







eCloudvalley 2022
SASB Report

Footprint



Since 2019, eCloudvalley has proactively focused on corporate social responsibility (CSR) and established the CSR Task Force. The mission of the Task Force is to align with the company's sustainability strategies and issues, identify significant matters, and incorporate international standards. To facilitate effective communication with various stakeholders, eCloudvalley has also initiated the publication of an annual ESG report from that year onwards, utilizing it as one of the communication channels.

Over time, eCloudvalley's commitment to sustainable development has continued to strengthen. Consequently, in 2022, eCloudvalley formally established the Corporate Sustainability Committee (CSC), led by independent directors and corporate governance executives. This committee serves as the guiding body for the company's sustainable development endeavors. Simultaneously, eCloudvalley established a dedicated ESG Office responsible for executing sustainability-related initiatives. This establishment has enhanced the efficacy of advancing sustainability efforts.

In order to provide a more comprehensive portrayal of our company's sustainability performance, eCloudvalley commenced the issuance of independent SASB reports starting from 2022. These reports are structured in alignment with industry-specific standards established by the Sustainability Accounting Standards Board (SASB). This initiative not only reinforces the disclosure of industry-specific information within our organization but also enhances the readability and comparability of the information presented. Consequently, stakeholders are better equipped to gain a deeper understanding of eCloudvalley's achievements and advancements in the realm of sustainable development.



Scope of the Report

The scope of this report primarily covers eCloudvalley's operational sites in Taiwan. Any deviations from this scope will be duly noted within the respective sections. Financial figures disclosed are presented in New Taiwan Dollars (NTD) as the reporting currency. Relevant statistical figures are primarily calculated based on Sustainability Accounting Standards Board (SASB) accounting metrics, with SI base units serving as supplementary calculation foundations.



Reporting Cycle and Period

This report was initially issued in September 2022 and is available for digital download on our company's official website. The disclosures in this report pertain to the year 2022 (from January 1, 2022, to December 31, 2022).

- The previous report for 2021 was published in September 2022
- This report for 2022 was published in September 2023
- The publication of the next report for 2023 is scheduled for August 2024



Contact Information

If you have any inquiries regarding this report or wish to provide suggestions to eCloudvalley, please feel free to reach out to us through the following channels:

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- Sustainability Section: https://www.ecloudvalley.com/esg-en/
- SASB Report Download: https://www.ecloudvalley.com/esg-en/p/download

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Note 1: represents disclosed items; - represents undisclosed items.

Note 2: This report does not disclose SASB Activity Metrics (TC-SI-000.A \ TC-SI-000.B \ TC-SI-000.C).

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Environmental Footprint of Hardware Infrastructure

TC-SI-130a.1 (1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable

(1) Total energy consumed

	Unit	2020	2021	2022
Purchased Electricity (General)		899.82	933.17	1,134.75
Solar Energy	GJ	-	-	28.15
Total Energy Consumption		899.82	933.17	1,162.90
Energy Consumption Intensity	GJ / Million NTD	0.87	0.56	0.49

Note 1: The disclosure scope of revenue aligned with energy consumption pertains to the Taiwan region, utilizing individual financial data.

(2) percentage grid electricity: 0%

(3) percentage renewable: 2.42%

Since 2019, eCloudvalley has been continuously optimizing and strengthening the management and operations of sustainability matters. We have established the Energy and Resource Management Workflow to ensure the cyclical nature of energy consumption while fulfilling responsibilities as a general electricity consumer. We have also established reliable processes for energy consumption, including data collection, retention, payment, and analysis, forming the foundation for the implementation of further energy-saving and carbon reduction initiatives.

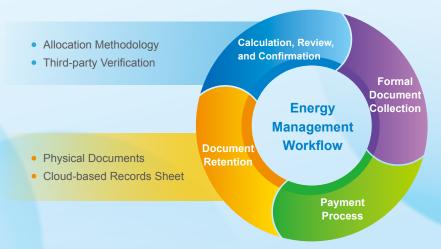
As a result, through statistical records, we assess and plan relevant internal energy action projects within the organization. Starting from 2021, we entered into contracts with green energy suppliers and officially began using green energy in 2022. The green energy usage for this year accounted for 2.42% of the total electricity consumption, with a deviation of 0.58% from the originally set target. We will continue to monitor progress to ensure the fulfillment of our commitments by 2025.

We continue to strengthen our energy management efforts, with the "Energy Management Policy" set to be completed and released in 2023. This policy encompasses greenhouse gas inventory cases, enabling us to consistently monitor and optimize our energy management. Annually, we will conduct regular reviews of project effectiveness and goal achievement, and when necessary, relevant responsible units will provide explanations for any unimplemented plans, along with proposed improvement measures.

Utilization of Green Energy









Office Energy Saving Practices

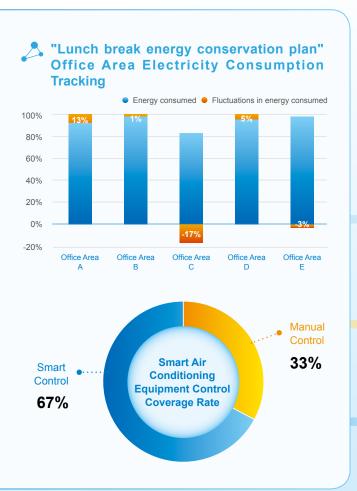
In 2022, we observed an overall increase in electricity consumption, with varying changes in each office area. Notably, there was a significant decrease of 17% in electricity consumption in Office Area C, while Office Area B experienced the highest increase, reaching a growth of 13%. These fluctuations in electricity consumption were achieved through various projects and resource allocations within the company. This includes initiatives like the "lunch break energy conservation plan" desk rearrangements, and concentrated electricity usage during overtime to enhance energy efficiency. These measures are aimed at ensuring the maximum benefit is derived from each unit of electricity consumed.

Environmental

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Significantly mentioning that the "lunch break energy conservation plan" was proactively initiated by the General Affairs Department in 2021 with the aim of implementing a lights-off initiative within half an hour after lunch break. This project is still ongoing and is concurrently being adapted for specific areas such as meeting spaces and colleagues requiring work during the lunch break. The implementation of these energy-saving measures not only underscores our commitment to sustainable development but also reflects the company's responsible use of energy resources. We will continue to advance our energy-saving projects and constantly seek innovative methods to further reduce our environmental footprint, aspiring to achieve a more eco-friendly office environment.

In 2022, a feasibility assessment was conducted for intelligent control of all 18 air conditioning and chilled water units. Suitable devices were equipped with scheduled on-off switches and remote control capabilities through a mobile app, enabling facilities personnel to monitor equipment operation anytime, anywhere. This pre-set scheduling minimizes daily manual switching on and off, reducing energy wastage caused by human oversight. To further enhance control, warning notifications were implemented for air conditioning units. In case of execution failure, immediate control over equipment operation can be achieved through the mobile app. While some older or leased equipment cannot support modern controllers, the current equipment coverage rate stands at 67%. Future intelligent control implementation will be considered during equipment replacement. According to data analysis, leaving a split-type air conditioner on for 12 hours results in approximately 18 kWh of wasted energy. Through intelligent control, eCloudvalley has significantly mitigated the potential wastage due to human oversight in air conditioning equipment.



TC-SI-130a.2 (1) Total water withdrawn, (2) total water consumed; percentage of each in regions withHigh or Extremely High Baseline Water Stress

	Unit	2020	2021	2022
Tap Water Intake	Million Cubic Liters	2.66	2.25	2.63

TC-SI-130a.3 Discussion of the integration of environmental considerations into strategic planning for data center needs

eCloudvalley utilizes Amazon Web Services (AWS) cloud services exclusively, with all data hosted in a cloud environment, and does not maintain any self-built data centers.

^{*} All water consumption at eCloudvalley is for office use and not from water-stressed area.



Data Privacy & Freedom of Expression

TC-SI-220a.1 Description of policies and practices relating to behavioral advertising and user privacy

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eCloudvalley adheres to the "Personal Data Protection Act" and has established internal policies known as the "Personal Data Protection Management Regulations" and a publicly accessible "Privacy Statement." These measures are implemented comprehensively to manage all personal data from within the organization outward. The Privacy Statement is published on our official website to ensure that stakeholders have a clear understanding of our practices when browsing our company website and using related services. The "Privacy Statement" can be obtained and understood through various communication channels such as the official website, email communications, and phone conversations, and provides the following information:



The geographical locations of the relevant server hosts at eCloudvalley, as well as the regions where we offer our services or distribute and market our products, are considered areas where personal data is processed. Personal data is protected through administrative, technical, and practical measures. We do not engage in the sale of any personal data and strictly restrict unauthorized internal usage of such data. Certain products

and services utilize Amazon Web Services (AWS), and therefore, the associated data falls under the privacy protection scope of AWS. For more detailed information, please refer to the AWS Privacy Notice. Furthermore, the company adheres to the guidelines of ISO 27001 and conducts annual "Personal Data and Information Security Awareness Training" for all employees. Detailed data regarding this training initiative is disclosed in the Annual ESG report on page 52.



TC-SI-220a.2 Number of users whose information is used for secondary purposes

There have been no instances of data reuse during the reporting period.

TC-SI-220a.3 Total amount of monetary losses as a result of legal proceedings associated with user privacy

eCloudvalley has not experienced any incidents of personal data breaches during the current fiscal year, and there have been no compensations paid due to payment-related legal proceedings. In addition, concerning the handling of legal proceedings related to user privacy, the company has established internal processes to ensure that legal matters are resolved smoothly and has implemented improvement measures for addressing such incidents.



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

During this fiscal year, there have been no requests from law enforcement agencies for user information; hence, no information has been provided.

TC-SI-220a.5 List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring

eCloudvalley has not received any government requests for monitoring, blocking, filtering, or censoring of its products and services.



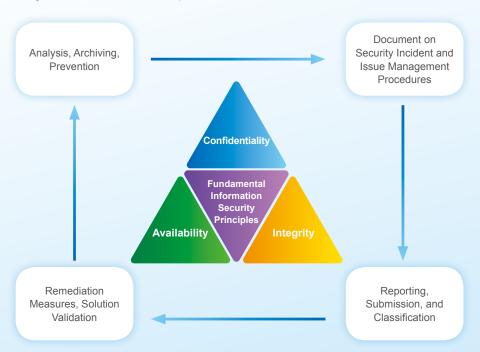
Information Security

TC-SI-230a.1 (1) Number of data breaches, (2) percentage involving personally identifiable information(PII) (3) number of users affected

Environmental

Footprint

In the year 2022, no data breach incidents occurred. This indicator has been subject to limited assurance by a third-party entity in accordance with the "Assurance Engagements Other than Audits or Reviews of Historical Financial Information of the Republic of China No. 3000" standard. The third-party assurance certificate is disclosed in the 105th page of this year's ESG Report. In the event of a data breach incident, ITC Cloud follows the "Security Incident and Issue Management Procedure," which outlines detailed notification procedures, crisis handling protocols, issue management processes, reviews, and improvements. This procedure encompasses a series of proactive, responsive, and post-incident management processes and measures. Upon the discovery of a suspected incident, immediate reporting to the Information Security Officer is mandatory. Based on the assessed severity level of the incident, appropriate resources are allocated to manage the situation. If necessary, a report is escalated to the organizational representative. The incident handling process includes evidence collection, causal analysis, preventive and remedial actions, and stakeholder communication. This approach ensures comprehensive handling, preservation, and documentation of incidents, serving as a reference for future improvements.



TC-SI-230a.2 Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards

eCloudvalley has established a comprehensive information security management policy and employs unified management standards to regulate the behaviors of all personnel, suppliers, and other stakeholders. We maintain a continuous improvement ethos and significance, adhering to international standards such as ISO 27001, CNS 27001, ISO 27017, and ISO 9001. These standards cover 14 domains and cloud service information security management measures to mitigate information security risks.

To ensure the effective implementation of information security, eCloudvalley has established a dedicated Information Security Team responsible for executing annual project plans and conducting regular training and drills. Through comprehensive educational training, testing, and simulations, we ensure that every member within the organization fully understands and integrates information security measures into their daily operations.

Our efforts in information security have been recognized through credible international standard certifications, validating our integrity and reliability in information security. These certifications not only affirm our ongoing commitment but also demonstrate our dedication to the significance of information security to the outside world. eCloudvalley will continue to strive for improvement and protection in information security, adhering to a transparent and responsible approach, as we collaborate with all stakeholders to build a secure and resilient digital environment.

ISO/CNS 27001, ISO 27017





International Standard Certifications for Enterprise Information Security Management System

eCloudvalley primarily offers information and software services, with information security being one of our top-priority managed risks. Through the implementation and ongoing maintenance of ISO certifications, we uphold high standards in the management of information security-related policies, operational guidelines, document management, and more. Furthermore, for our proprietary Atlas Cloud Management Platform developed exclusively by eCloudvalley, we have obtained ISO 27017 certification, providing customers with a trustworthy cloud platform service.

ISO 9001



International Standard Certifications for Enterprise Quality Management System

The service quality of a company has a significant impact on customer retention. eCloudvalley has implemented ISO 9001 as a framework for management and improvement, maintaining high standards of service quality to achieve eCloudvalley's three major customer goals for 2025 (acquiring new customers, renewal rates, and retention rates).

For ISO inspection items and certificates, please refer to page 50 of the Annual ESG report



Recruiting & Managing a Global, Diverse & Skilled Workforce

Environmental

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eCloudvalley employs the "14 Leadership Principles" as its recruitment standard, actively attracting exceptional talents from both domestic and international sources. Additionally, guided by our company's issued Human Rights Statement, we establish fair employment principles, respecting each employee's race, color, gender, religion, politics, nationality, social background, or other identities. This ensures that every employee at eCloudvalley enjoys equal policies and rights in terms of recruitment, development, benefits, and compensation.

Due to the presence of operational hubs in various countries, eCloudvalley primarily relies on local hiring, resulting in a relatively low proportion of expatriate employees. However, when necessary, we do deploy expatriate employees to different countries to provide support. We are acutely aware that factors such as foreign cultures, politics, and laws can impose stress and challenges on foreign nationals and overseas employees. In response, our Human Resources department implements the "Foreign Nationals and Overseas Employees Employment Risk Assessment and Management" program to assist them in smoothly integrating and adapting to the local work and cultural environment.

At eCloudvalley, we firmly believe that diverse talents and cultures can bring about greater innovation and development to the company. Therefore, we are committed to cultivating an open, inclusive, and diverse work environment where each employee can fully unleash their potential and collaborate to achieve iCloud Valley's sustainable development goals.

TC-SI-330a.1 Percentage of employees that are (1) foreign nationals and (2) located offshore

Categories	Percentage	Male-Female Ratio	
Foreign National Employees	2%	0.47:1	
Overseas Employees	5%	1:1	

TC-SI-330a.3 Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees

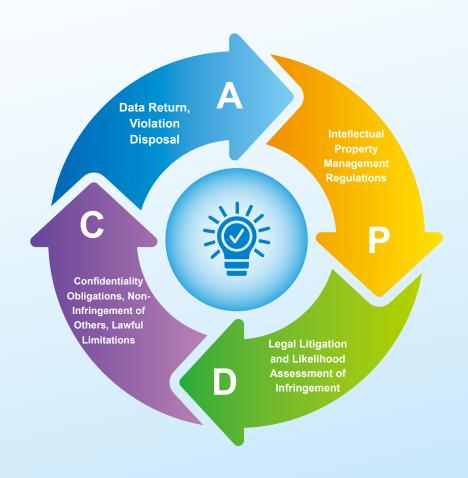
Management Level	62%	% 38	3%	
Technical Personnel	54%	46%		Male Ratio
Other Staff Ratio	33%	67%		Female Ratio

For further details, please refer to page 66 of the Annual ESG Report

Protection of Intellectual Property and Competitive Practices

TC-SI-520a.1 Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations

In the year 2022, eCloudvalley did not incur any cash losses due to legal violations. We value intellectual property rights and recognize the interests of various stakeholders involved in the research and development process. To address this, we have established comprehensive guidelines for patent management. For more information on patent-related matters, please refer to page 53 of the Annual ESG Report.





- **◆ Managing Systemic Risks Arising from Technical Disruptions**
- TC-SI-550a.1 Number of (1) performance issues and (2) service disruptions; (3) total customer downtime

Environmental

Footprint

- (1) Number of Performance Issues: 0
- (2) Number of Service Disruptions: 0
- (3) Total Customer Downtime: 0

TC-SI-550a.2 Description of business continuity risks related to disruptions of operations

Continuously serving customers and providing cloud-related support without interruption is at the core of eCloudvalley's commitment to delivering high-quality services. To ensure customer rights and interests, we have established the "Business Continuity Management Procedure" with four key business areas as our main focus. This is achieved through a business continuity plan, Recovery Time Objectives (RTOs), and Recovery Point Objectives (RPOs) cycles, with annual reviews, assessments, and drills conducted according to the plan. Ultimately, we follow the ISO management system framework to achieve our management goals and obtain information security system certification. In terms of practical drills, the 2022 Business Continuity Operation Drill was successfully completed, ensuring eCloudvalley's digital resilience. For more information on operational continuity, please refer to Section 2.5.3 of the annual ESG report.



