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A Letter from the CEO

As a member of the world community, the industry to which eCloudvalley belongs and the services provided by eCloudvalley is to create possibilities for sustainability. Looking back on 2020, eCloudvalley has achieved remarkable performance. The deployment of the global 5G mobile broadband networks and the rapid development of technologies, such as data analysis and machine learning, have facilitated market demand for cloud and hard disk storage services. Furthermore, due to the impact of the COVID-19 pandemic, enterprises are forced to take seriously the global systemic uncertain risks and have paid more attention to disaster preparedness, business continuity plans, and remote work and learning. This has thus accelerated major enterprises’ process of embracing digital transformation, thereby leading to substantial growth of the Company’s two main business units. Meanwhile, in the face of the daunting test of the pandemic, the Company established an “emergency response task force” in early February 2020 and quickly set out a business continuity plan (BCP) to ensure the continuity of our key business activities.

In 2020, our revenue and net profit increased by 4% and 11%, respectively, as compared to those of last year; Meanwhile, the proportion of our cloud business continued to rise, with the cloud service revenue growing by 57%. Overall, the consolidated revenue for 2020 was NT$7.03 billion. The net profit before tax was NT$180 million, the income tax expense was NT$27 million, the net profit after tax was NT$150 million, and the basic earnings per share after tax was NT$3.09.

eCloudvalley is committed to becoming the best partner of enterprises on the digital transformation journey, continuously improving service quality and our own expertise, and providing clients with professional one-stop cloud services. In terms of professional capabilities, the Company has passed a number of Amazon Web Services (AWS) Competency certifications and obtained more than 500 AWS cloud professional certifications. In 2020, we were selected as one of the 16 recommended service providers in the survey of public cloud MSPs in the Asia-Pacific region as the only one in Taiwan by Gartner, an international survey institution.

The Company has served more than 1,000 clients so far. We uphold the spirit of clients first and focus on satisfying their diverse needs. To lower the threshold for clients of migrating to the cloud, eCloudvalley has established a cloud training task force eCloudture, which focuses on promoting cloud technology and provides customized courses that combine theory and industry experience to accelerate the process of enterprises’ digital transformation. The Company has also developed data analysis platforms, artificial intelligence (AI) solutions, and an automated cloud maintenance platform (Atlas) while collaborating with SAP, Salesforce, Oracle, National Instruments (NI), Microsoft, and other international companies to assist enterprises’ core systems in moving into the cloud and optimizing their existing operating procedures.
Through our professional consulting services and technical support, we provide one-stop solutions to resolve our clients' pain points in business operations.

eCloudvalley has long been investing in cloud education. So far, our sub-brand eCloudture has not only trained a number of professional training lecturers and training teams but also cultivated thousands of students at home and abroad and guided them to obtain more than 100 licenses in total. In addition to providing customized cloud computing courses and cloud solutions for various industries, we have stepped into schools to train talents and collaborated with the government and schools to launch the smart application training and new-generation talent cultivation program (AIGO), eCloudture summer camps, cloud-AI summer camps, international talent industry-academia collaboration programs, and cloud computing talent training programs, to be dedicated to cultivating cloud talents in the new generation. We have also offered cloud technology training courses, including AWS DeepRacer regarding self-driving car technology and the design/establishment of cloud virtual smart assistants, to strengthen the depth and breadth of people's cloud capabilities. In 2020, we launched our podcast to introduce cloud knowledge and industrial applications through the audio media channel while developing integrated marketing strategies for diverse channels.

In addition, our talent management policy also responds to the Sustainable Development Goals (SDGs) of the United Nations to actively "reduce inequalities" and promote "gender equality." As a multinational company, eCloudvalley has employees from diverse ethnic and cultural backgrounds. We respect every employee regardless of race, color, gender, religion, politics, nationality, social status, or other identities, and each person enjoys equal recruitment, training, benefits, salary, and other rights, and we prohibit child labor and forced labor, and forbid unlawful discrimination, to ensure equal job opportunities and to create a workplace free of human rights risks.

As a corporate citizen, eCloudvalley joined the RE10x10 initiative in respect of environmental sustainability to declare that at least 10% of our total electricity consumption will be green power by 2025. Furthermore, we promote environmental protection in the office, and advocate energy conservation by using eco-friendly tableware, recycled paper, paperless online sign-off systems for the reduction of waste, energy-efficient electronic supplies, and air conditioning control measures in the three aspects of equipment procurement, implementation and promotion, and control and management. We start by changing our internal practice and continue to move towards sustainable development. eCloudvalley appreciates all stakeholders' long-term support and encouragement. We will continue to uphold the service spirit of integrity, professionalism and client-first, with a learning and open mindset, focus on transformation and technological development and implement risk control to strengthen our core competitiveness and to move towards sustainable operation and stable growth. Meanwhile, we will update our business model in line with the trends, thereby meeting the shareholders' and the general public's expectations of the Company.
About This Report

Reporting Standards
This Report is the second Corporate Social Responsibility (CSR) Report that the eCloudvalley Digital Technology Co., Ltd. (hereafter, "eCloudvalley" or "the Company") has issued. This Report illustrates our goals and actions for fulfilling corporate social responsibility and achieving sustainable development; therefore, everyone in all sectors of the society will have a deeper understanding of our relevant efforts in corporate social responsibility, and we welcome all stakeholders to provide advice to us, thereby enabling us to head towards a sustainable enterprise. The scope of the disclosure in this Report is mainly based on eCloudvalley's operating sites in Taiwan, except for our financial performance that is presented in the form of consolidated financial statements. If the scope of the disclosure is different from the foregoing, there will be a note in the paragraph for explanation. The financial figures disclosed are calculated in New Taiwan dollars (NTD), and relevant statistics are calculated based on internationally accepted standards and indicators.

Reporting Guidelines
The content of this Report is prepared as per the GRI Sustainability Reporting Standards (GRI Standards): Core Option, promulgated by the Global Reporting Initiative (GRI), and the SASB Standards published by the Sustainability Accounting Standards Board (SASB).

About eCloudvalley
eCloudvalley is the first cloud service provider that has been recognized as the AWS Premier Consulting Partner by Amazon Web Services (AWS) in Greater China. Since the first day of our operation, we have been committed to assisting clients in digital transformation through the cloud. Since 2019, we have collaborated with various international software leaders, including SAP, Salesforce, NI, and Microsoft (2021), to expand the scope of cloud services and to provide more diverse services and product portfolios, thereby leveraging synergy. We also integrate market trends and observations of the industry and adopt the most sophisticated cloud technology to provide smart, automatic, and secure cloud managed services to help more Taiwanese enterprises make good use of cloud solutions, jointly creating a new blueprint for future operation. As of May 2021, our professional consultants and technical teams had obtained more than 500 AWS licenses and served more than 1,000 clients, who were in the fields of manufacturing, retail, finance, entertainment, and the Internet.

Upholding the spirit of "integrity, dedication, concentration, and professionalism", we promise to provide clients with the most proficient cloud technologies. With our professional R&D capabilities and consulting services, we have worked with enterprises to realize the vision of digital transformation and business model innovation. We not only solve enterprises' dilemma in information technology (IT) maintenance by means of the cloud but also move enterprise-level applications to the cloud while combining value-added applications, such as big data and AI, to prompt enterprises to "operate business models with new methods" and providing them with professional digital transformation services.

Report Cycle and Period
This Report is issued once a year. This Report reveals eCloudvalley’s performance in various corporate social responsibility management policies, material issues, responses, and actions throughout 2020 (January 1, 2020 to December 31, 2020), and part of the content is about the data for 2019 and 2018 to improve readers’ understanding of this Report.

The 2019 CSR Report was issued in October 2020 / The 2020 CSR Report is issued in August 2021 / The 2021 CSR Report is scheduled to be issued in August 2022

Review and Verification
The data and information disclosed in this Report are provided by various responsible departments, compiled by the CSR Task Force, and reviewed and approved by the Chairman. In addition, Deloitte & Touche was entrusted to perform independent limited assurance about this Report as per "the Assurance Engagements Other than Audits or Reviews of Historical Financial Information" of the Statement of Assurance Principles No. 1 (with reference to International Standard on Assurance Engagements (ISAE) 3000), published by the Accounting Research and Development Foundation, and Deloitte & Touche attached an assurance statement at the end of this Report.

Contact Methods
If you have any questions about this Report or any suggestions for eCloudvalley, please feel free to contact us through the methods below.

Contact person: General Manager’s Office of the Cloud Business Unit
Address: 7F, No. 111-32, Section 4, Sanhe Road, Sanchong District, New Taipei City
TEL: +886 2 2280-1777
Email: info@ecloudvalley.com
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eCloudvalley's Milestones

2013.09

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

2017.01

Upgraded to be a Managed Service Partner in the AWS Partner Network (APN).

2017.04

Upgraded to be the first Premier Consulting Partner of the AWS in Greater China. Obtained the AWS Training Partner qualification at the same time.

2017.07

Successfully promoted to the only consulting partner that provided AWS official training courses as the first Premier Consulting Partner of the AWS in Greater China, and officially introduced AWS official training courses.

2017.11

Obtained both the ISO27001 information security management system and the ISO27017 cloud service information security management certifications.

2018.04

Gartner selected eCloudvalley as an indicative MSP in the Asia-Pacific region.

2018.07

OTC listing was approved.

2018.10

eCloudvalley was ranked 25th in the Top 100 Public Cloud MSPs of the ChannelE2E in 2018.

2018.12

eCloudvalley was ranked 1st in Taiwan in Deloitte's Technology Fast 500 Asia Pacific 2018 Ranking.

2019.12

eCloudvalley was ranked 15th in the Top 200 Public Cloud MSPs of the ChannelE2E in 2019.

2020.01

eCloudvalley was ranked 4th in Taiwan in the Deloitte's Technology Fast 500 Asia Pacific 2019 Ranking.

2020.02

eCloudvalley obtained the AWS SAP Competency certification.

2020.04

eCloudvalley obtained the AWS Security Competency certification.

2020.05

eCloudvalley obtained the SAP Gold Partner qualification.

eCloudvalley was ranked 1st in Taiwan, 2nd in Hong Kong, and 10th in the overall rankings of the Top 500 of the Financial Times' High-Growth Companies Asia-Pacific.

2020.06

eCloudvalley was listed as the fastest-growing company and was ranked 10th in the service industry and 213th overall in the CommonWealth Magazine's Top 2000 Survey.

2020.10

eCloudvalley obtained the Salesforce Registered Consulting Partner qualification.

eCloudvalley was the only company in Taiwan that was listed as one of the 16 recommended service providers in the survey of public cloud MSPs in the Asia-Pacific region by Gartner.

2020.11

eCloudvalley obtained the Oracle Value Added Distributor qualification.

eCloudvalley was ranked 20th in the Top 250 Public Cloud MSPs of the ChannelE2E in 2020.

For more information, please refer to the Company's Annual Report

07
Regarding the development of the market position, eCloudvalley is currently one of few providers in Greater China and Southeast Asia that focuses on providing cloud services, and has been recognized by major companies, Gartner, and ChannelE2E, etc. eCloudvalley is headquartered in New Taipei City, Taiwan, and our operating sites range from Taiwan, China, Hong Kong, the Philippines, the United States, Singapore, Malaysia, Thailand, Indonesia to Vietnam (2021). The aforementioned regions are also our main markets, and our clients are from a variety of industries. We are also actively expanding our business, seeking opportunities in Cambodia, Australia, and New Zealand while participating in different professional organizations and the industry-academia collaboration to build a complete cloud ecosystem.

In 2020, eCloudvalley had created tremendous value for corporate clients and society. In response to the impact of COVID-19, many domestic and international companies are thinking about online to offline applications and cloud storage for actively embracing digital transformation, thereby facilitating the development of cloud infrastructure, data analysis, machine learning, and other applications. The increasing demand for cloud computing and hard disk storage services has led to substantial growth in the Company’s performance. In the future, we will not only continue to develop the Greater China market but also increase investment in the Southeast Asian market. In addition to establishing new sites in Malaysia, Thailand, and Indonesia in 2020, we will step into the Vietnamese market in May 2021 to enhance our business performance. As for management, we will implement the “cloud talent pool” and “digital and automated management” models to accelerate our decision-making process and operational efficiency to be in line with our rapidly growing business.
### Business performance

<table>
<thead>
<tr>
<th>Item</th>
<th>2020</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating revenue</td>
<td>7,025,288</td>
<td>6,763,923</td>
<td>4,169,883</td>
</tr>
<tr>
<td>Operating costs</td>
<td>6,330,825</td>
<td>6,210,674</td>
<td>3,817,595</td>
</tr>
<tr>
<td>Gross profit</td>
<td>694,463</td>
<td>553,249</td>
<td>352,288</td>
</tr>
<tr>
<td>Operating expenses</td>
<td>547,211</td>
<td>396,632</td>
<td>247,099</td>
</tr>
<tr>
<td>Net operating income</td>
<td>147,252</td>
<td>156,617</td>
<td>105,189</td>
</tr>
<tr>
<td>Non-operating income and expenditure</td>
<td>31,910</td>
<td>8,767</td>
<td>4,087</td>
</tr>
<tr>
<td>Net profit before tax</td>
<td>179,162</td>
<td>165,384</td>
<td>109,276</td>
</tr>
<tr>
<td>Income tax expense</td>
<td>26,980</td>
<td>27,991</td>
<td>18,293</td>
</tr>
<tr>
<td>Net profit after tax</td>
<td>152,182</td>
<td>137,393</td>
<td>90,983</td>
</tr>
<tr>
<td>Earnings per share</td>
<td>3.09</td>
<td>3.08</td>
<td>3.12</td>
</tr>
</tbody>
</table>

#### Total assets

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liabilities</td>
<td>1,834,930</td>
<td>1,759,368</td>
<td>1,104,101</td>
</tr>
<tr>
<td>Equity</td>
<td>1,619,896</td>
<td>1,527,307</td>
<td>787,214</td>
</tr>
<tr>
<td>Total</td>
<td>3,454,826</td>
<td>3,286,675</td>
<td>1,891,315</td>
</tr>
</tbody>
</table>

Please refer to the Company's financial report for more information.

Note: Due to the capital increase in 2020, our earnings per share in the consolidated financial report for 2019 was 3.08.
**2020 Sustainability Performance**

**Positive growth of revenue for 4 consecutive years**

- Increase by **3.86%** in 2020 from the previous year

**Employee training hours**

- **2368.5** hours in total
- **7.92** hours per person
- Obtained **231** licenses in 2020 & over **500** as of May 2021

**Environmental commitment**

- Joined the **RE10x10 Green Energy Initiative**

**Corporate Governance**

- Self-evaluation of performance of Board members **4.96** points
- Board performance evaluation **4.91** points
- Functional committee performance evaluation **5** points
- Obtained ISO 9001:2015 quality management system certification
- Obtained **2** patents

**Cloud talent cultivation**

- **1079** industry talents
- **130** cloud youths

Launched Podcast channel on 4 major streaming platforms for cloud for all

- Over **5** industry talent training courses
- Over **5** youth training courses
- Successfully trained **2** national cloud competitors
- Awarded the **first** and **second** places for instructors by the Ministry of Labor

**Global Recognition**

- **No. 1** in Taiwan, **No. 2** in Hong Kong region, and **No. 10** overall in Financial Times’ Asia-Pacific High-Growth Companies rankings

- eCloudValley, the **only** Taiwan entry among the 16 recommended service providers in the Gartner survey of public cloud MSPs in the Asia-Pacific region

- **No. 20** in the Top 250 Public Cloud MSPs of ChannelE2E

- Obtained the **three** major partner qualifications
  - SAP Gold Partner
  - Salesforce Registered Consulting Partner
  - Oracle Value Added Distributor

- Client satisfaction is as high as **91%**
Chapter 1
Sustainability Strategy - Cloud Experts and a Smarter Future

1.1 Hello, World! It's eCloudture.
1.2 Sustainable Cloud Strategy
1.3 Sustainable Cloud Management
eCloudvalley positions itself as the most professional cloud manager in the world. By setting “innovative and sustainable development” as the core value and “building a cloud ecosystem” at the center of our efforts, we hope to achieve sustainable development of the Company through multi-party collaboration and create value for our clients, helping them to head toward sustainable development in the cloud ecosystem. With this vision, we have selected five major sustainability issues with reference to the UN SDGs, stakeholders’ issues of concern, and our own business strategies while setting out relevant strategies and action plans accordingly and tracking our sustainability performance to ensure the realization of our sustainability vision.

**eCloudvalley’s Sustainability Vision and Five Major Sustainability Issues**

**Sustainability focus 1**  
**Build ethical cloud governance**

- **Strategic direction**: Improve the corporate governance system, strengthen the operation of the Board of Directors and information transparency.
- **Our actions**:
  1. Formulated the “Corporate Governance Best Practice Principles”, the “Ethical Corporate Management Best Practice Principles”, and the “Corporate Social Responsibility Best Practice Principles”.
  2. Completed the performance evaluation of the Board of Directors (self-evaluation).

**Sustainability focus 2**  
**Innovative cloud ecosystem**

- **Strategic direction**: Provide integrated and innovative cloud services and have strict requirements for service quality.
- **Our actions**:
  1. Integrated AWS system tools; developed one-stop and customized services.
  2. Established the Atlas cloud management platform to provide real-time cloud technical support.
  3. Set quality goals and track satisfaction regularly.

**Sustainability focus 3**  
**Develop eCloudture cloud experts governance**

- **Strategic direction**: Devise a talent development map and develop a friendly and efficient work environment.
- **Our actions**:
  1. Established the eCloudture cloud college to train a new generation of cloud talents.
  2. Devised eCloudture’s learning map and provided 10 major AWS-related training course topics.
  3. Deepened the connection with campus through the University and College Seed Project.

**Sustainability focus 4**  
**Realize social cloud prosperity**

- **Strategic direction**: Establish the cloud learning brand eCloudture and working with employees to promote public welfare.
- **Our actions**:
  1. Held AIGO and eCloudture cloud summer camps.
  2. Launched used clothes donation, blind massages, and blood donation events to care for the disadvantaged with employees.

**Sustainability focus 5**  
**Create environmental sustainability cloud**

- **Strategic direction**: Promote cloud services to enterprises to reduce energy consumption of physical equipment.
- **Our actions**:
  1. Purchased energy-efficient equipment.
  2. Included green power procurement in the assessment.
  3. Promoted cloud services to reduce energy consumption of physical facilities.

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1.1 Hello, World! It’s eCloudture.

UN SDGs
Analysis of material issues and stakeholders

eCloudvalley Operating core strategy
Sustainability focus 4
Realize social cloud prosperity

G
eCloudvalley Sustainability
Vision

eCloudvalley Operating
core strategy
UN SDGs
Analysis of
material issues and stakeholders
S

eCloudvalley Sustainability
Vision

E

Sustainability focus 1
Build ethical cloud governance

Sustainability focus 2
Innovative cloud ecosystem

Sustainability focus 3
Develop eCloudture cloud experts governance

Sustainability focus 4
Realize social cloud prosperity

Sustainability focus 5
Create environmental sustainability cloud

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Strategic direction
Promote cloud services to enterprises to reduce energy consumption of physical equipment.
Control of office equipment, employee concepts, and sources of procurement.
### 1.2 Sustainable Cloud Strategy

Material issues, topics of GRI standards, and value chain boundaries are shown in the table.

<table>
<thead>
<tr>
<th>Material Issue</th>
<th>Material Topic</th>
<th>Importance to eCloudvalley</th>
<th>Boundary of Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal Compliance</td>
<td>307 Environmental Compliance</td>
<td>Based on the most basic principle of compliance, eCloudvalley actively discloses and responds to penalties related to relevant environmental laws, product laws, and labor laws.</td>
<td>eCloudvalley: ●, Employees/Potential Job Applicants: ●, Shareholders/Potential Investors/Analytical Institutions: ○, Clients: ●, Government Agencies: ●, Suppliers/Licensors: ○, Media: ●</td>
</tr>
<tr>
<td></td>
<td>419 Socioeconomic Compliance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Risk Control</td>
<td>General Disclosure</td>
<td>To respond to important trends and relevant risks in real-time, eCloudvalley identifies, manages, and prevents various operating risks, and conducts business development at acceptable risk levels to ensure stable operations.</td>
<td>eCloudvalley: ●, Employees/Potential Job Applicants: ○, Shareholders/Potential Investors/Analytical Institutions: ●, Clients: ●, Government Agencies: ○, Suppliers/Licensors: ○, Media: ○</td>
</tr>
<tr>
<td>Ethical Management</td>
<td>205 Anti-Corruption</td>
<td>eCloudvalley is aware that corporate governance and ethical management are the important foundations for business operations. In addition to formulating relevant norms and systems and strengthening information disclosure, we have established internal and external communication channels to protect stakeholders' rights and interests.</td>
<td>eCloudvalley: ●, Employees/Potential Job Applicants: ○, Shareholders/Potential Investors/Analytical Institutions: ●, Clients: ●, Government Agencies: ●, Suppliers/Licensors: ●, Media: ○</td>
</tr>
<tr>
<td></td>
<td>206 Anti-Competitive Behavior</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Client Relationship Management</td>
<td>Self-defined Topic - Client Satisfaction Survey</td>
<td>eCloudvalley adheres to the spirit of innovation, practicality, integrity, and service in interaction with clients, understands their needs through diverse channels, and provides them with high-quality products and services.</td>
<td>eCloudvalley: ●, Employees/Potential Job Applicants: ●, Shareholders/Potential Investors/Analytical Institutions: ○, Clients: ●, Government Agencies: ○, Suppliers/Licensors: ●, Media: ●</td>
</tr>
<tr>
<td>Material Issue</td>
<td>Material Topic</td>
<td>Importance to eCloudvalley</td>
<td>Boundary of Impact</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------------</td>
<td>------------------------------------------------------------------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Sustainability Strategy</td>
<td>General Disclosure</td>
<td>eCloudvalley attaches great importance to corporate social responsibility, actively strengthens corporate governance, invests in social welfare, and continues to pay attention to environmental sustainability issues to safeguard all stakeholders' rights and interests.</td>
<td>eCloudvalley: ●; Employees/ Potential Job Applicants: ○; Shareholders/ Potential Investors/ Analytical Institutions: ●; Clients: ○; Government Agencies: ○; Suppliers/ Licensors: ○; Media: ○</td>
</tr>
<tr>
<td>Data security protection</td>
<td>418 Customer Privacy</td>
<td>As eCloudvalley is in the cloud industry, data security is not only an important management issue for us but also a protection measure for our clients.</td>
<td>eCloudvalley: ●; Employees/ Potential Job Applicants: ●; Shareholders/ Potential Investors/ Analytical Institutions: ○; Clients: ○; Government Agencies: ○; Suppliers/ Licensors: ○; Media: ○</td>
</tr>
<tr>
<td>Intellectual Property Protection</td>
<td>Customized Topic - Number of Patents Obtained</td>
<td>eCloudvalley has developed a number of cloud patents to protect intellectual property, which is the way to reduce operating risks.</td>
<td>eCloudvalley: ●; Employees/ Potential Job Applicants: ○; Shareholders/ Potential Investors/ Analytical Institutions: ●; Clients: ○; Government Agencies: ○; Suppliers/ Licensors: ○; Media: ○</td>
</tr>
<tr>
<td>Labor-management Relationship</td>
<td>401 Employment</td>
<td>Talent management is the cornerstone of business development. Through effective communication, we have maintained a positive labor-management relationship.</td>
<td>eCloudvalley: ●; Employees/ Potential Job Applicants: ●; Shareholders/ Potential Investors/ Analytical Institutions: ○; Clients: ○; Government Agencies: ○; Suppliers/ Licensors: ○; Media: ○</td>
</tr>
<tr>
<td>Innovation and Digital Responsibility</td>
<td>General Disclosure</td>
<td>In response to emerging risks, innovation is a critical issue, and digital responsibility is also an issue of concern to all stakeholders.</td>
<td>eCloudvalley: ●; Employees/ Potential Job Applicants: ●; Shareholders/ Potential Investors/ Analytical Institutions: ○; Clients: ○; Government Agencies: ○; Suppliers/ Licensors: ○; Media: ○</td>
</tr>
</tbody>
</table>

Note: ● means direct impact; ○ means indirect impact/business relationship.
eCloudvalley has developed a complete management policy for each material issue, and responds to stakeholders' concerns and reduces potential negative impacts through systematic management and performance tracking. Meanwhile, to respond to international trends, we actively respond to the UN SDGs and integrate them with our existing management strategies to fulfill our responsibilities as international corporate citizens. Please refer to the corresponding chapters for details of our management policies.

<table>
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<tr>
<th>Material Issue</th>
<th>Material Topic</th>
<th>Management Policy Description</th>
<th>Corresponding Chapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Privacy and Information Security</td>
<td>418 Customer Privacy</td>
<td>• Formulated information security policies and measures, regularly planned and reviewed the overall information security structure, and monitored and implemented information security management operations.</td>
<td>5.1 Trustworthy Cloud Partner</td>
</tr>
</tbody>
</table>
| Legal Compliance                            | 307 Environmental Compliance                | • Complies with various regulations and international standards.  
• Regularly tracks domestic and foreign policy development trends and changes in regulations to stay fully up-to-date while taking countermeasures in response to changes in the market environment.                                                                                                                                     | 8.1 Cloud Governance of Sustainable Integrity |
| Risk Control                                | General Disclosure                          | • Strengthens the risk assessment and management of environmental, social, and corporate governance issues related to the Company's operations as per the principle of materiality.                                                                                                                                                                                                                                 | 8.2 Cloud Supervision of Operational Risks |
| Ethical Management                          | 205 Anti-Corruption                         | • Formulated the procedures for self-evaluation of the Board of Directors' performance, and regularly evaluates its operational effectiveness.  
• Strengthens various corporate governance regulations and mechanisms to enhance the protection of all shareholders' rights.  
• Establishes a whistleblowing and grievance mechanism.                                                                                                                               | 8.1 Cloud Governance of Sustainable Integrity |
|                                            | 206 Anti-Competitive Behavior               | • Completed the self-evaluation of the Board of Directors' performance in six major aspects  
• Introduced the independent directors' system and set up an Audit Committee. Established standard operating procedures for handling directors' requests, and amended the Ethical Corporate Management Best Practice Principles.  
• No reports of corruption and anti-competitive behavior were received this year.                                                                                                                                  |                       |
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<th>Corresponding Chapter</th>
</tr>
</thead>
</table>
| **Client Satisfaction**      | Self-defined Topic - Client Satisfaction Survey    | • Responds to customer opinions immediately, and conducts client satisfaction surveys after customer service.  
                              |                                                    | • Analyzes clients' information every year to gain a deep understanding of their loyalty to our services. |                         |
|                              |                                                    | • Conducted a total of 799 client satisfaction surveys this year.                              | 5.2 Service Quality and Client Recognition |
|                              |                                                    | • Customer loyalty continued to be maintained at 95% or higher.                                |                         |
| **Sustainability Strategy**  | General Disclosure                                 | • Implements various talent training and energy-saving measures and other action plans to achieve sustainable economic, environmental, and social development | 1.2 Sustainable Cloud Strategy |
|                              |                                                    | • eCloudure has so far trained more than 2,500 students at home and abroad.                    |                         |
|                              |                                                    | • Responded to the RE10x10 Initiative.                                                        |                         |
| **Data security protection** | 418 Customer Privacy                                | • Passes ISO27001 certification and continues to strengthen data protection.                  | 5.1 Trustworthy Cloud Partner |
|                              |                                                    | • In 2020, 83% of participants in information security training obtained a perfect score.      |                         |
|                              |                                                    | • We had obtained two patents as of the end of 2020.                                          |                         |
| **Labor-management**         | 401 Employment                                     | • Uses STAR principles to recruit excellent talents.                                          | 6.2 High-Quality Cloud Talents Attraction |
|                              |                                                    | • Formulates the “Work Rules” and the “Sexual Harassment Prevention, Grievance, and Punishment Measures”. |                         |
|                              |                                                    | • Employee satisfaction was 4.07 points in 2020.                                              |                         |
| **Innovation and Digital**   | General Disclosure                                 | • Develops diverse services and increases the possibility of creating more services.            | 4.3 Cloud Ecology and Diverse Partners |
|                              |                                                    | • Collaborated with many internationally well-known companies in other fields, such as SAP, Salesforce, Oracle, and NI. |                         |
| **Responsibility**           |                                                    |                                                                                               | 4.5 Social Innovation and Cloud Empowerment |
1.3 Sustainable Cloud Management

To implement corporate social responsibility and sustainable operations, we have set up a CSR Task Force and established the task force rules in accordance with Article 9 of the “Corporate Social Responsibility Best Practice Principles of the eCloudvalley Digital Technology Co., Ltd.” as approved by the Board of Directors, to implement and promote the operation of the Company's and our subsidiaries' corporate social responsibility policies while committed to the sustainable development of economic, environmental, and social aspects.

**CSR Task Force**

- **Convener**
  - CEO

- **Executive Secretary**
  - GM Office

- **Subcommittees**
  - Corporate Governance
    - CEO Office
  - Client Care
    - GM Office
  - Employee Relations
    - HR
  - Environmental Protection
    - General affairs
  - Social Participation
    - General affairs

**CSR Report Management Process**

1. **Target Setting**
   - Set CSR annual targets

2. **Execution**
   - Follow up on and review implementation effectiveness

3. **Target Setting**
   - Report to the Board of Directors on execution results

4. **External Assurance**
   - Obtain assurance report

5. **Internal Review**
   - Report standards
Chapter 2
Sustainable Development
Cloud Issues

2.1 Collection and Identification
2.2 Identification Results - Material Issues
2.1 Collection and Identification

When eCloudvalley was establishing a list of stakeholders, we referred to industry sustainability trends, industry characteristics, and approaches in the industry, and established a list of stakeholders’ 2020 suggestions. When developing a list of 2020 sustainability issues, we referred to the GRI Standards and cloud industry characteristics, domestic and international sustainability benchmarks.

2.1.1 Stakeholders and Material Issue Identification Process

Identify stakeholders
We referred to the five major principles of the AA1000 SES Stakeholder Negotiation Standard to identify stakeholders, and identified six types of stakeholders in 2020.

Identify sustainable issues
We collected relevant sustainability issues from industry norms, competitors, benchmarks in other industries and our own business goals, and identified 20 sustainability issues in 2020.

Analyze sustainability issues
We conducted online and offline questionnaire surveys of six types of stakeholders to assess their degree of concern about our sustainability issues, and our internal officers evaluated the impact of sustainability issues on our operations.

Material issues matrix
We comprehensively considered the relevance of issues to our operations, confirmed the 2020 issue identification results, and drew a matrix of material issues.
### 2.2 Identification Results - Material Issues

eCloudvalley’s CSR Task Force analyzed sustainability issues by identifying material issues and through the process of corresponding the issues to material topics based on the results of actual communication with six major types of stakeholders in 2020 while as per the four major principles in the GRI Standards: materiality, stakeholder inclusiveness, sustainability context, and completeness, and produced material issues and topics for 2020, which are used as an important basis for the formulation of strategies and goals for implementing corporate social responsibility. There are a total of 20 material issues for the 2020 materiality matrix, and 10 of them are finally confirmed, namely compliance, corporate governance, risk control, client satisfaction, sustainable strategy, data security protection, intellectual property protection, and labor-management relationship, innovation and digital responsibility, and ethical management. As the focus of this Report, their response strategies and performance will be detailed.
<table>
<thead>
<tr>
<th>Material Issue</th>
<th>Corresponding to Material Topic of GRI Standards</th>
<th>Corresponding Chapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal Compliance</td>
<td>307 Environmental Compliance 419 Socioeconomic Compliance</td>
<td>8.1 Cloud Governance of Sustainable Integrity</td>
</tr>
<tr>
<td>Corporate Governance</td>
<td>205 Anti-Corruption 206 Anti-Competitive Behavior</td>
<td>8.1 Cloud Governance of Sustainable Integrity</td>
</tr>
<tr>
<td>Risk Control</td>
<td>General Disclosure</td>
<td>8.2 Cloud Supervision of Operational Risks</td>
</tr>
<tr>
<td>Client Satisfaction</td>
<td>Self-defined Topic - Client Satisfaction Survey</td>
<td>5.2 Service Quality and Client Recognition</td>
</tr>
<tr>
<td>Sustainability Strategy</td>
<td>General Disclosure</td>
<td>1.2 Sustainable Cloud Strategy</td>
</tr>
<tr>
<td>Data security protection</td>
<td>418 Customer Privacy</td>
<td>5.1 Trustworthy Cloud Partner</td>
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<tr>
<td>Labor-management Relationship</td>
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</tr>
<tr>
<td>Ethical Management</td>
<td>205 Anti-Corruption 206 Anti-Competitive Behavior</td>
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</tr>
</tbody>
</table>
Chapter 3
Smart and Inclusive Cloud Engagement

3.1 Stakeholder Engagement
3.2 Various Stakeholders and Engagement Methods
3.1 Stakeholder Engagement

eCloudvalley has formulated the "CSR Task Force Charter of the eCloudvalley Digital Technology Co., Ltd." and the CEO convened the personnel from relevant units to form the CSR Task Force to discuss the Company’s actions and plans for sustainable development and to submit material economic, environmental, or social issues to the Board of Directors for review when necessary.

We identified stakeholders as per the five major principles of the AA1000 Stakeholder Engagement Standard (SES) this year, and identified six types of major stakeholders based on the analysis results for enhanced communication, namely clients, banks/creditors, suppliers, government agencies, shareholders/potential investors/analytical institutions and employees/potential job applicants. Afterward, we distributed questionnaires to the aforementioned stakeholders to understand the sustainability issues they were concerned about. In addition to engaging with the stakeholders through various communication channels, we are disclosing and responding to relevant issues in this Report.

Five major principles of the AA1000 Stakeholder Engagement Standard (SES)

- Dependency
- Responsibility
- Influence
- Tension
- Diverse Perspectives
### 3.2 Various Stakeholders and Engagement Methods

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Meaning to eCloudvalley</th>
<th>Issues of concern</th>
<th>Communication channel</th>
<th>Communication frequency</th>
<th>eCloudvalley's response</th>
</tr>
</thead>
</table>
| Employees/Potential Job Applicants | Human capital is the key to an enterprise’s core competitiveness and the foundation for sustainable operations. | - Ethical management  
- Compliance  
- Innovation and digital responsibility  
- Data security protection  
- Employee training and career development | Labor-management meeting  
Employee portal  
Health News Report  
A date with the CEO  
Birthday party | Quarterly  
Real time  
From time to time  
Every 2 months  
Monthly | 4.4 Patent Development and Ahead of Trends  
5.1 Trustworthy Cloud Partner  
6.3 Smart Manufacturing Cloud Experts  
8.1 Cloud Governance of Sustainable Integrity |
| Shareholders/ Potential Investors/ Analytical Institutions | Shareholders, potential investors, and analytical institutions are the most powerful backing for eCloudvalley's sustainable development | - Sustainable strategy  
- Ethical management  
- Compliance  
- Innovation and digital responsibility  
- Client satisfaction | E-mail  
Regular shareholders meeting  
Board of Directors meeting  
Investor conference  
MOPS | Real time  
Annually  
Quarterly  
From time to time  
From time to time | 1.2 Sustainable Cloud Strategy  
4.4 Patent Development and Ahead of Trends  
5.1 Trustworthy Cloud Partner  
5.2 Service Quality and Client Recognition  
8.1 Cloud Governance of Sustainable Integrity |
| Clients                            | eCloudvalley is committed to providing more comprehensive cloud services and aims to be more in line with clients’ needs and expectations. | - Ethical management  
- Risk control  
- Compliance  
- Data security protection  
- Client satisfaction | E-mail  
Telephone  
On-site visit  
Client satisfaction survey | Real time  
From time to time  
From time to time  
Annually | 5.1 Trustworthy Cloud Partner  
5.2 Service Quality and Client Recognition  
8.1 Cloud Governance of Sustainable Integrity  
8.2 Cloud Supervision of Operational Risks |
| Government agencies                | As an ESM company, competent authorities’ policies affect eCloudValley’s regulatory compliance as well as administration and operations | - Sustainable strategy  
- Innovation and digital responsibility  
- Client satisfaction  
- Workplace health and safety  
- Employee training and career development | Regular filing  
Issue of official orders/ letters  
Official documents correspondence  
Seminars and public hearing | Monthly  
From time to time  
From time to time  
From time to time | 1.2 Sustainable Cloud Strategy  
4.4 Patent Development and Ahead of Trends  
5.2 Service Quality and Client Recognition  
6.3 Smart Manufacturing Cloud Experts  
6.6 LOHAS and Work in the Cloud |
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<td>Suppliers</td>
<td>eCloudvalley's crucial cloud products and service chains rely on suppliers' stable support.</td>
<td>Sustainable strategy, Ethical management, Risk control, Intellectual property protection, Client satisfaction</td>
<td>Telephone/Fax</td>
<td>From time to time</td>
<td>1.2 Sustainable Cloud Strategy, 4.4 Patent Development and Ahead of Trends</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>E-mail</td>
<td>From time to time</td>
<td>5.2 Service Quality and Client Recognition</td>
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<td></td>
<td></td>
<td></td>
<td>Supplier Evaluation</td>
<td>Annually</td>
<td>8.1 Cloud Governance of Sustainable Integrity, 8.2 Cloud Supervision of Operational Risks</td>
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<td>Real time</td>
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Chapter 4
Innovative Digital Cloud Journey

4.1 Industrial Transformation and Smooth Migration to the Cloud
4.2 Information Integration and Global Layout
4.3 Cloud Ecology and Diverse Partners
4.4 Patent Development and Ahead of Trends
4.1 Industrial Transformation and Smooth Migration to the Cloud

With rapid technological changes in the information age, the innovation of information technology is an important strategy for today’s enterprises to create new values and to gain a competitive advantage.

With the increasing prevalence of digitization, the life cycle of technology and skills is getting shorter. Even though many companies had been occupying a position in the market, they have disappeared in the increasingly competitive market as they failed to catch up with the digital trend. Multinational companies are no exception. According to a survey, 88% of the companies in Fortune 500 in 1955 no longer exist today. Many enterprises have undertaken digital transformation and invested in core technologies, such as big data, cloud applications and social media. How enterprises choose the most appropriate technologies and adopt relevant supporting based on the corporate development strategy is an important issue for enterprises today.

eCloudvalley is the first service provider that obtained the Premier Consulting Partner qualification recognized by AWS in Greater China, and we have more than 500 AWS professional cloud certifications and have served nearly one thousand clients. Through the integrated customer cloud management platform (Atlas), as well as machine learning technology and DevOps software development technology, we provide an automated cloud operation environment tailored to business users. This solution accurately predicts cloud usage, optimizes cloud usage costs, and operational efficiency. Building on the cloud, we grow with the cloud, rise from the cloud, and ultimately build a complete and strong cloud ecosystem. In addition, we adopt our proficient experience and technology to solve social issues, actively engage in the development and maintenance of social innovation platforms, and look forward to a better world through the application of cloud technology.

As the trade war is raging and the pandemic is spreading rapidly, the global economy is undergoing fluctuations, impacting the sources of orders, the supply chain, and thus the business of industries at all levels, forcing global manufacturers and retailers to rethink how to cope with such risks beyond borders. Under such circumstances, the trend of digital transformation has emerged. eCloudvalley provides a variety of cloud solutions to manufacturers and retailers. Through smart production models, such as machine learning, AI/Big Data services, and data analysis, we are able to put forth solutions to problems in the production line as early as possible to solve an enterprise's pain points in the production and operations while integrating the information into an improved production model in every self-correction; as such, every error becomes a nutrient for success to realize the vision of smart manufacturing.

4.1.1 Case 1- Headphone Manufacturer -
"Care about First-hand Experience and Development of the Best Products"
# Case Study

Company C is a global consumer audio-visual entertainment product manufacturer. Its operating activities cover processes from design, manufacturing to retailing, and it is committed to satisfying consumers’ entertainment needs for digital audio-visual products, such as headsets and tablets, through a one-stop platform. In addition, Company C is also actively expanding its product lines by collaborating with laptop brands to embed its famous acoustic technology into its laptop products. As a manufacturer of consumer electronics products, Company C understands that consumer experience and feedback will immediately affect the company’s reputation in the industry, so it particularly works to collect first-hand feedback from customers through diverse platforms and channels, which not only enables it to respond to customer complaints in a timely manner but to compile such information as a data source for subsequent product development.

## Client's Expectations of Digital Transformation

1. **Opinion collection**: Can collect consumer feedback on various platforms in the least time
2. **Opinion interpretation**: Can analyze texts to capture key sentences and interpret customers' emotions, and plan response schedule
3. **Problem clarification**: Can use the information provided by customers to quickly find the problematic product, batch, and production date, thereby improving the quality of customer service.

## eCloudvalley's Actions

1. **Create a "centralized opinion platform"**: Integrates opinions and compiles all product opinions into a centralized cloud data database. Furthermore, all the opinions imported into the database can be used as a data source for data analysis in the future, and the analysis results can be used as the foundation for product development to help the client design products that accurately satisfy the market's needs.
2. **Use Amazon Comprehend to interpret the key emotions of texts**: Amazon Comprehend is specialized in seeking emotion-related keywords in texts through machine learning, helping the client respond to negative consumer reviews immediately, thereby solving public relations crises.
3. **Use Amazon QuickSight to allow for easy management at a glance**: Amazon QuickSight, based on machine learning technology, is an extendable, serverless, embeddable, and cloud-based business intelligence (BI) solution. It provides a visual management interface to facilitate the client to conduct management with a click.
4.1.2 Case 2 - Precision Industry Manufacturer - "Purchase, Sales, and Inventory on the Cloud and Smooth Digital Transformation"

<table>
<thead>
<tr>
<th>Case Study</th>
<th>Company A focuses on high-precision electronic products in the fields of automobiles, industrial electronics and aerospace, and is the world's leading automotive manufacturing technology solutions provider. The company always uses the modular inventory management system SAP and then exports data to another database for analyses, but they need to go through a variety of system conversions to make a visual management report regardless of the databases before performing further data analyses.</th>
</tr>
</thead>
</table>
| Client's Expectations of Digital Transformation | 1. Improve the speed of reading data from SAP to the database  
2. Accelerate output to provide critical reports for decision-making suggestions  
3. Reduce the maintenance cost of databases |
| eCloudvalley's Actions | 1. SAP data extraction technology:  
To help traditional manufacturers transition to the cloud smoothly from SAP, eCloudvalley has exclusively developed SAP data extraction technology to write data in an optimized format and to accelerate the data extraction process.  
2. Regular extraction with assuring backup:  
AWS connects to the Oracle database through JDBC and regularly extracts data to the data lake. The regular backup model is assuring and eliminates the concern about data loss.  
3. Output of a raw material report with a click:  
The manufacturing industry's top priority is the management of purchases, sales, and inventory. eCloudvalley adopted AWS Qlik Sense to produce real-time raw material reports to help the client keep abreast of the operating status and make efficient decisions. |
### 4.1.3 Case 3 - Global Leading Apparel Brand - "Integrated Distribution Management and Cross-store Inventory Analysis"

Company V is a global apparel retail group in the United States, under which are a number of well-known apparel brands. Its product lines range from outdoor sports discs to fashion to high-end suits. The company not only sells directly to consumers through brand stores but distributes products through distributors in critical markets ranging from Taiwan, China, South Korea, Japan to Singapore. Based on the characteristics above, an inventory system that can be operated jointly in multiple countries and managed by different brands is particularly important for Company V.

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<td></td>
</tr>
</tbody>
</table>
| **Client's Expectations of Digital Transformation** | 1. Centralized data analysis platform: Each sales department can independently perform data analyses on a centralized platform with independent permissions in a centralized format to solve information asymmetry and to integrate the communication results across different countries and departments.  
2. An integrated KPI dashboard: All brands and sales regions can obtain real-time sales data through this dashboard to make accurate business decisions.  
3. Real-time inventory information: Provide real-time store inventory status to facilitate the transfer and replenishment of goods, and to reduce delays or inactive stocks. | 1. Creation of an integrated data platform: We have adopted a data lake and a data warehouse to integrate information into an integrated platform. The platform is suitable for multi-system integration, allowing users in different countries to input data at the same time.  
2. Data warehouse - flexible data analyses: Through the data warehouse to integrate the sales performance and targets of various products and departments, it not only helps customers to manage KPIs but also displays consumers' product preferences in real-time while analyzing their shopping behavior to achieves the purpose of precise marketing.  
3. Real-time inventory management module: It integrates inventory information of stores in various regions, sets low inventory notifications, and can search for the inventory of the nearest store, to improve convenience of transfer of goods. |
4.2 Information Integration and Global Layout

Due to the prevalence and convenience of the Internet, the business of online e-commerce is developing across the world, and cloud technology is the key to directly affecting the efficiency of e-commerce operations. Either payment process connection, network process design, or social platform operation, any information technology that enables consumers to purchase and check out in the most intuitive manner will determine whether an e-commerce company can successfully become a reliable shopping platform for consumers. According to eMarketer, a world-renowned market research company, the scale of the global e-commerce market would reach US$7.5 trillion in 2020. Southeast Asia has become the region with the highest growth rate of mobile usage in the world. Its mobile network coverage has reached 55%, and nearly 90% of the population uses mobile phones to access the Internet. Each person spends an average of four hours a day on the Internet, which is twice the average time spent by global Internet users on the Internet. This demonstrates the unlimited potential of the Southeast Asian e-commerce market and also represents Southeast Asian e-commerce companies’ strong demand for cloud technology. Targeting the thriving development of e-commerce in Southeast Asia, eCloudvalley is actively developing a business layout in the e-commerce markets in Southeast Asia, such as Thailand, Indonesia, Malaysia, and Singapore, copying our consulting experience in Taiwan, and promoting various integrated cloud service solutions to the emerging e-commerce markets in Southeast Asia.

Successful story 1: Singapore - third-party payment platform

| Case Study | Company R is an electronic payment provider headquartered in Singapore that provides payment services for businesses and customers. Its partners include Visa, Mastercard, PayPal, WeChat, and Alipay. Its customers are mainly hotels, consumer service providers, or other regional e-commerce companies. As an online payment service provider, the speed and security of data exchange will directly affect its customers’ satisfaction. |
| Client's positive review | Daniel C. CTO eCloudvalley used a new data channel to simplify and improve our relevant processes, enabling us to access data at a faster speed. It used to take 37 minutes but now it is less than seven minutes! |
| How eCloudvalley helps clients | 1. Through Apache Airflow’s managed services, Red Dot Payment can easily plan and monitor the sequence of processes and tasks, reducing 75% of useless data exchange time.  
2. With Company R’s payment platform, consumers and businesses have accelerated payment processes under the premise of high efficiency and high security; as such, consumers can reduce payment time and enjoy the fastest and safest user experience. |

Click on the link to see more:
### Successful story 2: Singapore - AI translation service company

**Case Study**

Company A is a Singapore-based AI translation service company, committed to providing multilingual automated translation and applying this technology to Southeast Asia where there are a variety of languages. By integrating cloud technology and manual translation, it aims to provide the most comprehensive and cost-effective translation solutions to all industries. With the rapid development of the company's business, Company A needs a cloud technology provider that can quickly respond to its business growth and provide cloud technology solutions to ensure its limited business and manpower resources can be applied to business-related matters first, thereby providing customers with professional translation services.

**Client's positive review**

Ian N. CEO - AISA

We are quite satisfied with our decision of adopting eCloudvalley's AWS managed services. Because it is not only highly competitive in the market, but its team members paid close attention to our requirements and problems.

**How eCloudvalley helps clients**

Profound AWS cloud knowledge enables eCloudvalley to provide strong technical support to e-commerce startups. To help Company A strengthen its Software as a Service (SaaS) operational advantages and features, we applied the Amazon Elastic Container Service (ECS) to its software programs, helping Company A to provide automatic translation services for multiple languages in real-time through its machine translation engine managed on AWS Cloud. Furthermore, we used the temporary storage environment in the cloud to allow Company A's internal developers to coordinate work, quickly troubleshoot, solve potential system problems, and provide users with stable translation services.
4.3 Cloud Ecology and Diverse Partners

As a senior cloud partner for users of various industries and large business users, eCloudvalley understands enterprises’ pain of transitioning from the traditional IT environment to the cloud ecosystem. An experienced cloud service provider is required to smoothly convert data across multiple data system platforms in terms of system data sorting, filtering, or transfer to the cloud; establishment of a critical database for business operations, adoption of database information for data analysis, deep machine learning, Internet of Things (IoT), and other data applications.

eCloudvalley has been devoted to AWS for nearly a decade. Since the beginning of its cloud business, we have been dedicated to cloud data business development. As the first Premier Consulting Partner in Amazon’s Greater China region and among the world’s top 80 Premier Consulting Partners, we are one of the world’s cloud solution providers who are most familiar with AWS services. With proficient knowledge and experience, eCloudvalley has collaborated with many internationally renowned companies, such as SAP, Salesforce, Oracle, and NI, to create a complete cloud ecosystem, making all your vivid imaginations about your company’s business development a reality in the shortest time while allowing your most brilliant ideas to get the most efficient feedback from the market at the fastest speed through our integrated cloud ecosystem solution.

Real-time decision-making capability is the key for enterprises to succeed!
4.3.1 Diverse Integration and Free Creation - Amazon AWS

With the help of AWS to provide stable and creative public cloud services, eCloudvalley actively plays the role of an intermediary service provider, providing clients with various cloud service solutions, ranging from data migration, settings, development to optimization, and solving all the problems that clients encounter in the process of data cloudification. Acting as a communication bridge between clients and AWS, we deploy customized, highly flexible, highly available, and highly secure cloud environments for clients in different industries. AWS is a system with considerable design flexibility. It can not only be developed into automatic data logging software but also has the feature of storing cloud data securely. With complete data backup services, it can easily back up data to the cloud to break through any operational restrictions and to improve operational resilience, creating an exclusive cloud business kingdom for enterprises.

- **Amazon S3**: How to put an elephant in the refrigerator? S3: A refrigerator that is large enough and easy to access
  
  Amazon Simple Storage Service (S3) provides various access and data protection services. Clients of any size with any industry characteristics can use S3 for data backup, restoration, archiving, and IoT data analyses. Data is no longer like a large, cumbersome elephant, and the database is no longer a refrigerator that needs to be moved constantly. S3 allows the database to become a magical space, enabling you to put data whatever you want and extract data easily.

- **Amazon EC2**: A pay-as-you-go model EC2: Stable and economical
  
  Amazon Elastic Compute Cloud (EC2) provides enterprises with a stable and non-fault-prone information environment, allowing enterprises to pay based on actual cloud data usage. Using cloud services is like turning on a faucet to use water. It is economical and convenient, helping enterprises to precisely calculate the costs.

- **Amazon EBS**: "Yes My Lord" EBS: Safe and confidential as a loyal cloud butler
  
  Amazon Elastic Block Storage (EBS) allows enterprises to set frequently used data databases as those for high-speed access to provide frequently used data quickly. Moreover, EBS's strong password protection feature also enables enterprises to have a safe and stable data transmission space in an efficient cloud environment. Like a senior and loyal cloud butler, EBS understands enterprises' needs and protects their business secrets.
Column - AWS Renewable Energy Cloud Service Introduction

According to a statistical report by the environmental group, Greenpeace, cloud services use fewer servers than traditional data centers and consume energy in a more efficient manner, thereby greatly reducing the carbon emissions and energy intensity of a company’s operations. Compared with traditional server rooms, this service consumes less electricity.

Amazon published a long-term business plan and statement in 2014, indicating that it would fully adopt renewable energy for its global AWS service infrastructure. As of 2019, AWS has partnered with Pattern Development and Community Energy in the U.S. to build five wind and solar power plants, dedicated to AWS operating power, and more than 50% of AWS services use renewable energy therefrom. In addition, with another nine renewable energy projects, it is estimated to generate approximately 2.9 trillion kWh of clean energy each year. Operational Sustainability is based on collective efforts across generations. eCloudvalley works with AWS to provide enterprises with clean and eco-friendly cloud services to contribute our share to the sustainable development of Earth and to convey the core value of environmental protection through our own services.

According to the statistics data in a report, enterprises using AWS only need to use about 23% of the servers as compared to the traditional data room to achieve the same operational effectiveness. This has greatly reduced unnecessary energy consumption, and improved energy efficiency during corporate operations. Furthermore, as the power distribution and energy consumption of cooling in the cloud data services are significantly less than those of traditional data rooms, enterprises using cloud services can reduce electricity consumption by around 84%, energy consumption by about 88%, and carbon emissions by roughly 88% as compared with traditional methods, thereby cooling the fiery earth gradually. In the future, we will continue to deepen the partnership with Amazon to further promote and enhance AWS cloud services while contributing to the sustainability of the planet.
4.3.2 Real-Time Monitoring and Efficient Management - Atlas CMP

Atlas, as a CMP management system, provides cost control and configuration support tools, cloud monitoring and data backup features, information security and identification systems, access and data classification, data monitoring and analysis reports which provide tips for business users to manage cloud easily and smartly. Moreover, business users can also view the cost of each cloud service on the Atlas system, and see the cost of each cloud data in the back-end system depending on their needs, thereby facilitating the cost-benefit analyses by business users to transform the investment costs into the momentum of business growth. Business users can also schedule cloud data backup time using Atlas to accurately arrange data backup in the time outside business operations, helping business users improve operational efficiency and seize business opportunities to surpass competitors. In addition, we provide 24-hour technical support services for the Atlas system. Professional engineers with complete AWS training are available online at any time to provide complete troubleshooting services as powerful partners for business users in the cloud management environment.

Main Functions of Atlas

- **Cost transparency**: Check usage and billing easily
- **Real-time monitoring**: Cloud resource and data performance optimization
- **Data analysis**: Download over 9 cloud data analysis reports with one click
- **Multi-cloud management**: Supports multi-platform cloud services (Amazon AWS & Microsoft Azure)
- **Easy On/Off**: Turn on/schedule backup at will and view the backup results easily
- **Timely support**: 5x8 7x24 Contact the AWS-certified engineers at any time

4.3.3 Demand Forecasting and Tracking Management - Salesforce

Salesforce, as a Customer Relationship Management (CRM) system, is committed to assisting business users in maintaining client relationships in a new way, and in building more meaningful and lasting client relationships. By understanding clients’ needs in-depth, we identify opportunities for providing them with assistance, and quickly respond to their issues and complaints. We actively track consumers’ information, intelligently capture email addresses, and provide a single screen for business users to understand all their customers’ interactions while providing corporate clients with real-time business suggestions and predicting consumers’ future needs. As such, we can help corporate clients simplify the repetitive client relationship maintenance, improve their customer loyalty and satisfaction, and obtain positive results in sales, services, and markets.

Main functions of Salesforce CRM

- **Client interaction history**: Tool to help enterprises understand clients and record all interactions with clients to identify value in the process
- **Increase revenue and decrease costs**: Shorten sales cycle and sales cost and increase revenue
- **Process Optimization**: Input the interaction process between enterprise and clients to the system, strengthen internal operations, collaboration, and lifetime value of clients
4.3.4 Real-Time Monitoring and Highly Efficient Management - SAP

SAP is one of the inventory management systems used by most companies in the world. Its good system adaptability can provide corporate users in various industries with a data management model in line with their operational characteristics, and it also provides companies with accurate suggestions about early preparation while meeting the senior management’s decision-making needs. In addition to inventory management, SAP, to cater to the characteristics and operational needs of a company's various departments, provides a variety of module functions: financial accounting, sales and distribution, and business management (such as human resources, business trip management, and supplier management). Like Lego, business users can freely choose the modules they need depending on the scale of their operations to build their own operational information management system.

4.4 Patent Development and Ahead of Trends

To make it easier for enterprise clients to transition to the cloud, eCloudvalley actively develops all relevant products and support platforms that are conducive to AWS data transmission. To maintain sufficient innovation momentum, eCloudvalley has particularly published the Patent Management Regulations, the Patent Proposal Regulations, and the Patent Application Regulations, to set out administrative regulations including patent proposal procedures, education and training in written policies, thereby implement the management of patent development. Meanwhile, eCloudvalley has formulated the Patent Reward Regulations to motivate employees to submit patent proposals, actively participate in the patent application process with tremendous contributions to the Company, try to think about the development of the cloud industry from a forward-looking perspective, and continue to develop services and products in line with the market trends. With complete system planning, as of the end of 2020, eCloudvalley had successfully applied for two patents and obtained the approval as announced by approciateauthorities.
4.5 Social Innovation and Cloud Empowerment

The cloud is an inseparable part of our daily lives and a crucial technology for solving major social issues in the future. Amid the intensification of extreme weather events, the outbreak of COVID-19, and other social issues, the global recognition and discussion of “sustainable development” continue to rise. The SDGs set by the United Nations is adopted as a program of action by entities from enterprises to cities to actively launch a social innovation program based on the 17 goals of promoting a healthy life and well-being of mankind in order to respond to environmental and social issues. In this wave, we capitalize on our cloud technology expertise to assist enterprises in the active recovery in the post-COVID-19 era and to alleviate the regional food loss issue.

4.5.1 Collective Anti-Pandemic Efforts and Assistance to Business Cloud Transformation

COVID-19 has ravaged the world, not only affecting human health but also impacting business models. Many enterprises have had to make operational adjustments, such as remote work and access control, due to the high infectiousness of the virus. Because of the raging of the pandemic, companies can barely operate without experience in remote operations. Many companies are unable to access information in real-time to complete their daily operations and have their business suspended. As a leading cloud service provider, eCloudvalley launched corresponding cloud transformation strategy services during the COVID-19 pandemic period, with the aim of using our expertise to provide a distributed cloud operating environment and to establish an emergency disaster recovery database. This has assisted enterprises in surviving the toughest times, maintaining operational flexibility, and completing the transition to cloud operations smoothly.

We fully understand that this battle requires the collective efforts of the biotechnology industry, and we are willing to be the most loyal partner of biotechnology companies and provide the most complete database solutions in the process of research and development, so that the results of each experiment can be the strongest support for the anti-pandemic efforts, thereby taking a critical and steady step towards the health and happiness of all mankind.
4.5.2 Social Innovation for the Food Loss Issue Through the Cloud

According to the Food Waste Index report published by the UN Environment in 2021, nearly one billion tons of food is wasted globally every year. In total, one-third of the food output has never been consumed. Taiwan is also facing serious food waste and uneven distribution issues. According to research conducted by a research institute, Taiwan wastes 3.73 million tons of food throughout a year. eCloudvalley collaborates with Taiwan Share Association (Share Association) to gather efforts from the government, enterprises, and other non-governmental organizations to strive to achieve SDG 1 No Poverty, SDG 2 Zero Hunger, SDG10 Reduced Inequalities, SDG 12 Responsible Consumption and Production, SDG 16 Peace, Justice and Strong Institutions, and SDG 17 Partnerships for the Goals. We expect to leverage our cloud data capabilities to solve social issues in innovative methods.

How we participate in the Share Association’s Project:

- **Establish and operate a food resource distribution platform**
  - By integrating the resource supply and demand chain between disadvantaged groups, food ingredient suppliers, catering restaurants, logistics providers, nutritionists, and benevolent donors to achieve the most socially beneficial distribution and avoid food shortages and food losses.

- **Promote local food cherishing education**
  - By holding food and sustainable environment education to promote the concept of local food cherishing and food sharing.

- **Assist the poor and disadvantaged groups**
  - By actively assisting the poor and disadvantaged groups (such as children, youths, people with disabilities, the elderly, women, low-income households, or other people suffering from disasters) in obtaining safe, nutritious, and adequate food all year round.

- **Promote a healthy diet for citizens**
  - By actively promoting a national nutritious and healthy diet project to prevent various forms of malnutrition, particularly for children under 5 years of age, teenagers, pregnant women, and the elderly.

Public Participation

When developing operations, expanding international markets, and maintaining professional capabilities, eCloudvalley is also actively participating in external organizations. In addition to the Share Association’s Project, we seek more opportunities for sustainable collaboration in the same industry and other industries. By joining associations, we have gained more opportunities for for-profit and non-profit organizations to see eCloudvalley, thereby capitalizing on our sustainable influence and implementing more sustainable development approaches in the economic, environmental, and social aspects.

<table>
<thead>
<tr>
<th>Association Name</th>
<th>Membership Status (e.g., member, director, supervisor, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taiwan Share Association</td>
<td>Founding Member</td>
</tr>
<tr>
<td>Chungwa Negotiation Management Society</td>
<td>Member</td>
</tr>
<tr>
<td>Information Service Industry Association of R.O.C.</td>
<td>Member</td>
</tr>
<tr>
<td>Taipei Computer Association</td>
<td>Member</td>
</tr>
<tr>
<td>Taiwan Tech GLORIA</td>
<td>Member</td>
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</table>

Note 1: We engaged in collaborative planning in 2020, and it was officially launched in 2021.
Chapter 5
Recognition of Reliable Cloud Services

5.1 Trustworthy Cloud Partner
5.2 Service Quality and Client Recognition
As the bridge between business users and AWS cloud services, how to improve service quality, actively establish a communication mechanism with clients, and strengthen hard power in cloud services are issues we are thinking about every day. By doing so can we respond to business users’ needs in real-time. We resolve cloud environment problems with our sophisticated soft power for business users as a reliable cloud service solution provider, thereby maintaining our momentum of sustainable development.

◆ 5.1 Trustworthy Cloud Partner

With the rapid evolution of IT technology, changes in the corporate IT architecture, the adoption of cloud architecture, and the increasing prevalence of IoT, there are more vulnerabilities for hackers to penetrate and in turn to make profits by stealing data and disrupting enterprises usual operations. In the face of the advantages of cloud computing, it is inevitable to examine the information security issues that ensue. Traditional information security defense mechanisms cannot effectively protect the security of the cloud environment, and physical information security equipment cannot monitor incidents that occur in the cloud environment, nor can it provide effective defense mechanisms when a problem occurs. Therefore, novel cloud information security technology needs to be adopted to provide real-time detection and blocking to protect all cloud virtual hosts in real-time. We perform information security drills on a regular basis every year. To safeguard clients’ information security, we have continuously obtained ISO 27001:2013 information security management system and ISO 27017:2015 cloud service information security management certifications and were certified by the ISO 9001:2015 quality management system in 2020, to ensures the quality of services we provided to clients.

◆ 5.1.1 Regular Inspection and Focus on Improvement - Certified by the AWS Managed Service Provider (MSP) Partner Program

AWS has strict requirements for the service quality of its partners. eCloudvalley is not only a business partner of AWS but was promoted to a Premier Partner due to our numerous AWS professional certifications and extensive experience in consulting services. We need to be audited by AWS Managed Service Provider Partner Program (MSP audit) once a year. The MSP audit is performed by an impartial third party appointed by AWS to conduct on-site audits. The results will directly affect whether a provider can become a Premier Consulting Partner of the year. Through an annual audit, it ensures that all AWS service providers maintain a certain level of service quality. eCloudvalley has passed the MSP audit with outstanding performance every year since 2016 as the best proof that our AWS service quality has been recognized by AWS.

It is not an easy task to pass the MSP audit. Among total of 13 audit items, AWS requests different scores and weighting factors depending on the topic contents and audit dimensions. The audit items cover the service providers’ corporate operating status, operation management process, and information security protection, to comprehensively evaluate whether a solution provider's (such as eCloudvalley’s) proficiency in the AWS modules and the information protection is up to standard. Moreover, there is a weighting system in place in the MSP audit to measure whether a provider's service knowledge is adequate, provides clients with a proper billing platform, and the quality of comprehensive services is up to standard. The top 3 items with the highest weighting factors in the audit are AWS Knowledge, AWS Billing and Cost Management, and Optimization. Each item is vital to an AWS solution provider's operations. Based on our experience in consulting, eCloudvalley, staffed with sufficient engineers certified by AWS, has passed the MSP audit repeatedly. Our capabilities are self-evident.
AWS Managed Service Provider Partner Program Validation

- **Operations Overview**
  - Operations Management

- **AWS Knowledge**
  - APN Partners Ability Test

- **Infrastructure and Data Migration**
  - Information Security Protection and Framework Application

- **Service Management Platform Operation and Client Support**
  - Troubleshooting and Innovative Design Capability

- **Customer Stickiness**
5.1.2 Information Security and Data Protection - Certified by ISO27001

All walks of life are embracing the cloud era with open arms, but while enjoying cloud services, many enterprises are concerned about the security of cloud services and the risks of which they cannot keep abreast; thus, they are hesitant to move forward. Under the trend that enterprises all wish to adopt to the cloud, whether cloud service providers can ensure information security and maintain compliance continuously will become top priority. To satisfy business users' strict requirements for information security, eCloudvalley has adopted the ISO27001 information security management system, and passed SGS Taiwan's information security management system certification, to safeguard the information security system for business users. As of the end of 2020, we had not received any complaints from external parties or regulatory/supervisory entities regarding the violation of clients' privacy.

**ISO 27001 audit item:**
- Security policy
- Information security organization
- Human resources security
- Asset management
- Access control
- Cryptography
- Physical and environmental security
- Operational security
- Communication security
- Information system acquisition, development and maintenance
- Supply relationship
- Information security incident management
- Continuous information security management
- Compliance

**ISO certificate**

ISO 27001
Information Security Management System

ISO 27017
Cloud Service Information Security Management
5.1.3 Three Elements of Strengthening Data Security

“CIA” is the three major elements of information security, and it is also the core of the entire ISO27001 information security management system: C - confidentiality, which is used to check whether the data is accessed, used, or tampered by unauthorized personnel during the transmission, storage, and processing status; I - integrity, which is to ensure that the original state of the data is maintained, and that only authorized users can modify the content of the data; A - availability: when an authorized user requests to use the information system, the user can get a response within an appropriate time period and obtain the required services. All of this ensures the continuous and normal operation of information and systems. In accordance with this principle, eCloudvalley has formulated the Risk Assessment and Management Procedures to set out the risk assessment standards that must be followed in the quality and information security management system, thereby implementing information security risk control.

5.1.4 Cloud Confidential and Sensitive Information Management

eCloudvalley is a cloud service provider to guide clients during their cloud journey. To meet the requirements for the security of cloud information services, ensure the interaction between cloud service operations, suppliers, and clients, protect clients’, suppliers’, the Company’s rights and interests, and normal operations, eCloudvalley has formulated the Cloud Service Management Operations Manual in response to the risks arising from cloud computing. The major contents include the role and responsibility of the cloud confidential and sensitive information security management team, and information security awareness education training, how to manage and set user permissions, and how to set information access restrictions. When necessary, relevant evidence may be collected as per the information security incident management process to protect clients’, suppliers’, and eCloudvalley’s legal rights.

5.1.5 Information Security Training

Confidential information protection is eCloudvalley’s commitment to our clients. eCloudvalley lists client information protection as one of the Company’s important business strategies, and has established a dedicated organization to formulate information protection policies, and to implement uninterrupted information protection management measures. Covering information classification and management, data access permissions and authentication, training and compliance audits, to protect clients’ information properly. Meanwhile, we strengthen all employees’ concept of confidential information protection, and perform information security drills regularly every year to systematically assist employees in understanding information protection policies and to increase their vigilance.

2020 Information Security Education and Training Outcome

<table>
<thead>
<tr>
<th>Education and training item</th>
<th>Number of participants</th>
<th>Number of people with full marks</th>
<th>Percentage of people with full marks</th>
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<tbody>
<tr>
<td>✓ Basic concepts of information security</td>
<td></td>
<td>201</td>
<td>83%</td>
</tr>
<tr>
<td>✓ Information security threats and prevention</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>✓ Social engineering protection</td>
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<tr>
<td>✓ Mobile phone information security protection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓ Trends of domestic and international personal data laws and regulations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓ Personal data protection actions</td>
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</table>
5.2 Service Quality and Client Recognition

According to the survey data of the Synergy Research Group, a market survey firm, in 2020, enterprises spent US$130 billion on cloud infrastructure services, as the growth of the cloud market was accelerated due to the pandemic, the average annual expenditure growth rate of cloud services would reach up to 52%.

In the fact of the rapid development of the cloud, ChannelE2E, a well-known technology research organization, recently announced the "MSP 250: Public Cloud Edition for 2020", and eCloudvalley ranked 20th and has ranked among the top 20 for two consecutive years. We are also the number one managed cloud service provider among the Taiwanese providers that have remained on the list for three consecutive years since 2018. According to a survey conducted by ChannelE2E, the reason that eCloudvalley is able to stay ahead of the world is due to our expertise in AWS cloud service technology as we have assisted numerous enterprises with smooth digital transformation with our extensive experience in providing managed cloud services and cloud training to more than 1,000 clients. We not only provide managed services to solve clients' costs and troubles in IT operations and maintenance but migrate business-grade applications to the cloud and integrate value-added applications, such as big data and AI technologies, to prompt enterprises to undertake transformation by adopting a new business model.

5.2.1 Client Satisfaction

eCloudvalley adheres to the "client first" business philosophy, and evaluates client satisfaction with our services through an accurate and objective evaluation system to understand their needs through the most direct feedback, as the basis for continuous improvement to our service quality while further optimizing the management process, thereby achieving the goal of sustainable business operation.

Therefore, eCloudvalley has particularly formulated the MSP Client Satisfaction Management Regulations to require employees to conduct client satisfaction surveys after providing services for review and improvement based on clients' opinions. The satisfaction survey is mainly to survey whether clients' problems have been improved and their satisfaction with eCloudvalley's services on a scale of 1 to 5 while confirming with clients if our problem response speed meets the requirements as in the service level agreement (SLA) signed with clients, and the survey ends by inquiring about the frequency of client review, to collect their opinions of eCloudvalley's services.

Meanwhile, a list of all clients' issues resolved as recorded in the client management system Atlas will be reported to the Marketing Department and the heads of relevant departments every Monday. The Marketing Department will conduct telephone interviews one by one according to the list to complete the customer satisfaction survey within one week after the cases are closed while compiling the results and informing the head of the Sales Department of such results within another week. In the monthly client satisfaction review meetings, the head of the Business Department focuses on items with low satisfaction, sets specific quality improvement targets, and establishes a regular follow-up mechanism to avoid recurrence of similar issues.
As an AWS solution provider, eCloudvalley attaches great importance to client satisfaction with each technical service provided. In 2020, we received a total of 799 copies of client satisfaction survey questionnaires, of which 474 rated our services as "very satisfied" with a perfect score of 5 points, accounting for nearly 60% of the total survey questionnaires. With questionnaires that responded with 4 points "satisfied" included, up to 90% of the questionnaire results show that our clients are satisfied with our service quality, which is a great recognition of our efforts.

As an AWS solution provider, eCloudvalley attaches great importance to client satisfaction with each technical service provided. In 2020, we received a total of 799 copies of client satisfaction survey questionnaires, of which 474 rated our services as "very satisfied" with a perfect score of 5 points, accounting for nearly 60% of the total survey questionnaires. With questionnaires that responded with 4 points "satisfied" included, up to 90% of the questionnaire results show that our clients are satisfied with our service quality, which is a great recognition of our efforts.

2020 eCloudvalley Client Satisfaction Survey
5.2.2 Customer Stickiness Rate

Customer stickiness rate has long been one of the key indicators for cloud service providers to judge service quality. The higher the customer stickiness rate is, the higher the users' trust in cloud service providers; the deeper their dependence, and the more inclined they are to establish a long-term and managed service relationship with cloud service providers, thereby contributing cloud service providers with a stable source of revenue. Therefore, we analyze the information of clients who renew our services every year to gain an in-depth understanding of their satisfaction with our services, which serves as another indicator to evaluate our service quality.

According to the analysis shown in the figure below, after being established in 2015, eCloudvalley maintained as high as at least 93% or higher customer stickiness rate in the first year. From 2017 to 2019, our business entered a stable period. While maintaining business relationships with our existing clients, we strove to develop new clients and did not change our principles in client services despite the growth in business users. We insisted on maintaining the growth of both quality and revenue, our client retention rate hit a new high in 2020 due to the high retention rate of new clients. This has demonstrated that our stable and thoughtful services satisfy each of our clients' needs.

Customer stickiness rate from 2018–2020

\[
\text{Customer stickiness} = 1 - \frac{\text{Total number of customers leaving during the year}}{\left(\frac{\text{Number of remaining customers in the prior year}}{2}\right) + \text{Number of remaining customers in the year}}
\]

<table>
<thead>
<tr>
<th>Year</th>
<th>Stickiness Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>93%</td>
</tr>
<tr>
<td>2019</td>
<td>94%</td>
</tr>
<tr>
<td>2020</td>
<td>95%</td>
</tr>
</tbody>
</table>
Chapter 6
Cloud Talent Pool

6.1 Shaping of Professional Cloud Culture
6.2 High-Quality Cloud Talents Attraction
6.3 Smart Manufacturing Cloud Experts
6.4 Talent Retention and Appreciation
Cloud System
6.5 A Happy Cloud Life
6.6 LOHAS and Work in the Cloud
6.1 Shaping of Cloud Culture

eCloudvalley has begun to provide AWS professional services since 2014 as the first premier consulting partner recognized by AWS in Greater China. In more than 1,000 cloud projects, we have seen the role of information technology in enterprises, and quickly transformed ourselves from back-end support to one of the decision-making entities. In response to this trend, we have established a cloud academy eCloudture with our strong client base and AWS technology to cultivate a new generation of cloud talents, to quickly fill up the gap in cloud talents and adapt to the new information technology industry. In response to the rapid changes in the industry and the development of eCloudvalley’s operations, our future mid-to-long-term talent cultivation will focus on training a digital transformation team by strengthening talents’ diverse and integrated cloud knowledge and capabilities, thereby leading digital transformation by leverage cloud technology.

eCloudture focuses on the latest technologies and trends, offers professional cloud training services, develops cloud learning maps, and provides 10 major AWS-related training topics to satisfy trainees’ diverse needs while adopting basic training as a starting point to help both entry and advanced level of trainees develop a suitable cloud learning roadmap and to gradually complete their own cloud learning journey. In addition, we provide customized cloud courses to help trainees be deep dive and be familiarized with specific cloud topic quickly. eCloudture has so far trained more than 2,500 trainees globally. As of May 2021, it has guided trainees to have obtained more than 500 certificates and licenses. In the future, it will continue to cultivate more comprehensive cloud technology talents, thereby laying a solid foundation for the development of the cloud computing industry.

eCloudvalley also expects every employee to be equipped with leadership, to be able to respond to problems and unusual situations and put forth preventive measures immediately while leading others and exerting their own influence. This will lead to a sustainable team with members willing to take on different challenges and positions to create new heights in their life while being honest and treating and communicating with people sincerely to give momentum to the team. In the future, we plan to launch training to make sure our employees are fully understand our talent culture.

In addition, to achieve SDG 5 Gender Equality and SDG 10 Reduced Inequalities, we respect our talents regardless of race, color, gender, religion, politics, nationality, social status, or other identities. Our employees enjoy equal recruitment, training, benefits, salary, and other policies and rights. We also prohibit child labor and forced labor and eliminate unlawful discrimination to ensure equal job opportunities to strive towards the goal of creating a workplace free of human rights risks.
6.2 High-Quality Cloud Talents Attraction

With the vigorous development of the cloud industry, eCloudvalley continues to recruit adequate talents needed for the rapid development of the Company. To recruit talents, we continue to strengthen our efforts in campus recruitment through the University and College Seed Project while focusing on cultivating a new generation to fill up the gap of talents in the cloud industry. Meanwhile, we recruit fresh graduates who are interested in the cloud and the information industry through recruitment channels, such as campus recruitment activities, Yourator, Startup Joint Recruitment, and human resources platforms. In addition, in response to the increasing demand for cloud services in the international market, eCloudvalley will continue to extend our overseas services and set up new sites while actively training international cloud professionals in order to improve our transnational management model. In the process of talent recruitment, we adopt 14 leadership principles as the criteria for recruitment, and we welcome aspiring young people to join our cloud family.

Leadership Criteria

<table>
<thead>
<tr>
<th>Item</th>
<th>Principle</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Customer Obsession</td>
</tr>
<tr>
<td>2</td>
<td>Ownership</td>
</tr>
<tr>
<td>3</td>
<td>Invent and Simplify</td>
</tr>
<tr>
<td>4</td>
<td>Are Right, A Lot</td>
</tr>
<tr>
<td>5</td>
<td>Learn &amp; Be Curious</td>
</tr>
<tr>
<td>6</td>
<td>Hire and Develop the Best</td>
</tr>
<tr>
<td>7</td>
<td>Insists on the Highest Standards</td>
</tr>
<tr>
<td>8</td>
<td>Think Big</td>
</tr>
<tr>
<td>9</td>
<td>Bias for Action</td>
</tr>
<tr>
<td>10</td>
<td>Frugality</td>
</tr>
<tr>
<td>11</td>
<td>Earn Trust</td>
</tr>
<tr>
<td>12</td>
<td>Dive Deep</td>
</tr>
<tr>
<td>13</td>
<td>Have Backbone; Disagree and Commit</td>
</tr>
<tr>
<td>14</td>
<td>Deliver Results</td>
</tr>
</tbody>
</table>
In eCloudvalley’s recruitment system, we adopt the STAR principle to recruit outstanding cloud talents. Through situation, task, action, and result (STAR), the process of interacting with potential talents is divided into four levels. We raise situation-based questions depending on the characteristics of talents required by different departments. Two or more department heads interview candidates and evaluate them objectively during the interview process.

**Situation**

Each candidate is required to describe the background when he/she is executing an important task, and their description is adopted as an indicator for our evaluation.

**Task**

We examine each candidate's role in performing a task against a given background, and the description of the position he/she holds to evaluate whether he/she has the necessary abilities for the job.

**Action**

We analyze how each candidate performs tasks in a job position.

**Result**

The results and effect after a task is executed.

---

**Number of new full-time employees**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Age</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>Male</td>
<td>Under 30</td>
<td>31-50</td>
</tr>
<tr>
<td>Female</td>
<td>59</td>
<td>75</td>
<td>47</td>
</tr>
<tr>
<td>Male</td>
<td>63</td>
<td>47</td>
<td>0</td>
</tr>
</tbody>
</table>

**Number of resigned full-time employees**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Age</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>Male</td>
<td>Under 30</td>
<td>31-50</td>
</tr>
<tr>
<td>Female</td>
<td>34</td>
<td>47</td>
<td>16</td>
</tr>
<tr>
<td>Male</td>
<td>30</td>
<td>18.43%</td>
<td>6.27%</td>
</tr>
</tbody>
</table>
### Number of employees

<table>
<thead>
<tr>
<th>Contract type</th>
<th>Employment contract</th>
<th>Employment type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>General employees</td>
<td>Contract employees (such as interns)</td>
<td>Full-time employees</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>111</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Male</td>
<td>137</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>248</td>
<td>7</td>
</tr>
</tbody>
</table>

#### Overseas talent layout

As the rapid growth of overseas business and the layout of multinational operations, eCloudvalley welcomes outstanding domestic and international cloud talents to join us and provides diverse career development opportunities for employees to apply for working overseas. Therefore, to help employees develop in various countries without concerns and protect their rights, eCloudvalley has identified the risks arising from hiring international employees and assigning expatriates and formulated relevant countermeasures. In 2020, we had five international employees at eCloudvalley Taiwan, accounting for 2% of the total number of employees, and we had 14 domestic employees dispatched overseas, accounting for 5% of the total number of employees.

### Recruitment and Management of Global Diversified Skilled Labor

<table>
<thead>
<tr>
<th>Employee category</th>
<th>Employment risk</th>
<th>Countermeasures</th>
</tr>
</thead>
<tbody>
<tr>
<td>International employees</td>
<td>1. Cultural/political sensitivity 2. Differences in labor rights arising from differences in customs 3. Data Security 4. Applicability of local laws and regulations of overseas subsidiaries</td>
<td>1. Human resources (HR) personnel explain/convey the corporate culture to employees through communication channels from time to time while emphasizing the spirit of tolerance in the company culture. 2. The Company's supervisors work to understand employees' psychological and environmental adaptation through regular meetings to confirm if employees adapt to Taiwan's culture, and we adopt flexible countermeasures.</td>
</tr>
<tr>
<td>Overseas employees</td>
<td>1. As it is difficult for overseas employees to stay up-to-date with the measures implemented with our parent company in Taiwan. The Company promotes information security through our information technology (IT) unit and spot-checks information security practices, our HR personnel/auditors work to increase employees' awareness of management regulations from time to time. 2. As the overseas sites are in different regions, and there are not many domestic employees assigned overseas. Therefore, supervisors at the Taiwan headquarters hold meetings regularly to understand the expatriates' psychological and environmental adaptation and to confirm if they identify with the local culture. Meanwhile, we create learning roadmaps for expatriates to strengthen their soft/hard skills. (enhancing expatriates' competency) 3. We consult local legal/labor rights units to strengthen compliance with local laws and regulations.</td>
<td></td>
</tr>
</tbody>
</table>
## Recruitment and Management of Global Diversified Skilled Labor

<table>
<thead>
<tr>
<th>Employee category</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>International employees</td>
<td>5</td>
<td>2%</td>
</tr>
<tr>
<td>Overseas employees</td>
<td>14</td>
<td>5%</td>
</tr>
</tbody>
</table>

Remarks: Overseas employees are employees assigned from the Taiwan headquarters to overseas sites.

### Recruitment and Management of Global Diversified Skilled Labor

<table>
<thead>
<tr>
<th>Gender ratio of employees (%)</th>
<th>Managerial personnel</th>
<th>Engineering employees (related to computer, mathematics, architecture, or engineering)</th>
<th>Other employees</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number of people</td>
<td>Number of people</td>
<td>Number of people</td>
<td>Number of people</td>
</tr>
<tr>
<td></td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Female</td>
<td>2</td>
<td>10</td>
<td>100</td>
<td>112</td>
</tr>
<tr>
<td>Male</td>
<td>2</td>
<td>28</td>
<td>113</td>
<td>143</td>
</tr>
<tr>
<td>Total</td>
<td>4</td>
<td>38</td>
<td>213</td>
<td>255</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Race/Ethnic group of employees (%)</th>
<th>Managerial personnel</th>
<th>Engineering employees (related to computer, mathematics, architecture, or engineering)</th>
<th>Other employees</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number of people</td>
<td>Number of people</td>
<td>Number of people</td>
<td>Number of people</td>
</tr>
<tr>
<td></td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Asian</td>
<td>4</td>
<td>38</td>
<td>213</td>
<td>255</td>
</tr>
<tr>
<td>Total</td>
<td>4</td>
<td>38</td>
<td>213</td>
<td>255</td>
</tr>
</tbody>
</table>
Proportion of senior management hired from the local community

<table>
<thead>
<tr>
<th>Branch office</th>
<th>Number of local people in the senior management</th>
<th>Number of people in the senior management</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>eCloudvalley Taiwan</td>
<td>14</td>
<td>14</td>
<td>100%</td>
</tr>
<tr>
<td>eCloudvalley Hong Kong</td>
<td>2</td>
<td>2</td>
<td>100%</td>
</tr>
<tr>
<td>eCloudvalley Philippines</td>
<td>1</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>eCloudvalley Singapore</td>
<td>1</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>Allianze Vantage (HK)</td>
<td>1</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>19</strong></td>
<td><strong>19</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Note 1: Senior management is defined as the personnel responsible for making decisions about the development direction of the organization’s business.

Note 2: Local means that the nationality of an employee is the same as the country where the employment as specified in the contract is located.

Note 3: As eCloudvalley is rapidly developing overseas sites, eCloudvalley Malaysia, eCloudvalley Thailand, and Wealth Paradise Trading (Shenzhen) have not yet established senior managerial positions.

6.3 Smart Manufacturing Cloud Experts

In talent training, eCloudvalley attaches great importance to the professional knowledge, experience, and independent problem-solving ability that each employee needs to develop at different career stages. According to each employee’s position and department (such as sales, engineering, consulting, and training), employees are assigned corresponding responsibilities and targets (such as training courses, certificates/licenses, skills, leadership, or language) while we set performance indicators for evaluating their learning performance.

Role and Responsibility (R&R)

| Level 3 |  | Level 2 |  | Level 1 |  |
|---------|  |---------|  |---------|  |
| Job responsibilities | Professional requirements | Key performance indicators | Job category | Knowledge and experience | Problem-solving ability | Scope of influence |
| Level 3 |  | Level 2 |  | Level 1 |  |
eCloudvalley’s employee training policy is divided into hard and soft skills training to cultivate employees in an all-around manner. In the hard skills training, we provide a complete technical training mechanism to help new employees quickly establish cloud knowledge and implement projects within a few weeks. In the training, a team of professional lecturers teaches them knowledge and guides them to implement cloud computing projects. In addition, through our professional mentor system, our cloud engineers with many years of practical experience serve as mentors to guide trainees to be familiarized with, design, and execute cloud projects step by step. In particular, our professional lecturers are all certified by AWS and have practical experience in their professional fields. At present, there are only 20 lecturers officially certified by AWS in Greater China (China, Hong Kong, and Taiwan), four of whom are from eCloudvalley, accounting for all 20% of the total in Greater China. Furthermore, we provide a complete career planning and promotion mechanism to encourage employees to step out of Taiwan and provide them with overseas job opportunities, such as Hong Kong, Singapore, Malaysia, Indonesia, the Philippines, Thailand, or the U.S., etc.

As for soft skills training, we invite external famous lecturers to arrange talent development courses with different attributes for the basic, executive, management, and strategic abilities required by our general employees, entry-level managers, mid-level managers, and senior managers at different career stages, thereby facilitating talents’ diverse development.

<table>
<thead>
<tr>
<th>Hard skill</th>
<th>Soft skill</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic network → Basic cloud → Cloud architecture → Professional field corresponding to the role</td>
<td>Focus on communication skills and management capabilities to enhance soft knowledge and skills</td>
</tr>
<tr>
<td>2020 training: Accounting and Digital Power and Business Decision-making, Management Accounting, and Excel Practical Function Sharing</td>
<td>2020 training: Goal and Strategy Seminar</td>
</tr>
</tbody>
</table>

### Average number of training hours per employee per year

<table>
<thead>
<tr>
<th>Employee category</th>
<th>Number of training hours</th>
<th>Total number of employees in the category</th>
<th>Average number of training hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female manager</td>
<td>582.00</td>
<td>21</td>
<td>27.71</td>
</tr>
<tr>
<td>Male manager</td>
<td>1134.50</td>
<td>41</td>
<td>27.67</td>
</tr>
<tr>
<td>Female non-manager</td>
<td>269.00</td>
<td>89</td>
<td>3.02</td>
</tr>
<tr>
<td>Male non-manager</td>
<td>345.00</td>
<td>97</td>
<td>3.56</td>
</tr>
</tbody>
</table>

**Self-directed Learning Culture and Environment**

To continue to create a self-directed learning culture for employees and create a self-directed learning environment, eCloudvalley holds reading and sharing sessions every week. Our employees study new services of AWS, Microsoft, Oracle, and SAP on their own, and take turns to give presentations to share and learn professional information with each other. Senior managers also set an example by sharing industry trends and the latest technological information with employees from time to time. In this self-directed learning environment, our employees in 2020 had obtained a total of 231 certificates/licenses, and a total of more than 500 ones as of May 2021. In addition to AWS-related certifications, employees have passed a wide variety of certifications, including Microsoft, Oracle, SAP, and Salesforce. Moreover, as the company continues to expand overseas, we provide young people with opportunities for unleashing their potential on the international stage.
6.4 Talent Retention and Appreciation Cloud System

Labor-management Communication

Through communication, motivation, service, education, and other mechanisms, eCloudvalley satisfies employees' needs in a timely manner, so that employees can establish a positive and mutually beneficial relationship with the Company with the same goal while enhancing their commitment to the Company and satisfaction with their jobs, unleashing their potential, and creating value together to strengthen the harmony between labor and management. In addition, eCloudvalley attaches great importance to employees' ideas, transforms their creativity and views into the momentum for organizational growth. In 2020, we launched "Appointment with the CEO", a two-way communication channel between employees and the senior management. It is held every two to three months. The senior management answers new employees' various questions and helps them understand the Company's vision, culture, and development strategies to enhance their motivation and commitment to goals while adapting to work quickly.

eCloudvalley has established the Work Rules, the Sexual Harassment Prevention Measures and Grievance and Punishment Regulations in accordance with laws and regulations while setting up relevant grievance channels for sexual harassment prevention and workplace bullying, including the General Manager's mailbox and telephone number, and promoting such mechanisms in the new employee orientation to protect their rights and interests in the workplace. In the meantime, we hold labor-management meetings on a regular basis, and all employees vote to elect each term of labor representatives, and they form the labor-management meeting together with representatives appointed by the management. It is also stipulated that when the number of employees of either gender exceeds one-half of the total number of employees, the ratio of representatives in said gender must be greater than one-third to ensure diverse representation. For issues related to labor conditions, they will be announced to all employees after being approved at the labor-management meeting, and employee benefits are also reported at the labor-management meetings regularly. No labor dispute mediation case occurred to eCloudvalley in 2020.

In addition, we arrange resignation interviews and records for resigning employees, and collect their opinions through resignation form records, as a reference for setting out strategies for enhancing the Company's talent retention and attraction.

Employees' Feedback on the Appointment with the CEO

What suggestions and feedback do you have about this tea party: (or why it was helpful to you)

I have more understanding of the planning and future prospects of each department and the company.

I thought that everyone would ask more questions, but I really liked the information that the MP shared actively, so I have a clearer picture of the entire company and the industry, my own role in the company, and the company’s direction. It’s a great event. I really appreciated HR personnel's efforts.
Employee training on human rights policies or procedures

<table>
<thead>
<tr>
<th>Course title</th>
<th>Number of females</th>
<th>Number of males</th>
<th>Total</th>
<th>Proportion to total employees</th>
<th>Number of hours</th>
<th>Total number of training hours</th>
</tr>
</thead>
</table>
| Pre-employment training for new employees  
(Including working hours, overtime application, gender equality, and sexual harassment) | 59 | 63 | 122 | 48% | 0.5 | 61 |

Ratio of basic salary and remuneration of females to males

<table>
<thead>
<tr>
<th>Category</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager</td>
<td>0.81</td>
<td>1.00</td>
</tr>
<tr>
<td>Non-manager</td>
<td>0.87</td>
<td>1.00</td>
</tr>
</tbody>
</table>

Note: Managers are defined as managers at the section level or above.

Pension System

We have adopted the new pension system since eCloudvalley was established, that is, the defined contribution plan. The payment for the pension is made on a monthly basis based on the contribution level table. The Company contributes at a rate of no less than 6% of the monthly salary every month to each employee’s individual labor pension account.

Employee Performance Evaluation

eCloudvalley conducts performance evaluations of full-time employees who have passed the probation period every six months and sets the required workability indicators based on employees’ roles and responsibilities to examine their performance. During the self-evaluation in the annual performance evaluation, employees can state their career planning (in different companies or business areas) or training courses that are helpful for career development. The supervisors make follow-up arrangements based on assessment results after performance evaluation meetings with employees. In 2020, the proportion of employees receiving regular performance evaluations was 100%.
Employee Satisfaction Survey Results

eCloudvalley regularly conducts employee opinion surveys in Taiwan and overseas in turn. Through complete communication channels, we investigate and track employees' opinions and feedback to keep abreast of the ideas of employees in different generations, thereby aligning the Company's and employees' ideas. Meanwhile, we manage to understand the gap between the Company's policy and external benchmarks through this mechanism, and then adopt corresponding policy and modify the management system to provide employees with a better workplace and to prompt employees to be proactive at work in order to create a long-term organizational performance together.

In 2020, we conducted an employee satisfaction survey for all employees in overseas regions for the first time through online questionnaires. They answered questions in five dimensions on the Likert scale (1 to 5 points), and the questionnaire response rate was 55.19%. The average score of the survey was 4.07 points. The item with the highest score was communication, which showed that the communication channel between managers and employees in the organization was smooth and effective. The item with the lowest score was remuneration and benefits, which have been included in the key improvement projects, and we will integrate job rankings and responsibilities for our operating sites in Southeast Asia, and will investigate usual salary standards in various regions to draw up salary strategies in line with the local markets. Furthermore, to provide employees with more diverse career development paths, eCloudvalley will establish an open and systematic rotation system and systematic training courses to help talents in various regions develop a personal career roadmap and to create an environment that attracts talents for long-term development.

◆ 6.5 A Happy Cloud Life

To protect employees' rights and interests, eCloudvalley provides full-time employees with a friendly work environment and various benefits. Meanwhile, we comply with the relevant provisions of the Labor Standards Act and the Occupational Safety and Health Act to protect employees' legal rights. Employee benefits include professional license/certificate counseling, free meals, employee travel, year-end party, labor and health insurance, and free group insurance, and we have established the Employee Welfare Committee to arrange various events and activities for employees, such as club activities, singing competitions, and reservation of an entire cinema room for employees while offering appropriate education and training in accordance with the duties of each department.

As a leading brand in the cloud industry, eCloudvalley also provides diverse profit-sharing mechanisms to retain talents in respect of human capital development. Among them, we provide cash capital increase for employee stock options without limiting the transfer time to attract and retain outstanding cloud talents and to encourage them to work with the Company to innovate operational performance, thereby achieving the goal of sustainable operation. Moreover, due to eCloudvalley's international business layout, we had assigned a total of 14 expatriates by 2020, and will continue to increase expatriates in the future to provide employees with opportunities for overseas learning and development.
**Benefits**

<table>
<thead>
<tr>
<th>Bonuses and allowances</th>
<th>Work-life balance</th>
<th>Employee insurance</th>
<th>Meals and snacks</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Cash gifts for three major holidays, birthday cash gifts, and gifts for holidays/festivals</td>
<td>• Family Day</td>
<td>• Labor insurance and labor pension</td>
<td>• Free lunch meals</td>
</tr>
<tr>
<td>• License/certificate allowances, wedding and funeral allowances, and childbirth allowances</td>
<td>• Club activities (yoga, boxing, badminton, table tennis, and skateboard)</td>
<td>• Health insurance</td>
<td>• Unlimited supply of snacks, frozen desserts, coffee, milk, etc.</td>
</tr>
<tr>
<td>• Profit-sharing and stock ownership</td>
<td></td>
<td>• Employee group insurance</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comfortable environment and facilities</th>
<th>Entertainment benefits</th>
<th>Other benefits</th>
<th>Employee training</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Each partner is equipped with a brand new laptop</td>
<td>• Various events and activities (reservation of entire cinema rooms, festival events, charity activities, singing competitions, hand-washing dance challenge for pandemic prevention, etc.)</td>
<td>• Special contracts with business entities (to offer discounts in the aspects of food, clothing, housing, transportation, education, and entertainment, including delivery platforms, restaurants, hotels, childcare centers, dental clinics, and diving trips)</td>
<td>• AWS lecturer professional training</td>
</tr>
<tr>
<td>• Open bar and independent working area</td>
<td>• Year-end event</td>
<td></td>
<td>• On-the-job training</td>
</tr>
<tr>
<td>• Mobile office and height-adjustable standing desks</td>
<td>• Department gathering and birthday parties</td>
<td></td>
<td>• Study group</td>
</tr>
<tr>
<td>• Table tennis table, pool table, and darts</td>
<td>• Domestic and overseas employee travel</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Creation of a comfortable office environment**
eCloudvalley creates a comfortable office environment for employees, allows them to work at the bar table, couch, or mobile offices without being tied to their own desks to maintain flexible and creative thoughts. We also provide free coffee, snacks, beverages, and beer, as well as a wealth of office leisure facilities, such as pool tables, table tennis tables, darts, freezers, and beer dispensers, to enable employees to relieve their stress in a timely manner.
eCloudvalley has various sports and art clubs, such as yoga, boxing, road running, badminton, table tennis, skateboard, and oil painting. We also provide subsidies to club activities. Qualified clubs can apply for a quarterly subsidy of NT$6,000 to subsidize the necessary expenses of employees participating in the clubs as per the Employee Welfare Committee Club Establishment and Management Regulations of eCloudvalley. In addition, to celebrate the Company’s seventh anniversary, the Employee Welfare Committee particularly held a series of activities and events to enable employees to demonstrate their talents, including table tennis games, and film appreciation. It also held Ultra-wide-angle Photography with eCloudvalley, for which employees were invited to record their daily lives at eCloudvalley. Furthermore, there was an annual singing competition, allowing employees to relax and alleviate their physical and psychological stress appropriately and to fully demonstrate their vitality outside their busy work schedule while enhancing inter-departmental communication and bonding. Afterward, we surveyed employees’ satisfaction as a reference for future planning.
6.6 LOHAS and Work in the Cloud

To take care of employees' physical and psychological health, eCloudvalley cooperates with the Ministry of Labor's implementation of the on-site health service program and has formulated the eCloudvalley employee health service program. The program is to introduce the excessive workload project and the maternal health protection project first in 2021 and to introduce the four major projects, including the unlawful harm prevention project and human-induced hazards project, while arranging registered nurses to offer free on-site health consultation services (including maternal care project consultation and medical examination information consultation based on a rating model) in 2022 to assist in assessing employees' physical health and managing it based on a rating model. Each meeting will last for 20 minutes, and personal privacy will be kept confidential during the meeting. In addition, we regularly evaluate the effectiveness of health management and confirm the control of health risks while working to be certified by the Badge of Accredited Healthy Workplace - Health Activation Label and the Badge of Accredited Healthy Workplace - Health Promotion Label.

Four Major Employee Health Services Projects:

- **Maternal health protection project:** Females who are nursing within 1 year after childbirth (Article 30 and 31 of the Occupational Safety and Health Act)
- **Unlawful harm prevention project:** Prevention of physical or psychological unlawful harm due to others' behavior at work (Article 6 of the Occupational Safety and Health Act)
- **Diseases triggered by excessive workload prevention project:** Shifts, night shift, and heavy workload (Article 6 of the Occupational Safety and Health Act)
- **Human-induced hazards project:** Prevention of musculoskeletal disorders caused by repetitive work activities (Article 6 of the Occupational Safety Law)
Employee Health Examination Rating Mechanism

In accordance with Article 15, Article 17 of Chapter 3 of the Labor Health Protection Act of the Ministry of Labor and the eCloudvalley Safety and Health Employee Regulations, we conduct regular health examinations to track employees’ health. To encourage employees to pay attention to their own health, senior managers and general employees are provided with subsidies at different levels. Senior managers will be subsidized with NT$8,000 for a health examination package, and general employees NT$1,200 for health examination costs. In addition to holding various activities to promote exercise, eCloudvalley sends internal "Health News Report" regularly to remind employees to pay attention to their health conditions in order to reduce the risk of occupational diseases, such as obesity, shoulder and neck pain, dry eyes, and cardiovascular disease, caused by long working hours.

Health News Report

Hi All,

The topic of the December Health News Report is "Is Runny Nose a symptom of COVID-19, a Cold, or an Allergy?" As there are great weather and temperature changes recently, personnel should pay attention and keep warm.

COVID-19 confirmed case No. 652, announced yesterday (Nov. 30), experienced nasal allergies, nasal congestion, and runny nose. The case was only confirmed positive after completing quarantine. In addition, in the chill of early spring in which allergies are common, those with nasal allergies are even more frightened that they may have the early symptoms of COVID-19.

The symptoms of allergic rhinitis are sometimes indistinguishable from those of a cold. Even in the time before COVID-19, patients with allergic rhinitis often wonder if they were allergic or had a cold when the symptoms occurred.

Here are four points to illustrate:

1. Allergic rhinitis has symptoms, such as nasal congestion, runny nose, itchy nose, or sneezing. Of course, not everyone has the same symptoms or the same severity level. Weather changes or exposure to allergens makes the symptoms obvious, and it is a chronic problem, that is, the symptoms are recurring or lasting for several weeks or months, sometimes accompanied by itchy eyes. Besides having runny nose and nasal congestion, cold may be accompanied by some throat discomfort or a slightly higher body temperature. Fortunately, there is currently no evidence that people with allergies are more likely to be infected with COVID-19.

2. Even if the symptoms of allergies are somewhat similar to the initial symptoms of a cold, at present in Taiwan, contact history or travel history is still more important and used as the key factor in suspecting whether you are infected with COVID-19. Therefore, you should be honest when seeking medical treatment and communicate clearly with the doctor to protect yourself and other people.

3. Whether it is rhinitis caused by colds or allergies, antihistamine is used to temporarily relieve nasal discomfort. In fact, there is no need to differentiate them, people with allergies can still be infected with the virus. So, what we should do is to pay attention to whether there are other symptoms, such as cough, yellow phlegm, or even a fever, chest tightness, and shortness of breath.

4. In addition, if you are a patient with allergic rhinitis and asthma, you must continue to use the asthma control drugs you are using. Asthma may result in a higher risk of hospitalization when infected with COVID-19. However, no acute attack of asthma caused by Covid-19 infection has been found. In short, either general personnel or persons with a potential chronic disease should wash hands frequently, wear mask, and keep social distancing to reduce the possibility of contracting this virus of the century.

Thanks & Best Regards,
Hi All,

The topic of the November Health News Report is "Cervical Spondylosis". Personnel who usually sit for a long time should pay attention to it.

Do you have a tingling sensation or numbness from your neck, shoulders, upper back to arms and fingers? Beware it could be the symptoms of cervical spondylosis caused by long hours of lowering of your head to play with your phone, or excessive workload. Taipei City Hospital has mentioned several dangerous behaviors, including:

Carrying a heavy backpack, carrying a backpack on the same side for a long time, or lying on a couch or bed while playing with your phone should be avoided.

Discomfort in the neck, shoulders, or upper back to arms and fingers are usually caused by long hours of lowering of the head to play with phone or excessive workload, which puts the neck muscles and ligaments in a state of tension for an extended time, thus increasing the pressure of the intervertebral discs. This will accelerate cervical spine degeneration, and even lead to dislocation, herniation, or bone spurs. Even headaches are sometimes caused by neck problems.

These cervical spondylosis symptoms are often caused by chronic strain, trauma, or frailness resulting in poor circulation and blocked meridian, thus inducing pain and numbness in the limbs and muscles.

Doctors suggest that, to avoid the deterioration of the cervical spondylosis, we should pay more attention to the posture of our neck and avoid prolonged forward leaning and tuck your chin in to correct your posture; avoid carrying excessive weight; avoid lying on the couch or bed to play with phone; and try not to stay in the same posture for too long. It is best to stretch your body every 30 minutes.

If the symptoms of shoulder and back pain last more than half a year, and your upper and lower limbs are numb, painful, or weak, alongside other symptoms, such as dysuria or urinary incontinence, it means that your cervical spondylosis has gotten worse. You should go for further examination and treatment at a medical institution.

The following is a method to alleviate the cervical spine soreness:

1. After tucking in your chin, hold the chair with one hand, and stretch the upper trapezius muscle to the side with the other hand.
2. Pull your head to either side to stretch the scapular muscle.

Duration: 1 minute for each side / once to twice or until the soreness is alleviated

Thanks & Best Regards,

[Excerpted from CNEWS]
Free Healthy Meal

To take care of employees' daily health, we help employees get balanced nutrition from the diet. We not only provide white rice for daily lunch but quinoa rice or black glutinous rice as new healthy choices. Furthermore, we plan to provide healthy meals and low-calorie meals by caterers every two weeks. The main dish is fish or chicken breast with low-calorie content, and the side dishes are eggs and vegetables. The selected caterers have passed the Ministry of Health and Welfare's food safety control system audit, and the purchased ingredients are with inspection and production history reports, allowing employees to eat healthily with peace of mind.

Maternity protection and Parental Leave

To allow mothers to work without concerns and provide them with complete maternal care and a safe environment, eCloudvalley has formulated internal management regulations. The Employee Welfare Committee provides a childcare subsidy of NT$2,000 per child, and full-time employees meeting the statutory unpaid parental leave are entitled to apply for the parental leave to encourage employees to have babies with peace of mind while working at eCloudvalley.

In 2020, a total of five employees applied for the subsidy in the total amount of NT$10,000, and we have a breastfeeding room in place while signing an agreement on corporate childcare service discounts with a childcare service center to create an environment where working mothers can work with peace of mind. We also welcome working parents to bring their children to work to take care of the family while focusing on work.
Statistics on Parental Leave

<table>
<thead>
<tr>
<th>Item</th>
<th>Female</th>
<th>Male</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of people who were eligible to apply for parental leave in 2020</td>
<td>3</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Number of people who applied for parental leave in 2020</td>
<td>3</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Number of people who should be reinstated after parental leave in 2020 (A)</td>
<td>3</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Number of people who should be reinstated and were reinstated in 2020 (B)</td>
<td>2</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td>Number of people who were reinstated after parental leave in 2019 (C)</td>
<td>2</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td>Number of people who were reinstated after parental leave in 2019 and have been employed for one full year in 2020 (D)</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Reinstatement rate% = B/A</td>
<td>66.67%</td>
<td>-</td>
<td>66.67%</td>
</tr>
<tr>
<td>Retention rate % = D/C</td>
<td>0.00%</td>
<td>-</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

Fire Safety Drills

eCloudvalley cooperates with the office building to participate in regular fire evacuation drills every six months, including fire fighting training, notification training, and evacuation guidance training. After the drill, we will hold a review meeting to strengthen our personnel's awareness of fire protection and the importance of drills, train them to use fire-fighting equipment, and assign them relevant duties. In addition, we conduct regular fire safety inspections to ensure the eligibility of relevant equipment and replaced dry powder for fire extinguishers as it expired this year.
Chapter 7
A Future of Social Cloud

7.1 Industry Talent Training
7.2 Cloud Youth Cultivation
7.3 Cloud Shared by the Public
7.4 Public Welfare Participation and Devotion
With the advancement of the cloud generation, eCloudvalley established eCloudture, the first cloud academy that trains digital talents. We hope to help students in developing countries learn emerging technologies through cloud education to provide them with a bridge to the industry and the world while working to increase the prevalence of cloud education. We provide rich resources through the online platform to students who are interested in the cloud in society, thereby creating a win-win learning model.

eCloudvalley's goal is to achieve SDG 4 “Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all” as a driving force behind the social cloud in the future. We will start by training industry talents at an early stage in cloud education to train could youths' relevant skills. Now we are taking a step further to be committed to the cloud for all, and will continue to lead the generations to drive the social cloud power in the future.

7.1 Industry Talent Training

With the trend of digital transformation in recent years, enterprises have gradually migrated their business to the cloud. Particularly under the influence of COVID-19 in 2020, enterprises’ rising demand for the cloud has exceeded that of over the past years or even decades. To solve the urgent needs for cloud talents, eCloudvalley actively collaborates with government and enterprises to launch a number of cloud talents training projects, such as the transfer of unemployed talents to the cloud, industrial talent transformation, and customized corporate training, to train digital talents for enterprises and cultivate cloud specialists for various industries, thereby helping the entire industry migrate to the cloud quickly. In addition, eCloudvalley plans role-based cloud training based on students' abilities and learning needs, helping them choose appropriate courses and develop cloud capabilities quickly and effectively.
Role-based cloud training

01 Beginners
02 Professional architect
03 The development
04 The maintenance
05 Professional Courses
06 Others
07 One-on-one tutoring

Talent Development Program of the Vocational Development Institute, Ministry of Labor

eCloudvalley cooperates with the Taipei City Vocational Development Institute to train students to be equipped with the professional ability of cloud architecture, so that they can join the workforce after graduation in line with industrial development trends and satisfy enterprises' urgent needs for cloud talents. The training content is scheduled from simple to advanced, allowing students to have a basic concept of the Linux network architecture, which can be flexibly applied to the AWS cloud theory and practical operations. With application cases in various industries combined, students are able to find more new solutions to problems encountered by enterprises in the future. We also lead students to the cloud step by step through our unique online laboratory in eCloudture.

- Target group: Unemployed persons over 15 years old who are willing to seek employment
- Training completion rate: 87%
- Employment rate within three months: 54%
- Trainees' overall satisfaction: 77%

Smart Manufacturing Cloud Technology Exchange Meeting

To help the industry to take the first step toward AIoT transformation through the cloud, eCloudvalley's digital transformation team and training team, with extensive experience in industry introduction and cloud construction, have developed a 'production line detection and alarm', 'quality automated monitoring', 'predictive maintenance', 'product virtual demonstration', 'serverless real-time report', and other technology application prototypes in line with clients' diverse application scenarios, leading everyone to understand the important role of the cloud in the smart manufacturing scenario.

- Participants: Learners, IT professionals, or supervisors who want to understand how AWS is applied to manufacturing
- Attendance rate: 56%
- Trainees' overall satisfaction: 5.6 points (out of 6 points).
Customized Training - Cloud Training for ChargeSmith AI Identification Project

ChargeSmith has developed the ChargeSmith Map to optimize the charging station search experience for vehicle owners. The goal of the training is to enable product, design, IT-related, non-technical personnel, and other team members to integrate the AWS services taught in the training with the projects in the second half of the year directly, including the implementation of a recommendation system and the introduction of image recognition products.

We developed AI-related courses for ChargeSmith, allowing participants to learn basic machine learning concepts and pick up Amazon SageMaker. With basic machine learning capabilities, participants learned the Amazon Personalize step by step, and used the application scenario “movie recommendation engine” for users to make personalized recommendations while adopting Amazon Rekognition service to operate a vehicle license plate recognition system.

- Number of participants: 10 (Completion rate: 80%)

Industrial Talent Transformation Training Courses

To solve enterprises’ pain points of digital transformation, eCloudvalley provided a series of training courses on talent transformation for the retail/service industry and manufacturing industry this year. According to industry needs, we provide integrated solutions, combined with AWS cloud technology, to lead enterprises’ successful transformation.

Series 1: Retail/Service omnichannel integration of cloud applications

We led trainees to apply AWS cloud technology to application scenarios and optimized enterprise business services, ranging from customer experience to business/enterprise data analysis. Through theory and actual implementation, we assisted the integration of virtual and physical channels, and created innovative business models, to help clients move towards smart retail.

Course effects:

1. Real-time personalization and recommendation engine
2. Exclusive chatbots for increasing the monetization rate of corporate fans
3. Customized virtual assistants for creating an AI-based consumer experience
4. Sales forecasts for smart procurement
5. Use clickstream information for tapping business opportunities
Series 2: Upgrade and transformation of manufacturing and relevant technical service industries

eCloudvalley collected feedback based on the pain points of the manufacturing industry in Taiwan and at overseas sites. Based on AWS cloud services, we started with the application scenarios and introduced the production line detection and warning, quality automated monitoring, predictive maintenance, product virtual demonstrations, and serverless real-time report applications and demonstrated them on site. Combining theory with on-site demonstration, we guided students to move towards smart manufacturing, improve enterprises’ efficiency, and reduce costs easily.

Online Courses:

01. Use predictive technology to create intelligent inventory management

02. Use AI and cloud technology to improve enterprise service quality

03. Achieve intelligent machine management through big data

04. Make good use of cloud technology and use IoT technology for intelligent management

05. Create effective and flexible system operation management through cloud technology

The total number of people for each course is 1,040; 1024 people have completed the courses with a completion rate of 98.46%.

eCloudture X Labrochure

In this project, eCloudvalley used an online platform to conduct online training for external companies. The training plan was based on the VoD contents with the hands-on experience on the Labrochure experimental platform to create a personalized teaching space without restricted by region and time, and trainees were provided with an online answer and question mechanism to answer their questions in time.

Feedback from trainee:

The cumbersome calculation process of various programs in the past can be quickly integrated after I took the course so as to deal with clients’ requirements for linking information and products. Also, the data after the quality measurement can be quickly adopted to produce statistics reports.

I planned to apply the knowledge learned in the course to data collection of factory machines, and use the IoT to collect data on the factory side, to establish a transparent system.
7.2 Cloud Youth Cultivation

Cloud education starts from an early age. eCloudvalley has been devoted to cloud education for a long time and has cultivated a number of professional education and training lecturers and training teams. In addition to providing customized cloud computing courses and cloud solutions to various industries, we step into schools and work with governments and schools to hold high school students’ self-driving car experience camps, cloud summer camps, cloud-AI summer camps, international industry-academia collaboration, and even national competitor training in cloud computing. We help young students understand cloud trends, develop their cloud knowledge, and educate them about the abilities required by the talents in the cloud generation while guiding students in practical operation step by step, allowing them to plan for their future in the cloud as early as possible, and to access the cloud because they understand and love the cloud.

AIGO

In response to our country’s implementation of the “5+2 Industrial Innovation Program” to drive the digital transformation of enterprises and increase the demand for smart applications, eCloudvalley participated in the AIGO implemented by the Institute for Information Industry, including the self-driving car hands-on experience camp and cloud AI unmanned self-propelled vehicle winter camp, to cultivate talents for industrial smart technology integration and innovative applications.

Among them, in the unmanned vehicle experience camp, eCloudvalley adopted AWS AI Service-AWS DeepRacer self-propelled vehicle technology and AWS cloud platform applications to develop students’ basic concepts, self-propelled vehicle principles, and machine learning concepts through the courses and hands-on approaches. We also held a DeepRacer competition to experience the fun of self-propelled vehicle simulation technology to help students explore their interests and future aspirations.

- Target group: Senior high school students who were interested in self-propelled vehicles and aspired to learn machine learning applications on AWS
- Number of participants: 26 people in the first batch and 30 in the second one with a total of 56
- Training completion rate: 86.66% for the first batch and 100% for the second one

eCloudture Summer Camp

To keep up the pace with the world, many colleges and universities have incorporated information technology and cloud knowledge into their syllabus. To help students understand the future trends and the cloud, AI, and IoT applications, we held cloud summer camps, in which professional lecturers led students from scratch, and guided them to learn about information and cloud technology. Students then applied what they have learned and integrated it with cloud, AI, and IoT technologies to create an exclusive smart sprinkler, and they were awarded a certificate of completion to the students as a token of recognition.

- Target group: Senior high school students (including junior high school and senior high school graduates)
- Number of participants: 23 people in the first batch and 13 in the second one
International Talent Industry-Academia Collaboration

eCloudvalley continued to jointly hold a hackathon competition with the National Taiwan University of Science and Technology and the Bandung Institute of Technology in Indonesia as we did in 2019, allowing students to use AI to solve problems and recruited talents in the ASEAN region.

This year, we continued to expand the training of multinational talents and worked with professors at the National Taiwan University of Science and Technology to provide Indonesian students with internship opportunities for cloud training in the Training Team. From basic concepts and applications to cloud-based project development, if they performed well and passed the internal evaluation after the internship, they could become a full-time member of our development team of the eCloudvalley training platform.

- Number of interns: 2
- Number of interns converted to full-time employees after internship: 1 (50%)

Cloud - AI Summer Camp

To cultivate New Taipei City's senior high school and vocational students' understanding of the basic knowledge of cloud technology and relevant industry applications, eCloudvalley collaborated with the Education Department, New Taipei City, to hold the Cloud - AI Summer Camp to lead students to learn Amazon Sumerian and to build a personal virtual smart assistant and to engage in conversation with the assistant. Through information collection and response to demands on an automated platform, they learned how to integrate cloud and industry, and were in turn trained to have the knowledge and ability to obtain AWS certificates.

Key Learning Points:
- Introduction to artificial intelligence technology and application cases
- Building an interactive chatbot
- Building image recognition technology in the cloud
- Creating cloud-based real-time virtual intelligent assistants for responding the needs
- Participants: In principle, each public and private senior high school in New Taipei City recommended one student.
- Number of participants: 28

Cloud Computing Competitor Training

With the transformation and upgrade of digital technology and the prevalence of cloud globally, a new “cloud computing” project was added to the 2019 WorldSkills Competition. The AWS GameDay platform is used by the competition, and the content of the competition corresponds to the application of the AWS platform architecture. Therefore, to enhance the access of young students in New Taipei City to the international industries and train national competitors in cloud computing skills, we launched a three-day cloud competitor training course, during which we introduced the AWS functions, architecture planning, and practice used in the competition to the students, further explored the rules that the cloud architecture best practices should follow, analyzed tests, and simulated the actual competition, so that participants could fully learn the skills required for the competition.

- Target: National Skills Competition seed teachers in cloud computing, National Skills Competition cloud computing competitors in New Taipei City (15–22 years old)
- Number of participants: 8 (training completion rate: 100%)

Trainees cultivated by eCloudvalley obtained the qualifications as a formal national competitor and the one on the waiting list, respectively

eCloudvalley has been awarded the first and second places for instructors in the cloud computing group by the Ministry of Labor
7.3 Cloud Shared by the Public

eCloudvalley is committed to sharing and promoting cloud knowledge to increase our brand awareness and customer stickiness. In addition to sharing cloud knowledge through texts (blog, Facebook, e-DM, etc.) as in the past, we adopt the latest convenient access to information for the public, to make it easier for everyone to access the cloud. eCloudture has particularly launched our Podcast program to introduce cloud knowledge and industrial applications through the audio media channel while developing integrated marketing strategies for diverse channels. We not only invite professional lecturers to introduce cloud-related information on our Podcast program but share personal cloud experiences to get close to listeners and to develop lecturers’ personal characteristics. Our major audience is mainly in Taiwan and Hong Kong. We welcome anyone interested in topics, such as cloud, new knowledge, trends in technology, AI, or big data, to listen to eCloud Radio together.

- **eCloud Radio**

![Age Distribution](image)

**Gender Distribution**

![Gender Distribution](image)

7.4 Public Welfare Participation and Devotion

eCloudvalley hopes to gather the power to do good things and develop employees’ sense of social responsibility. Through various charity activities, such as donation of used clothes, collaboration with the visually impaired for massage services, and purchase of charity goods, we encourage employees to roll their sleeves up and take the initiative to care for disadvantaged groups, thereby integrating charity participation into daily life as a way of life.
Donation of Used Clothes

In autumn, eCloudvalley’s Employee Welfare Committee responded to the Eden Social Welfare Foundation’s Used Clothes Recycling Project and the Step30 International Ministries to promote the concept of recycling and reuse of resources and to encourage employees to donate clothes that are not suitable for wearing but are still new to the disadvantaged groups when sorting clothes at the end of a season, thereby making the best use of the materials to help more disadvantaged people and their families with disabilities, disadvantaged families, and extreme poverty areas in Africa. We also provide incentives to motivate employees to contribute. After our collective efforts, we donated a total of around 600 pieces of used clothes (16 boxes).

Visually Impaired Massage

To relieve employees’ stress at work, the Employee Welfare Committee particularly invited the Eden Social Welfare Foundation to hold a two-day "Eden Massage Together" on eCloudvalley’s 7th anniversary, to relax employees while contributing to charity.
Sharing of Charity Goods and Spread Love

Mother’s love is the warmest in the world. eCloudvalley encourages employees to express their love to their mothers and increase interaction with their families. In particular, we distributed handmade biscuits made by more than 100 mentally retarded friends from the Hou-Chia Sanctuary for the Handicapped, to help these friends to leverage their strengths while allowing our employees and their families to do charity together. In addition, we held the “Share the Moment! What did my Family Happened!” event, and invited employees to share the moment and to interact with their family, enabling love to spread. In addition, we purchased Mother’s Day gifts from the Institute for the Blind of Taiwan for our employees to support the disadvantaged groups.

Blood Donation by Hot-blooded Youths

eCloudvalley’s employees voluntarily participated in Buddha’s Light’s blood donation event, and Buddha’s Light presented 40 bowls of rice porridge with nuts and dried fruits to thank our employees for the love shown. In addition, the Company’s CEO actively responded to the charity blood donation event launched by our employees in conjunction with other entities.
Chapter 8
Cloud Responsibility for Digital Innovation

8.1 Cloud Governance of Sustainable Integrity
8.2 Cloud Supervision of Operational Risks
8.3 Stable Cloud Supply Chain
With the vision of “building a cloud ecosystem”, eCloudvalley has established a corporate culture of integrity and strengthened corporate governance and risk control. We have required the Company’s directors, managers, and employees to abide by laws and regulations and prevent unethical conduct in the Procedures for Ethical Management and Guidelines for Conduct, to improve the business environment while having formulated written documents, including the Ethical Corporate Management Best Practice Principles and the Guidelines for the Adoption of Codes of Ethical Conduct, to enhance internal audit and risk management, and setting up a whistleblowing mechanism to demonstrate our spirit of corporate governance. In addition, we have set out the Rules of the Performance Evaluation of the Board of Directors to increase the scope of governance. We are proud of the cloud ecology and are even meticulous in information security management with enhanced control. We have set out an information security policy and set up an information security team while holding education and training and information security drills on a regular basis, to create comfortable experiences for clients while using our services.

**8.1 Cloud Governance of Sustainable Integrity**

**Operation of the Board of Directors**

The Board of Directors is the Company’s highest governance body and the center of major business decision-making. Its responsibilities include appointing and supervising the Company’s management, supervising business performance, ethical management, and ensuring that the Company complies with laws and regulations, the Company’s Articles of Incorporation, or the resolutions adopted by the Shareholder Meetings. To fulfill its supervisory responsibilities, the Board of Directors has established relevant organizations and channels, such as internal audits and evaluation of the performance of the business team. At present, eCloudvalley has formulated complete regulations for the operation of the Board of Directors, such as the Procedures for Election of Directors, the Rules of Procedure for Board of Directors Meetings, and the Rules Governing the Scope of Powers of Independent Directors, and arranged directors’ continuing education courses to ensure that directors have adequate knowledge and abilities, thereby leveraging corporate governance and supervisory functions effectively.

As for director candidates, eCloudvalley attaches great importance to directors’ diverse backgrounds, including gender, age, nationality, and culture, expertise, and skills. At present, eCloudvalley’s Board of Directors is composed of seven directors with extensive industry experience, covering the fields of chemical engineering, law, and management, and we have two female directors on the board.

**Important Rules Related to the Board of Directors**

- Procedures for Election of Directors
- Rules of Procedure for Board of Directors Meetings
- Rules Governing the Scope of Powers of Independent Directors
## Composition of the Board of Directors

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Gender</th>
<th>Major Experience (Education)</th>
<th>Number of Other Public Companies where the Individual Concurrently Serves as an Independent Director/Supervisor</th>
<th>Attendance at Board Meeting</th>
</tr>
</thead>
</table>
| Chairman     | Lin, Chi–Hsiung     | Male   | • **Experience:** AVP in the Finance & Accounting Department of Pou Chen Corporation; Taipei Exchange specialist  
• **Education:** EMBA, International Business Management, National Taiwan University; BA, Accounting, Fu Jen Catholic University | -                                                                                                           | 100%                        |
| Director     | Tsai, Chia–hung     | Male   | • **Experience:** Vice President in the Finance & Accounting Division of Elitegroup Computer Systems; Chairman of Beijing Orbbit Innovative Electronic Co., Ltd.  
• **Education:** EMBA, Accounting and Management Decisions, National Taiwan University; BA, Accounting, National Taiwan University | -                                                                                                           | 100%                        |
|              | Lin, I              | Female | • **Experience:** Supervisor in the Planning Office of Elitegroup Computer Systems; Manager in the Production Management Department of WiseChip Semiconductor Inc., Researcher in the R&D Department of Sinphar Pharmaceutical Co. Ltd.  
• **Education:** BA, Chemical Engineering, Lee-Ming Institute of Technology                                      | 4                                                                                                           | 100%                        |
|              | Yen, Chih-Tsung     | Male   | • **Experience:** Chairperson of the Finance Committee of Ofuna Enterprise Co., Ltd.  
• **Education:** EMBA for top managers with an emphasis in the Asia-Pacific Region, Chinese University of Hong Kong; EMBA for top managers, College of Management, National Sun Yat-sen University; BA, Accounting, Fu Jen Catholic University | (Note 1)                                                                  | 100%                        |
|              | Ong, Chorng-Shyong  | Male   | • **Experience:** Professor in Information Management, College of Management, National Taiwan University, Deputy Dean of College of Management, National Taiwan University, Member of the Board of Examiners for Civil Service Examination, Examination Yuan  
• **Education:** PhD, Business Administration, National Taiwan University                                       | 2                                                                                                           | 100%                        |

(Note 1): Ong, Chorng-Shyong is also a member of the Board of Examiners for Civil Service Examination.

(Note 2): Yen, Chih-Tsung is also a member of the Board of Examiners for Civil Service Examination.
### Position | Name | Gender | Major Experience (Education) | Number of Other Public Companies where the Individual Concurrently Serves as an Independent Director/Supervisor | Attendance at Board Meeting
---|---|---|---|---|---
|  | Huang, Yi-Tsung | Male | - Experience: Vice President in the Accounting Division of Power Quotient International Co., Ltd; Senior specialist in the Listing & Governance Department of Taiwan Stock Exchange  
- Education: BA, Accounting, Tamkang University | 2 | 100% 
|  | Wu, Po-Hsi (Note 1) | Male | - Experience: Special Assistant to the General Manager, Final Frontier Industrial Co., Ltd; AVP, Capital Markets, Taichung Bank Securities; CFO/Spokesperson, China Crystal New Material Holdings. Co., Ltd; Manager in the Corporate Finance Division of Capital Securities Corp.; Manager in the Accounting Department of Elitegroup Computer Systems; Manager in the Auditing Department of Deloitte Taiwan  
- Education: BA, Business Administration, Soochow University | (Note 1) | 100% 
|  | Chen, Chao-Long | Female | - Experience: Consultant in the Finance & Capital Market Department of Lee and Li, Attorneys-at-Law, registered attorney in Taiwan and New York State, USA  
- Education: MA, Legal Studies and Commerce, Boston University | - | 100% 
|  | Lin, Han-Fei (Note 2) | Male | - Experience: Vice President in the Mergers and Acquisitions Department, Salomon Smith Barney (New York), Chief Financial Officer of MStar International Technology Inc., and Director of Foxconn Investment (San Jose)  
- Education: MBA, Wharton School of the University of Pennsylvania, and BS, Chemical Engineering, National Taiwan University | 3 | 100%

Note 1: The Company received the resignation letters from Director Yen, Chih-Tsung and Independent Director Wu, Po-Hsi on March 12, 2020. The effective date of the resignation was June 9, 2020. 
Note 2: Director Ong, Chorng-Shyong and Independent Director Lin, Han-Fei took office on June 9, 2020.
In addition, eCloudvalley officially established an Audit Committee and a Remuneration Committee under the Board of Directors in 2018, with independent directors serving as the committee members, to further enhance the soundness and integrity of our corporate governance system.

### Board Diversity

#### Gender Distribution of Directors
- Female: 29%
- Male: 71%

#### Age Distribution of Directors
- Over the age of 60: 8%
- 56-60: 15%
- 46-50: 38%
- 40-45: 31%

#### Distribution of Core Competencies of Directors
- Management: 8%
- Accounting: 8%
- Chemistry: 14%
- Law: 14%
- Production management: 43%

### Board Diversity

#### Board Diversity

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### Board Diversity

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- Management: 8%
- Accounting: 8%
- Chemistry: 14%
- Law: 14%
- Production management: 43%

### Appendix

#### Members of the Audit Committee

<table>
<thead>
<tr>
<th>Name of Committee</th>
<th>Responsibilities</th>
<th>Member Information</th>
<th>Rules and Regulations</th>
</tr>
</thead>
</table>
| **Audit Committee** | • Appropriate presentation of the Company's financial statements  
• Appointment (dismissal) of CPAs and assessment of independence thereof  
• Effective implementation of the Company's internal control  
• The Company's legal compliance  
• Management and control of the Company's existing or potential risks | **Position** | **Name** | **Attendance Rate in 2020** | **Rules and Regulations** |
| **Convener** | | Huang, Yi-Tsung | 100% | | **Charter of the Audit Committee** |
| **Committee Member** | | Wu, Po-Hsi | 100% | |  |
| **Committee Member** | | Chen, Chao-Long | 100% | |  |
| **Committee Member** | | Lin, Han-Fei | 100% | |  |

Note 1: The Company received the letter of resignation from Independent Director Wu, Po-Hsi on March 12, 2020, and the effective date of his resignation was June 9, 2020.

Note 2: Independent Director Lin, Han-Fei took office on June 9, 2020.
In addition, to implement corporate governance and enhance the functions of the Company’s Board of Directors, eCloudvalley establishes performance targets to enhance the efficiency of the Board’s operations. As per the Corporate Governance Best Practice Principles for TWSE/TPEx Listed Companies, the Company’s Board of Directors has approved the formulation of the Rules of the Performance Evaluation of the Board of Directors to require the Board of Directors to conduct board performance evaluation every year by distributing the Board Performance Self-evaluation Questionnaire, the Board Member Performance Self-evaluation Questionnaire, and the Functional Committee Performance Self-evaluation Questionnaire.

**Board Performance Evaluation**

45 Indicators
Evaluation result: 4.91/5
Directors mostly agreed with the various evaluation indicators. The Board of Directors and functional committees, based on the evaluations, were operating well as a whole in line with corporate governance requirements, and effectively strengthened the functions of the Board of Directors and safeguarded shareholders’ rights.

Code of Ethics and Integrity

To establish a corporate culture of ethical management, eCloudvalley has formulated the Corporate Governance Best Practice Principles, the Ethical Corporate Management Best Practice Principles, the Procedures for Ethical Management and Guidelines for Conduct, the Guidelines for the Adoption of Codes of Ethical Conduct, and the Corporate Social Responsibility Best Practice Principles while strictly requiring employees to comply with the relevant regulations and holding regular aware-raising activities and education and training to fully implement corporate governance and ethical management.
To protect stakeholders' rights and interests, we have striven to promote communication with stakeholders and to strengthen corporate governance, and formulated the Stakeholder Whistleblowing Response Mechanism to accept and cope with the reports/complaints related to the Company's personnel violations of corporate governance, fraud, corruption, and other crimes, as well as relevant suggestions that help strengthen corporate governance. The Company has disclosed whistleblowing and grievance emails on the official website, designated the internal audit unit as the unit responsible for handling relevant reports and complaints, and adopted appropriate security mechanisms to ensure employees', investors', and other stakeholders' privacy and the smooth communication of the whistleblowing/grievance channels. In 2020, eCloudvalley did not have any violations of regulations related to ethical management, anti-corruption, and anti-competitive behavior.

**Whistleblowing Process**

1. **Audit unit receives a report**
2. **Submit a report to the supervisor within two days and forward it to the relevant responsible unit for handling**
3. **Respond to the complainant and the audit unit in an appropriate manner within 30 days after receiving a complaint**
4. **Reported misconduct is confirmed after the Company’s investigation**
5. **Punish the violator**
   - 1. Propose an improvement project immediately if there is a need for improvement.
   - 2. Resort to legal proceedings in accordance with the law if there is any violation.

**Grievance email:** stakeholder@ecloudvalley.com
8.2 Cloud Supervision of Operational Risks

To respond to market changes and potential risks derived from various international situations immediately, eCloudvalley has developed risk response plans as per risk tolerance in our business strategy. In 2020, we have identified relevant risks and implemented countermeasures to provide the best service quality, foster client loyalty, and create a win-win outcome. At present, in addition to continuously enhancing customer service and improving quality, we aim to ensure client satisfaction through effective project implementation while putting forth improvement measures in response to clients' feedback, to continue to create higher-value services for clients.

<table>
<thead>
<tr>
<th>Identified Risk</th>
<th>Operational Risk</th>
<th>Information Security Risk</th>
<th>Business Continuity Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary of Risk Factor</td>
<td>The application of cloud services is changing day by day. If new services fail to be launched in time, enterprises will not be able to seize market opportunities and thus lose market competitiveness.</td>
<td>IT technology is evolving rapidly. Hackers might find more penetrable vulnerabilities and make profits through data theft and disruption of enterprises' normal operations. Traditional information security defense mechanisms cannot effectively protect the security of the cloud environment. Physical information security equipment also cannot monitor incidents occurring in the cloud environment.</td>
<td>When maintaining the MSP environment, engineers delete a client's important resources by accident, disrupting the client's operations. A salesperson suddenly signs a contract with a major MSP client, but MSP does not have sufficient manpower to support it. Due to major disasters in Taiwan (such as COVID-19, big earthquakes, or strong typhoons), MSP technicians cannot work in the office or cannot provide MSP services.</td>
</tr>
<tr>
<td>Countermeasures</td>
<td>Actively engage in alliances in the same industry to integrate specialties to expand the market rapidly. Maintain clients, increase the rate of signing contracts, increase the sales of equipment, increase market share, improve maintenance personnel's technical capabilities, develop complete solutions, and gain more clients' favor and trust.</td>
<td>Amazon's information security defense measures can analyze whether there are risk signs in billions of users' events, and identify suspicious attackers through threat integration. If a potential threat is detected, the defense system will send a security alert signal. The Company adjusts the new cloud model constantly in line with AWS to enable our technologies to stay ahead of the trend, so as to provide clients with the safest, fastest, and most complete cloud solutions.</td>
<td>The monthly inspection of engineers should back up data before implementing any change request (CR). In case of accidental deletion of a client's resources, they should notify the client immediately, roll back the data, and perform the follow-up procedures in accordance with the contract. The MSP manager mobilizes the ProServ Team &amp; Technical Support Team to support. If the supporting manpower from other departments still cannot satisfy the client's needs, the manager will negotiate with the client to provide services over several stages. The MSP manager contacts each MSP employee by phone to count the number of people who can work from home (WFH) and informs them to do so. The MSP manager informs the managers of the technical departments in Hong Kong and China, and requests technical personnel in Hong Kong and China to support the MSP services. The MSP manager should also inform the sales managers of each branch and requests each branch's salespersons to inform clients that some MSP services may be affected for a period of time due to a major natural disaster occurring in Taiwan.</td>
</tr>
</tbody>
</table>

The Company evaluates the design and operating effectiveness of the internal control system based on the criteria provided in the Regulations Governing the Establishment of Internal Control Systems by Public Companies (the "Regulations"). The criteria adopted by the Regulations identify five components of internal control based on the process of management control: 1. control environment; 2. risk assessment; 3. control activities; 4. information and communication; and 5. monitoring operations. To inspect and evaluate the deficiencies of the internal control system and measure the effectiveness and efficiency of our operations, to timely provide suggestions for the improvement to the Company's Board of Directors and managers to ensure the continuous and effective implementation of the internal control system and to improve management performance, the Company has formulated the Internal Audit Enforcement Rules to specify the scope of the audit and the audit unit's responsibilities and management methods, and to establish a complete internal audit process. The internal audit performs audits regularly and from time to time while submitting an audit report to the management.
Internal Audit Process

1. Regular audit
   - Project audit

2. Audit notice

3. Conduct audit

4. Discuss audit results

5. Prepare audit report

6. Does it meet the requirements?
   - Yes: Closed and archived
   - No: Audit improvement notice

7. Audit improvement notice

8. Regular follow-up

9. Does it meet the requirements?
   - No
   - Yes
Column - Response to COVID-19

Due to the outbreak of COVID-19 at the beginning of 2020, eCloudvalley's immediate response has turned this crisis into a turning point. On the first day of the Lunar New Year in 2020, our management team reached a consensus and set the goal of ‘no layoffs and no pay cuts’ to ensure employees’ safety and ability to serve clients continuously. We established an emergency response team at the beginning of February 2020 to clearly specify responsibilities and the work policy for each unit and responsible person, and examined and purchased sufficient anti-pandemic supplies based on the level of the pandemic situation and relevant regulations while responding to the Central Epidemic Command Center’s instructions quickly. We also conducted drills at the beginning of the pandemic. As the pandemic escalates, we step up efforts to take countermeasures, monitored market changes, analyzed the differences between eCloudvalley and our competitors, continued to keep abreast of the progress of the pandemic, and took measures to ensure our employees’ health and safety. To alleviate our clients’ stress from COVID-19, we provided them with the COVID-19 Corporate Pandemic Prevention Subsidy Project to help them strengthen their ability to cope with the pandemic.

On May 15, 2021, the National Health Command Center (NHCC) announced that the pandemic in the Taipei and the New Taipei Cities was upgraded to the level 3 epidemic alert. However, our emergency response team had already changed the group meal supply to boxed lunch on April 27 to reduce the risk of infection. On May 5, the entire Company’s employees were in a state where they could all WFH to achieve business continuity without sacrificing their health. We announced to launch the WFH model on May 12. This indicates eCloudvalley’s response efficiency and thinking in the post-pandemic era has long stayed ahead of the curve.

Organizational Structure of Emergency Response Team
### Description of Emergency Response Team's Task

<table>
<thead>
<tr>
<th>Function</th>
<th>Unit</th>
<th>Responsibilities</th>
<th>Work Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Convener</td>
<td>• Coordinate and direct emergency response operations and set up an emergency</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>response team to coordinate relevant anti-pandemic business</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Deputy Convener</td>
<td>• Keep abreast of the information and data to manage the Company's infectious</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>disease prevention and control as well as response actions</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Hold meetings and coordinate all units in response to the pandemic</td>
<td></td>
</tr>
<tr>
<td>Production</td>
<td>Technical Service Team</td>
<td>• Perform technical service by contracts</td>
<td>✓ Daily timesheet completion and statistics</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>✓ Client report on unusual situations</td>
</tr>
<tr>
<td>Marketing</td>
<td>Sales Team</td>
<td>• Perform contracts and implement client relationship management plans</td>
<td>✓ Each branch reports clients' information (such as work, production, or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Examine business impacts, and implement budgets to meet expectations</td>
<td>financial information) and collection of accounts receivable on a daily</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>basis</td>
</tr>
<tr>
<td></td>
<td>Human Resources and Administration Team</td>
<td>• Implement employee care</td>
<td>✓ Each branch's manager determines the pandemic prevention regulations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Clean office</td>
<td>and reports to the head office as per local laws, regulations, and control</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Stay up-to-date with laws and policies issued by the competent authority in</td>
<td>measures on the pandemic</td>
</tr>
<tr>
<td></td>
<td></td>
<td>real-time</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Project Team</td>
<td>• Project management unit (capacity and manpower dispatch)</td>
<td>✓ Timesheet personnel capacity assessment and dispatch</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Information unit (establishment of a remote work mechanism and an instant</td>
<td>✓ The training unit arranges internal employee training</td>
</tr>
<tr>
<td></td>
<td></td>
<td>communication mechanism)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Training unit (internal education and training)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Finance and Accounting Team</td>
<td>• Coordinate funds to ensure the security of funds</td>
<td>✓ Provide daily financial statements</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Release public information (spokesperson)</td>
<td></td>
</tr>
</tbody>
</table>
eCloudvalley responded to COVID-19 successfully. In addition to the immediate activation of the emergency response team, which is formed during the Lunar New Year holidays in 2020, the team established a complete emergency response process immediately to ensure sound management of the Company's internal operations and the aspects of production, sales, human resources, development, and finances. We also performed analyses of high-risk clients due to changes in the market, our competitors, and markets to respond to market changes caused by the pandemic.

Through the emergency response team’s regular meetings to discuss needs and assistance, we put forth proposals immediately and implemented them in an orderly manner, such as replacement of group meals were with boxed meals, remote work regulations, and instant messaging system establishment. We drew up the complete emergency response process to respond to COVID-19 quickly and completely, thereby ensuring that employees could work remotely and work smoothly and that critical business activities proceeded without disruption due to the pandemic.

During the pandemic prevention period, all employees who entered the Company should have their forehead temperature measured, disinfect themselves using alcohol, and fill out the morning and evening health report form. We also set up alcohol sanitizers at the entrance of the Company's offices for employees to disinfect their hands. If visitors needed to enter the Company, they should also measure their forehead temperature, disinfect themselves using rubbing alcohol, fill out the visitor health declaration form, and wear a mask throughout the process.

Emergency Response Process

- Launch an emergency response team
- Regularly hold COVID-19 team meetings
- Draw up relevant control measures
- Provide assistance and solutions
- Compare with competitors and perform market analyses
- Body Temperature Measurement
- Alcohol Use
8.3 Stable Cloud Supply Chain

To establish a basis for compliance for the Company's business and non-business procurement and supplier management operations, we have formulated the Procurement Management Regulations. The procurement unit should collect suppliers with good credit, good quality, or preferential prices, register the supplier information in the "Supplier List" after the first-time transaction, and update the list from time to time in the case of changes in the information. Furthermore, the procurement unit needs to draw up a supplier evaluation form and conduct an evaluation. After the evaluation is completed, it should update the Supplier List. The annual evaluation should be conducted for all suppliers as of the end of the year in January of the following year, and completed before the end of February of the following year.

Suppliers Evaluation

<table>
<thead>
<tr>
<th>Four Major Dimensions of Supplier Evaluation</th>
<th>2020 Supplier Evaluation Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level A</td>
<td>10</td>
</tr>
<tr>
<td>80 points or higher:</td>
<td></td>
</tr>
<tr>
<td>Can increase the number of purchases or the number of transactions</td>
<td>10</td>
</tr>
<tr>
<td>Level B</td>
<td>1</td>
</tr>
<tr>
<td>70–79 points:</td>
<td></td>
</tr>
<tr>
<td>Maintain the existing scale of transactions</td>
<td>1</td>
</tr>
<tr>
<td>Level C</td>
<td>-</td>
</tr>
<tr>
<td>60–69 points:</td>
<td></td>
</tr>
<tr>
<td>Reduce the number of purchases or transactions</td>
<td>-</td>
</tr>
<tr>
<td>Level D</td>
<td>-</td>
</tr>
<tr>
<td>60 points or less:</td>
<td></td>
</tr>
<tr>
<td>Request improvement and re-evaluation</td>
<td>-</td>
</tr>
</tbody>
</table>
Chapter 9
Cloud Environmental Protection for Environmental Sustainability

9.1 Green and Sustainable Cloud Environment
## 9.1 Green and Sustainable Cloud Environment

eCloudvalley is an information service industry, and the main environmental impact is caused by our offices. To contribute to the development of a sustainable environment, we promote environmental protection in the office, encourage employees to save energy and water, reduce waste, use recycled paper, implement paperless operations, select energy-saving electronic products, control air-conditioning temperature, and take other eco-friendly measures. In addition, we have taken action to respond to the RE10x10 initiative as the first company in Taiwan's cloud information industry, and are committed to taking active actions to reduce carbon emissions.

### Energy Conservation and Carbon Reduction Measures and Targets

<table>
<thead>
<tr>
<th>2020 Short-term Targets</th>
<th>Management Measures</th>
<th>Medium- and Long-term Targets</th>
</tr>
</thead>
</table>
| **Source management**  | • Use LED lamps for office renovation  
• Purchase electronic appliances certified with energy labels  
• Replace office fluorescent tubes with LED ones | To fulfill our corporate social responsibilities, we have started from the use of green electricity generated by renewable energy in the environmental aspect. It is estimated that 3% of the electricity used will be green electricity by the fourth quarter of 2021. We hope that the Company's, internal employees', upstream suppliers', and downstream shippers' commitment will thus be more determined, and we will continue to respond to international trends and the UN SDGs. |
| **Energy conservation concepts**  | • Post energy conservation slogans  
• Set up recycling boxes  
• Encourage employees to take the stairs instead of the elevators  
• Encourage employees to take public transportation | |
| **Equipment management**  | • Disable the air-conditioning unit when the outdoor temperature is 17°C or lower, and set the air-conditioning temperature at 26 degrees  
• Regularly maintain air-conditioning blower and unit  
• Set office equipment and computers to sleep mode  
• Manage water and electricity consumption records | |
### A. Energy Consumption Within the Organization

<table>
<thead>
<tr>
<th>Type of energy</th>
<th>2019</th>
<th>2020</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchased electricity (for general purposes)</td>
<td>209,795.57</td>
<td>266,616</td>
<td>kWh</td>
</tr>
<tr>
<td>Gasoline (company's vehicles)</td>
<td>4,800.00</td>
<td>3,050.00</td>
<td>Liter</td>
</tr>
</tbody>
</table>

#### Type of energy

<table>
<thead>
<tr>
<th>Type of energy</th>
<th>2019</th>
<th>2020</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchased electricity (for general purposes)</td>
<td>755.26</td>
<td>959.82</td>
<td>GJ</td>
</tr>
<tr>
<td>Gasoline (company's vehicles)</td>
<td>156.65</td>
<td>99.54</td>
<td>GJ</td>
</tr>
<tr>
<td>Total</td>
<td>911.91</td>
<td>1,046.44</td>
<td>GJ</td>
</tr>
</tbody>
</table>

Note 1: The conversion is conducted as per the Energy Product Unit Heating Value as announced by the Bureau of Energy, Ministry of Economic Affairs.

Note 2: The heat value of purchased electricity: 3,600 GJ/million kWh.

Note 3: The heat value of gasoline is 7,800 kcal/L as per the heat value as announced by the Bureau of Energy.

Note 4: Conversion of energy unit is calculated as 1 cal = 4.184 J.

Note 5: The Taichung Office is included in this category in 2020.
B. Greenhouse Gas Emissions

<table>
<thead>
<tr>
<th>Item</th>
<th>Unit</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scope 1 (direct) emissions</td>
<td>tCO₂e</td>
<td>11.35</td>
<td>7.20</td>
</tr>
<tr>
<td>Scope 2 (indirect) emissions</td>
<td>tCO₂e</td>
<td>106.79</td>
<td>131.18</td>
</tr>
<tr>
<td>Subtotal emissions</td>
<td>tCO₂e</td>
<td>118.14</td>
<td>138.38</td>
</tr>
<tr>
<td>Revenue</td>
<td>Millions of NTD</td>
<td>883</td>
<td>1,031</td>
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<tr>
<td>GHG intensity</td>
<td>tCO₂e/Millions of NTD</td>
<td>0.1338</td>
<td>0.1225</td>
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</tbody>
</table>

Note 1: The greenhouse gas emission factor is based on the Greenhouse Gas Inventory Table 3.0.0 as announced by the Environmental Protection Administration; the electricity emission factor is based on the 2020 electricity emission factor of 0.492 as announced by the Bureau of Energy, and the global warming potential (GWP) is based on the value in the Fourth Assessment Report (2007) of the IPCC.

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

Note 3: The greenhouse gases calculated include CO₂, CH₄, and N₂O.

Note 4: The Taichung Office is included in this category in 2020.

Note 5: The heat value of gasoline is 7,800 kcal/L as per the announcement of the Bureau of Energy.

C. Water Consumption

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<th>Water source category</th>
<th>2020</th>
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<tr>
<td>Tap water consumption</td>
<td>2.660</td>
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Note 1: The water is all withdrawn from third parties and is freshwater from areas other than areas of water stress.
Appendices

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### GRI Standards Index

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<td>6.2 High-Quality Cloud Talents Attraction</td>
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<tr>
<td>Due to the characteristics of the industry, our main products are storage products and cloud services, so we cannot calculate the number of specific products or services. For the scale of products or services provided, please refer to the information on revenue.</td>
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<td>The Company did not sign or endorse economic, environmental, and social regulations, principles, or other initiatives developed externally</td>
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Independent Assurance Statement

The subject matter information, which comprises the independent assurance report and the corresponding summary of selected subject matter information, has been translated into English from the original Chinese version prepared and used in the Republic of China. If there is any conflict between the Chinese version and the original Chinese version or any difference in the interpretation of the two versions, the Chinese language independent assurance report and summary of selected subject matter information shall prevail.

Han-Ni Fang
Deloitte & Touche
Taipei, Taiwan
Republic of China
July 9, 2021

Notes to Readers

For the convenience of readers, the independent auditors' limited assurance report and the corresponding summary of selected subject matter information have been translated into English from the original Chinese version prepared and used in the Republic of China. If there is any conflict between the English version and the original Chinese version or any difference in the interpretation of the two versions, the English language independent auditors' limited assurance report and summary of selected subject matter information shall prevail.

APPENDIX

SUMMARY OF SELECTED SUBJECT MATTER INFORMATION

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