

COVID-19 Epidemic Prevention Management

A series of epidemic prevention measures were introduced by GIGABYTE after the emergence of the COVID-19 pandemic. The core objectives of the measures were to provide employees with peace of mind, protect their health, maintain continuity of operations, and create a working environment that employees could feel safe in and increase confidence in the company. The measures including no cancellation of annual salary adjustments, providing epidemic prevention subsidies, and raising the internal welfare fund per employee by 20% so that employees could use it for supporting more farmers and disadvantaged groups impacted by COVID-19. As the pandemic continues to drag on, the social impacts have continued to worsen as well. Nevertheless, GIGABYTE will keep trying our best to take care of every individual in society.

Employee Care and Safety

Prompt and Rigorous Epidemic Prevention Strategy

- Imposes standards stricter than governmental to manage the countries where employees could travel.
- Jan – Established the GIGABYTE Epidemic Command Center, and HR added 'epidemic prevention care leave'.
- Feb – Introduced epidemic prevention measures for public areas and elevators.
- Feb to Jun – Forbade all visitors and vendors entering the operational areas and set up marquees for reception outside in order to protect employee safety.
- Mar to May – Extended flextime to 3 hours to help employees avoid peak hour rush.
- Apr – Divided employees into A and B teams to work and executed stress as well to prepare for extended epidemic prevention.

Epidemic Prevention Supplies

- Provided operating bases in European and American with protective face masks and forehead thermometers.
- Installed motion-sensor taps and sanitizer dispensers at first opportunity.
- Provided the employees in special positions with free surgical and N95 masks.
- Provided employees on business trips with free "epidemic prevention packs".

Development of Epidemic Prevention Equipment and System

- Developed the "contactless questionnaire system with facial recognition and body temperature measurement" that integrates 4 key functions in a short time. It helped save **NTD 110,352.48** of costs every month.



Health Education for Employees' Peace of Mind

- Issued an employee epidemic prevention handbook and guidelines of business trips and sent EDM about epidemic prevention and health education along with the latest epidemic prevention policies on an ad hoc basis. A transparent communication allowed employees to concentrate on their work.

Right Protection and Epidemic Prevention along Value Chain

Customer Communication

Almost 95% of GIGABYTE products are exported, so a **mature remote customer relationship management and online communication system was already in place**. Although problems such as orders being delayed due to the customer being quarantined or maintenance delays after an employee was diagnosed with COVID-19 did occur during the epidemic, these problems were solved through contacting with customers and making alternative arrangement immediately by online communication.

Supply Chain Continuity

Keeping the continuity of supply chain stable and assisting suppliers in their response capabilities are among GIGABYTE's key tasks of epidemic prevention. We completed an analysis on risk exposure of suppliers to the epidemic between January and February and conducted epidemic prevention surveys for 335 suppliers. The "Guide for Business Continuity" was provided to supply chain partners by March.

Warm Support during Pandemic

Medical Support

GIGABYTE AORUS joined Folding@home to appeal to gamers for contribute their processing capability. To assist COVID-19 treatments, we also donated 10 high-performance computers, of which the **market values were approximately USD 30,000**.

When a local outbreak occurred in the Taoyuan General Hospital, GIGABYTE provided lunch boxes for free to appreciate the effort of front-line health workers.

Material and Goods Donation

Through various business channels, **40,000 masks** were donated to the countries in which our customers are located and were hard-hit by COVID-19 (e.g. US, Australia, Europe).

Emergency Relief

A co-marketing campaign was launched to support farmers affected by COVID-19. Together with the Ministry of Education, Xindian Women's Association, and the charity foundations of industry peers, **the total of purchase amount of co-marketing sales was up to NTD 230,000**.

Notebook Rental

Many companies adopted preventive quarantine measures in response to COVID-19, leading to a great number of workers had to work from home and thus had massive demands for hardware equipment. To limit the burden on businesses, the Bestyfield International provided a notebook rental plan for enterprises to save costs and protect their employees at the same time.

