established a process of cooperation with major stakeholders, including shareholders/investors, customers, employees, suppliers, medias and banks, etc., and will launch a series of stakeholder activities in 2025, involving economy, environment and people (include human rights), a series of major themes. In terms of our professional opinion, this report covers the inclusivity issues of ITTS.



- Materiality

The report has stated that ITTS focuses on environment, society and corporate governance topics, and identified 6 major topics including operating performance, information security, customer relations, talent cultivation, labor-management communication and supply chain sustainability management, etc. In terms of our professional opinion, this report appropriately covers the materiality issues of ITTS.

- Responsiveness

ITTS responds to requests and opinions from stakeholders. Implementation methods include shareholders meetings, stakeholder mailbox/hotline, official website investor area, public information monitoring station, customer satisfactory survey, labor-management meetings, employee education and training, supplier evaluation, media interviews/press conferences, bank visits/evaluations, phone calls and email, etc., those numerous internal and external stakeholder communication mechanisms, as an opportunity to provide further responses to stakeholders, and to promptly respond to stakeholder concerns. In terms of our professional opinion, this report covers the responsiveness issues of ITTS.

- Impact

ITTS has identified and fairly demonstrated its impact with balanced and effective measurement and disclosure. ITTS has established a process for monitoring, measuring, evaluating and managing impacts, which helps to achieve more effective decision-making and results management within the organization. In terms of our professional opinion, this report covers the impact issues of ITTS.

- GRI Guidelines

ITTS provides the self-declaration of compliance with the GRI Sustainability Reporting Standards and relevant information. Based on the results of the review, we confirm that the report refers to the social responsibility and sustainability of the GRI Sustainability Reporting Standards. Relevant disclosure items for developments have been disclosed, partially disclosed, or omitted. In terms of our professional opinion, this self-declaration covers ITTS 's social responsibility and sustainability themes.

Assurance level

According to the AA1000 Assurance Standard v3 and its 2018 Appendix, we have verified that this Statement is a moderate level of assurance, as described in the scope and methods of this Statement.

Responsibility

The responsibility of the sustainability report, as stated in this Statement, is owned by the person in charge of ITTS. The responsibility of GREAT is solely to provide professional opinions based on the scope and methods described, and to provide a Statement for the stakeholders.

Ability and Independence

GREAT is composed of experts in various management system fields. The verification team is composed of members with professional background, who have received training in a series of sustainable development, environmental and social management standards such as AA1000 AS v3, ISO 9001, ISO 14001 and ISO 45001, and are qualified as lead auditors.

On behalf of the assurance team JUNE 15, 2026,

GREAT International Certification Co., Ltd.

Taiwan, Republic of China

Signed by General Manager W. J. Chen

