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04 Sustainable Value Chain

4.1 Sustainable Value Chain   4.2 Customer Relations Management

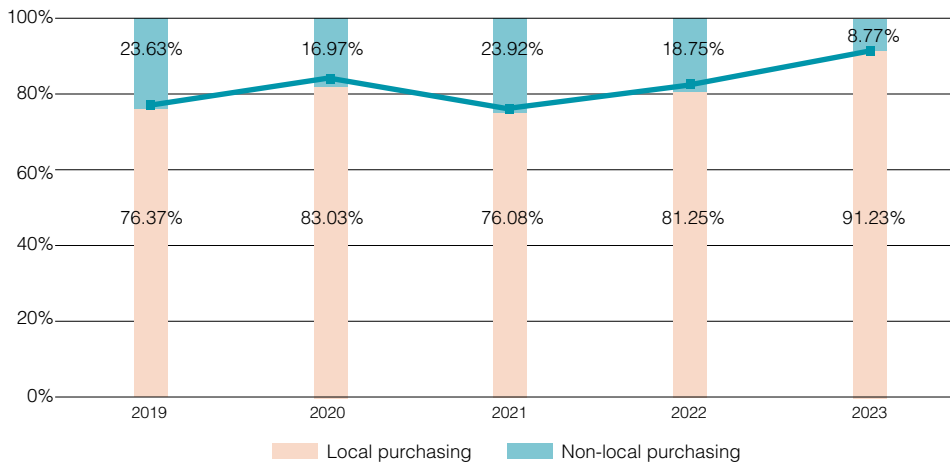| Material Topics of This Chapter	Supply Chain Environmental and Social Impact Management
Corresponding GRI/SASB Indicators	GRI 204, 308, 407, 408, 409, 414
Policy Commitment	▪ The "GIGABYTE Sustainable Purchasing Guidelines" commits to using the RBA Code of Conduct issued by the Responsible Business Alliance as the guiding principle. We define 4 management aspects (15 sub-targets) and 4 zero-tolerance rules. Supplier risks and performance are evaluated periodically.
Action	▪ Establish a supplier tier management mechanism and optimize supplier sustainability assessment to provide a reference for procurementTrack supplier-related risks regularly and form corresponding policies. ▪ Hold supplier conferences and launch the "Reduction. Sharing. Love the Earth Alliance" aim to reduce the negative environmental impacts of the supply chain. ▪ Introduce the Responsible Minerals Initiative (RMI) to investigate 3TG, cobalt, and mica usage at tier-1 suppliers to reduce the negative environmental impacts of the supply chain.
Tracking Mechanism	▪ A multitude of channels including audits, media disclosures, education and training, the Supplier Sustainability Award, and the "Reduction. Sharing. Love the Earth Alliance" are employed to enhance supply chain communication and exchange. This ensures that suppliers conform to GIGABYTE's rules on supply chain management.
Stakeholder Engagement Actions and Effectiveness	▪ Dedicated personnel from the Sustainable Development Office as well as relevant personnel from each BU and subsidiary are responsible for liaising with suppliers on management matters.
Medium and Long-term Goals	▪ Use supplier tier and evaluation results to determine preferred suppliers when ordering to reduce procurement risk. ▪ Progressively expand supplier risk management scopes and formulate response mechanisms. ▪ Increase the rate of the top 100 suppliers participating in the "Reduction. Sharing. Love the Earth Alliance" and supplier conferences. ▪ Periodically check the reduction progress of members of "Reduction. Sharing. Love the Earth Alliance", and provide incentives to those who meet reduction targets. ▪ Investigate the status of conflict minerals usage at tier-1 suppliers every year. The long-term target is the non-use of conflict minerals.
2023 Targets	▪ Investigate the amount purchased from vendors who participated in the sustainability evaluation as a percentage of the total amount purchased in 2023. ▪ Supplier CSR high-risk evaluations are conducted quarterly with the results provided to the relevant personnel at each BU and subsidiary for supplier management. ▪ Convene a supplier conference that opens to all suppliers with "supply chain carbon management" as the core topic of the year for sharing of net zero trends/regulations, and response strategies. ▪ Track reduction progress of "Reduction. Sharing. Love the Earth Alliance" members for 2023, and analyze reduction performance for the year. ▪ investigate 3TG, cobalt, and mica usage at tier-1 suppliers, and set a deadline for corrective action by suppliers that use non-approved smelters or refiners.
Progress towards Achieving 2023 Targets	▪ In 2023, suppliers who participated in the sustainability assessment accounted for 85.68% of all purchasing by amount. ▪ Conducted CSR high-risk audits 4 times for 266 suppliers in 2023. The results were passed on to the relevant personnel at each BU and subsidiary for supplier management. ▪ The 2023 Supplier Conference was attended by 63 suppliers, among them 21 suppliers, accounting for 33%, are listed in the top 100 suppliers. ▪ In 2023, 143 suppliers of the "Reduction Sharing. Love the Earth Alliance" joined the 333 Reduction Plan. These included 49 suppliers (34%) of our top 100 suppliers. 55 suppliers in the Alliance reported their progress on reductions. Among them, over 30% have set reduction targets for carbon emissions, water use, and waste so far. ▪ Conflict minerals investigation was conducted for 508 suppliers in 2023. Deadlines were set for corrective action by 16 suppliers that used non-approved smelters or refiners.

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4.1 Sustainable Supply Chain

4.1.1 Overview of Supply Chain

Businesses selecting local suppliers can not only fulfill their social responsibility to the local community but also reduce the environmental impact caused by transportation and distribution over long distances. In 2023, over 94% of GIGABYTE's tier-1 suppliers were located in Asia. Around 92% of partners were located in the same region where GIGABYTE's main production bases (Nanping Factory, Dongguan Factory, and Ningbo Factory) are based. GIGABYTE adheres to local procurement in order to maintain productivity and continuity of operations as well as improve local economic development.

GIGABYTE's local purchasing ratio at our main production bases has always exceeded 75% in previous years. The ratio showed a relatively significant shift in 2023 as the Giga Computing subsidiary was included in the calculations.

▪ Ratio of Local Purchasing[1] by Amount[2] in the Past 5 Years

	2019	2020	2021	2022	2023
Non-local purchasing	23.63%	16.97%	23.92%	18.75%	8.77%
Local purchasing	76.37%	83.03%	76.08%	81.25%	91.23%

Local purchasing — Non-local purchasing

[Note 1] Local: The purchased goods are produced in the areas where GIGABYTE's main manufacturing bases (Nanping Factory, Dongguan Factory, and Ningbo Factory) are located.
[Note 2] Procurement amount: Calculate based on the purchase amount of the year.

4.1.2 Supply Chain Risk Management

The "GIGABYTE Sustainable Purchasing Guidelines" were issued in 2018. The Guidelines apply to the Headquarters, Taoyuan Factory, China Factories, as well as the subsidiaries in Taiwan controlled by GIGABYTE. We commit to using the RBA Code of Conduct as the highest guiding principle. 4 major management aspects (including 15 subgoals) and 4 zero tolerance regulations are set to assess the risk of a supplier.
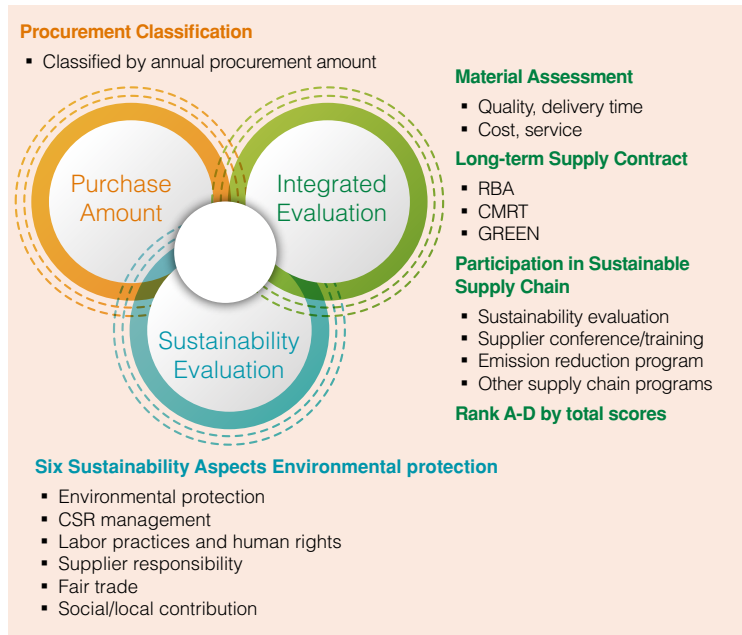
▪ Supplier Management and Regulations
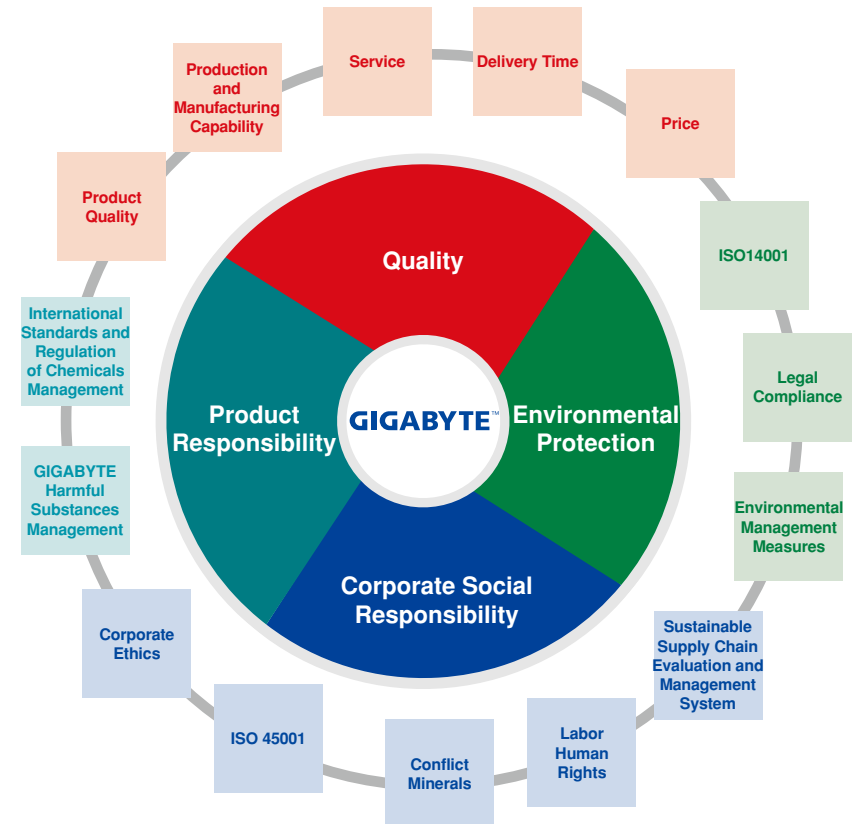
4 Zero-tolerance Rules

▪ Child labor

▪ Forced labor/prison labor

▪ Discharge of untreated toxic or hazardous substances/materials

▪ Behavior that causes immediate physical harm to employees

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Tiered Supplier Management

GIGABYTE evaluates all existing and new suppliers in accordance with the "Supplier Quality Management Operating Procedures" for tiered management. A new tiered management system for suppliers was introduced in 2022. The system incorporated the supplier sustainability evaluation mechanism, which has been implemented since 2012, into the original supplier supply contract (CMRT, RBA) and material assessments (quality, delivery time, cost, and service) so that the evaluation can better reflect the overall sustainability performance of suppliers. Supplier CSR high-risk audits are also conducted every quarter to eliminate high-risk D-grade suppliers and ensure consistency of quality in the supply chain.

Procurement Classification

- Classified by annual procurement amount

Purchase Amount

Integrated Evaluation

Sustainability Evaluation

Material Assessment
- Quality, delivery time
- Cost, service

Long-term Supply Contract
- RBA
- CMRT
- GREEN

Participation in Sustainable Supply Chain
- Sustainability evaluation
- Supplier conference/training
- Emission reduction program
- Other supply chain programs

Rank A-D by total scores

Six Sustainability Aspects Environmental protection
- Environmental protection
- CSR management
- Labor practices and human rights
- Supplier responsibility
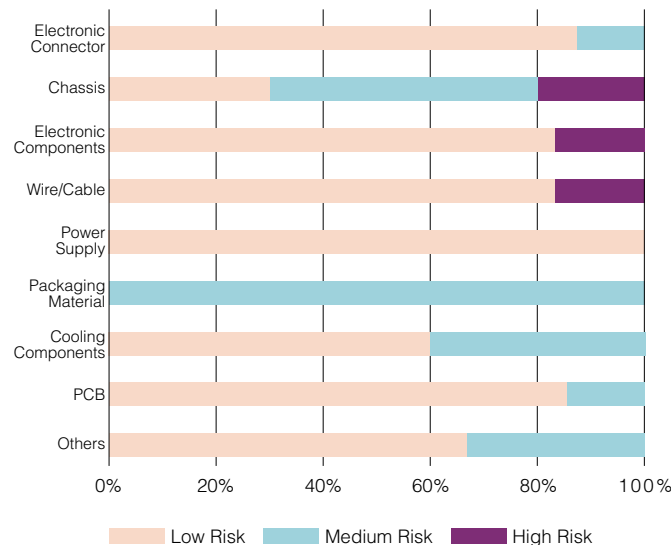- Fair trade
- Social/local contribution

In its manufacturing contracts and long-term supply contracts, GIGABYTE currently requires Party B to make a declaration on adherence to HCSR, RoHS, WEEE, VOCs, and other government environmental protection laws and regulations on pollution prevention and waste treatment in the region specified by Party A. 27 suppliers renewed contracts in 2023, with the proportion of making relevant declaration reaching 100%. The contracts also require Party B to declare their adherence to RBA, conflict minerals, and social/labor

laws and regulations at Party B's location. Among the 27 suppliers who renewed contracts in 2023, the proportion of making this declaration was 92.6%.
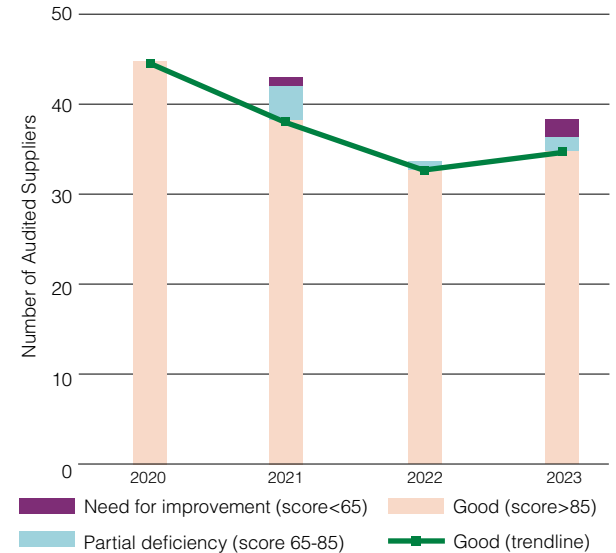
Supplier Audit

Supplier audits are conducted by each BU and subsidiary. On-site audits were conducted at 84 suppliers in 2023. RoHS, quality, and CSR audits were conducted for 58 suppliers, new suppliers, and contractors. In 2023, the audit on RoHS and quality identified 14 suppliers with moderate risk and 5 suppliers with high risk, with low audit scores for quality systems being the main problem. The suppliers were put on a registry by GIGABYTE, and 1 vendor had improved and been re-rated as low risk after the repeat audit. We will continue to track the situation with these suppliers in the future. For CSR, suppliers were assessed against the Responsible Business Alliance (RBA) Code of Conduct in 2023, and the outcome was good (score > 85) in nearly 90% of the cases. The average score overall was 94.39 (out of 100). Suppliers that performed badly during the above audits must devise remedial measures and strategies for identified deficiencies within the given time. We will continue to promote related initiatives and projects in the future, leading our supply chain partners in the fulfillment of corporate social responsibility.

- **Audit Result of Quality System/RoHS**

Low Risk | Medium Risk | High Risk

- **Audit Result of Supplier CSR Performance**

Need for improvement (score<65) | Good (score>85)
Partial deficiency (score 65-85) | Good (trendline)

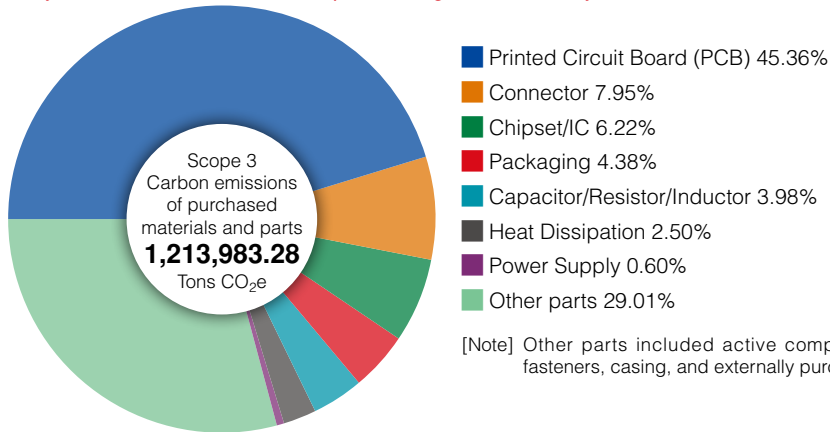[Note] Data in this table does not include new suppliers.

High CSR Risk Assessment Mechanism

A quarterly CSR high-risk assessment is also conducted for all suppliers under the new tiered supplier management system. The assessment covers 4 aspects: society, environment, governance, and commerciality. In particular, we put more attention on whether the Level 1 or Level 2 critical suppliers (accounting for 38.1% of all suppliers in 2023) are fined for violations of labor, environment, financial transactions, and conflict minerals regulations. The matrix also considers corporate governance evaluation, ESG disclosure scope, and positive and negative media coverage. A report on high-risk suppliers is then provided to relevant personnel within each BU to improve their supplier management.

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4.1.3 Environmental Impact Management for Supply Chain

In addition to setting in-house short-term, long and medium-term management targets for carbon emissions, water use, and waste, GIGABYTE also actively encourages suppliers to pitch in and help minimize the negative environmental impact of the supply chain as a whole. The international trend towards net zero and emerging carbon tariff mechanisms means that reducing trade risk by accelerating the low-carbon transition of products requires cooperating with the supply chain on sharing of environmental protection information, choice of materials, and carbon reduction technology. The 2023 GHG inventory showed that the carbon footprint of raw materials purchased by GIGABYTE was roughly 44 times greater than our own business operations. We are therefore strengthening our sustainable supply chain management strategy while continuing to inventory and track changes in upstream carbon emissions. By building a localized carbon information sharing, circular design, and recycling platform for materials, we hope to effectively track trends in the environmental impact of material flows of the value chain, develop a business model for resource recycling, and adapt to the net zero transition in the international market.

▪ Analysis of Carbon Emission Hot Spots among Purchased Key Parts in 2023

Scope 3 Carbon emissions of purchased materials and parts
1,213,983.28 Tons CO_2e

- Printed Circuit Board (PCB) 45.36%
- Connector 7.95%
- Chipset/IC 6.22%
- Packaging 4.38%
- Capacitor/Resistor/Inductor 3.98%
- Heat Dissipation 2.50%
- Power Supply 0.60%
- Other parts 29.01%

[Note] Other parts included active components other than IC, fasteners, casing, and externally purchased components.

Intelligent Circular and Low-Carbon Supply Chain Management Project

The "Intelligent Circular and Low-Carbon Supply Chain Management Project" was launched by GIGABYTE in 2023 focusing on four key axes: build a low-carbon production environment, develop high-value and low-carbon production technology, introduce low-carbon circulation technology, and build a sustainable supply carbon management platform. 10 suppliers who provide emission-intensive components were chosen for mentoring on GHG inventory, target setting, and reduction strategy. Through its large company resources, GIGABYTE hopes to strengthen the carbon management capabilities of small suppliers.
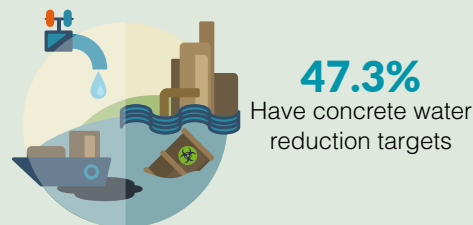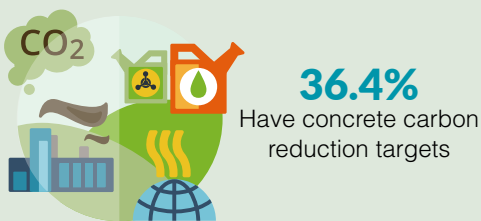
Reduction. Sharing. Love the Earth Alliance

GIGABYTE launched the "333 Reduction Plan" in 2016 and set a target of reducing carbon emissions, water use, and waste by 3% every year. We also invested in tree planting and afforestation to conserve the biodiversity of the earth. At the same time, we invited all of our suppliers to join the "Reduction. Sharing. Love the Earth Alliance" and reach the "333 Reduction" targets together with GIGABYTE. We also expect that the suppliers who have realized significant reductions could share their experiences with others to stimulate peer learning and achieve general reductions across the entire supply chain.

Status of "Reduction. Sharing. Love the Earth Alliance" Initiative

143 suppliers supported the 333 Reduction Plan in 2023
55 suppliers provided their 333 reduction performance

36.4% Have concrete carbon reduction targets

47.3% Have concrete water reduction targets

32.7% Have concrete waste reduction targets

33 suppliers expressed their willingness to become tree-planting partners

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"Reduction. Sharing. Love the Earth Alliance" Reduction Performance

After the Alliance was established, GIGABYTE started to investigate the reduction performance of carbon emissions, water use, and waste by each Alliance member in 2018. Every effort made was to practice the Alliance's core value of reduction. Furthermore, with an outline of the overall reduction trends, we can then develop a more practical strategy for the future. In 2023, we continued to track the reduction statistics from the previous year. The subjects of the study were 56 companies, including partner advocates and GIGABYTE itself. The reduction outcomes from 2022 compared to previous years are shown below.

	Emissions Reduction	Water Reduction	Waste Reduction
Rate of Reduction ≥ 3%	**35** suppliers	**28** suppliers	**23** suppliers
0% < Rate of Reduction < 3%	**1** suppliers	**4** suppliers	**3** suppliers

Explanation of Reduction Analysis Result

The statistics showed that approximately 60% of investigated companies met the carbon reduction target, and nearly 50% met the water and waste reduction targets. The measures to reach targets included establishing environmental policies, setting concrete targets and timetables for reduction measures, and implementing innovative sustainability-related programs. To be more specific, emission reduction actions taken by most of the suppliers are such as using renewable energy, carrying out sustainable procurement, monitoring the energy efficiency of equipment, and replacing old and energy-consuming facilities; the water use reduction actions involve water recycling and intelligent water monitoring; the waste reductions are realized by reducing packaging, managing manufacturing processes through a product lifecycle's perspective, adjusting parameters to reduce solvent use, etc. In addition, many suppliers actively promote sustainability concepts as part of their corporate DNA and hope that every employee will serve as a guardian of sustainability risks.

(For more details on reduction performance, please refer to the GIGABYTE CSR Website)

▪ "Reduction. Sharing. Love the Earth Alliance" Advocacy

GIGABYTE employees have long been volunteering for environmental protection actions. We also join the academia and industry in supporting related initiatives. Since 2020, supplier partners have been recruited to take part in the "Reduction. Sharing. Love the Earth Alliance" coastal cleanups. GIGABYTE hopes that our supplier partners can join us in paying attention to topics, such as the ocean environment and plastic contamination, and incorporate awareness of such topics into their value chain thinking so we can work together to reduce the environmental impact during our product life cycles.

In 2023, GIGABYTE hosted the 4th "Reduction. Sharing. Love the Earth" Alliance coastal cleanup at the Dayuan-Shalun section of Taoyuan's coastline that we adopted. 190 partners, GIGABYTE employees, and their dependents took part in the event, including 125 representatives from 31 suppliers. A total of 1,382.3 tonnes of rubbish was removed.

"Reduction. Sharing. Love the Earth" Alliance - Recyclable Packaging Promotion

Zero waste and zero pollution are now trending around the world. EU, the U.S., Japan, Korea, China, and Southeast Asia have begun issuing packaging waste directives, plastic taxes, and other rules. In 2023, GIGABYTE provided examples of industry best practices focusing on common recyclable materials, packaging design, and transportation mode, and circular use to members of the "Reduction. Sharing. Love the Earth" Alliance for future reference.

GIGABYTE will continue to promote sustainable supply chain management in 2024. In addition to enhancing mutual cohesion by holding beach clean-up events and tree-planting, we will carry out the 7th "Reduction. Sharing. Love the Earth" supplier conference and expect more suppliers to join the Alliance and amplify the benefits from the reduction.

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4.1.4 Conflict Minerals Management

Tin, tungsten, tantalum, and gold (3TG) minerals are indispensable raw materials in electronic products. If these minerals are obtained from areas of forced labor, child labor, or armed conflict, they would be considered conflict minerals that oppress and harm local human rights and living conditions. Therefore, GIGABYTE introduces the Responsible Minerals Initiative (RMI) under the RBA to investigate the use of 3TG minerals by first-tier suppliers and gradually traces the source through the Conflict Minerals Report Template (CMRT6.31 and EMRT 1.2) to further manage raw materials to jointly safeguard human rights and values. GIGABYTE investigated 508 suppliers during 2023 and found that 367 3TG, cobalt, and mica smelters were used by GIGABYTE during this year. 355 of the smelters (97%) passed the test. Most of them were located in Asia, followed by Europe. GIGABYTE has set deadlines for suppliers with concerns over use of non-approved smelters and refiners to take corrective action. Their progresses are tracked by the relevant personnel. (For a detailed list of smelters/refineries, please refer to the GIGABYTE CSR Website)

In 2023, 67% of GIGABYTE's top 100 suppliers of critical components, ranking by purchasing amount, had implemented conflict minerals management. We will continue to convey the importance of conflict minerals to suppliers through counseling and requirements, expanding the scope of investigation year by year, and targeting to reach 100% implementation among suppliers for the sake of protecting universal human rights.

▪ Investigation Process of Conflict Minerals
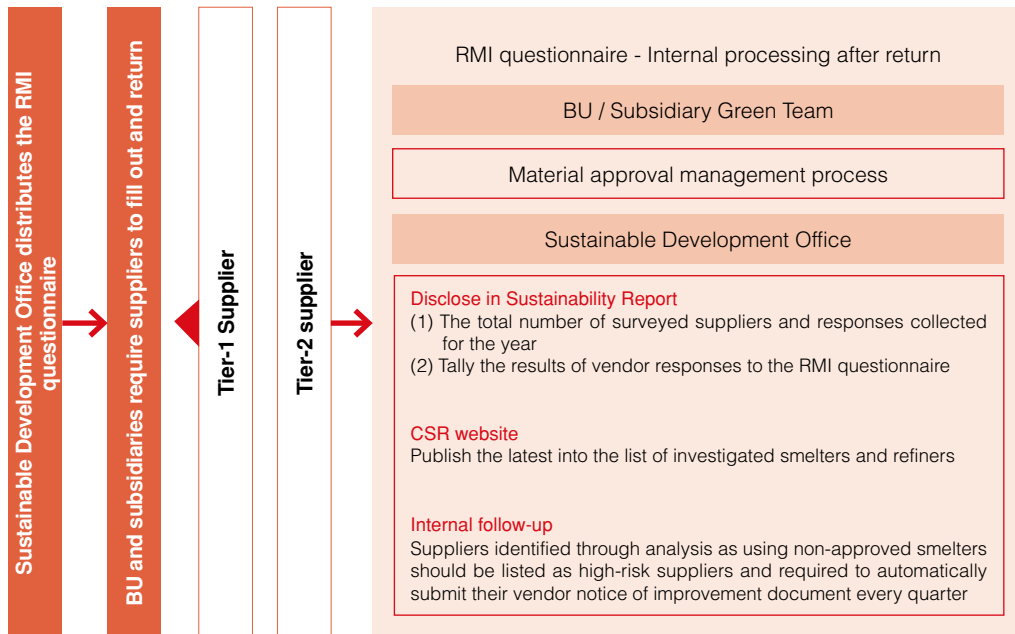
▪ Conflict Minerals Investigation in the Past 4 Years
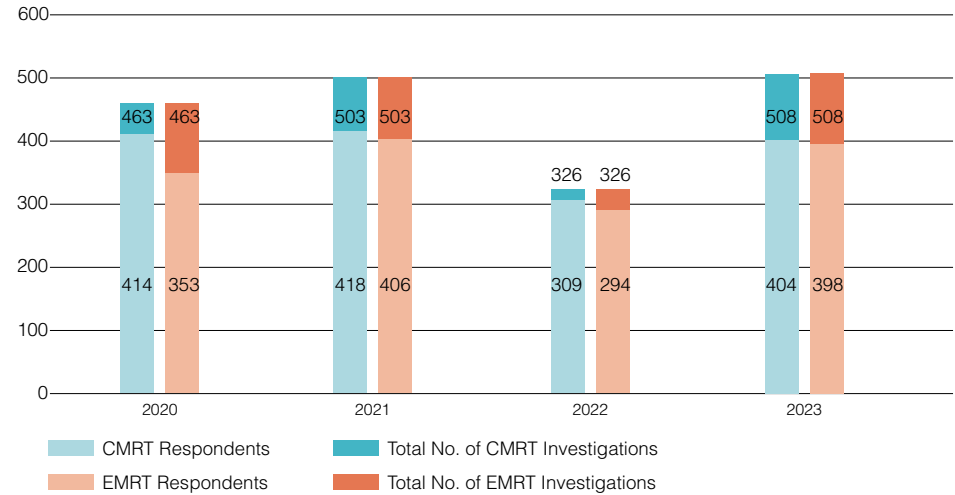
[Note 1] CMRT refers to the conflict minerals reporting template for 3TG (Tantalum, Tin, Tungsten, Gold) metals; the CRT cobalt metal investigation template has been replaced with the EMRT template for the investigation of cobalt and mica since 2022.

▪ Geographic Distribution of Smelters and Refiners

Asia 63% | Europe 12% | North America 8% | South America 7% | Australia & Oceania 1% | Africa 6% | Other 4%

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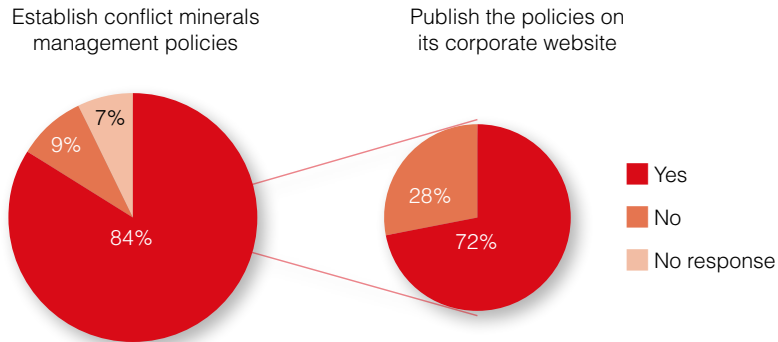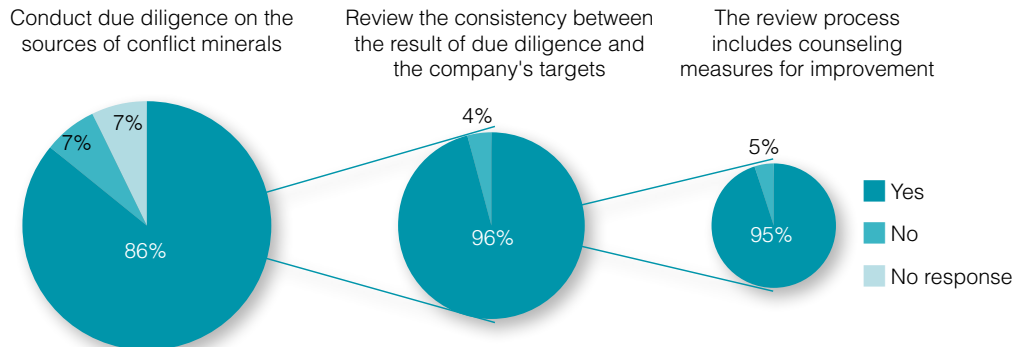
3TG Minerals

We further conducted statistical analysis on the CMRT responses to understand the actual management of conflict minerals by each supplier, and through their regulations and requirements for upstream to outline the use and management of conflict minerals by second-tier suppliers. GIGABYTE started by examining the completeness of conflict minerals management policy of all responded suppliers. 111 suppliers were identified as high-risk suppliers that use 3TG minerals from covered countries in their products or production processes. The integrity of their management policy was further examined so that more timely control measures could be planned. The screening result found that only 3 high-risk suppliers had not defined a clearer conflict minerals management policy or conducted due diligence on their supply chains. GIGABYTE has drawn up a list and is formulating a follow-up tracking mechanism.

- Conflict Minerals Management Status of All Responded Suppliers

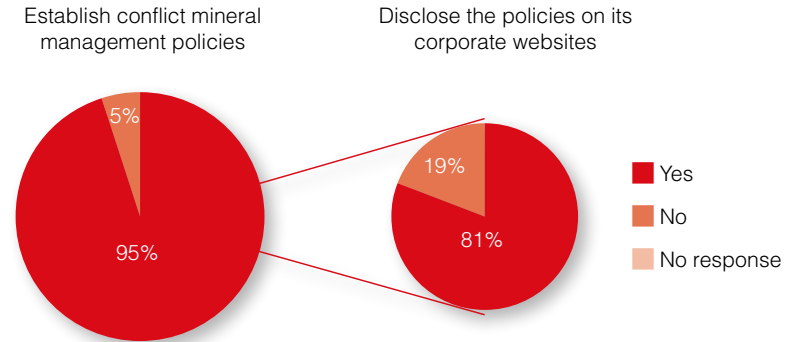**Completeness of Conflict Minerals Management Policy among Tier 1 Suppliers**

Establish conflict minerals management policies

Publish the policies on its corporate website

- Yes
- No
- No response

7% · 9% · 84% · 28% · 72%

Conflict Minerals Management among Tier 2 suppliers

Conduct due diligence on the sources of conflict minerals

Review the consistency between the result of due diligence and the company's targets

The review process includes counseling measures for improvement

- Yes
- No
- No response

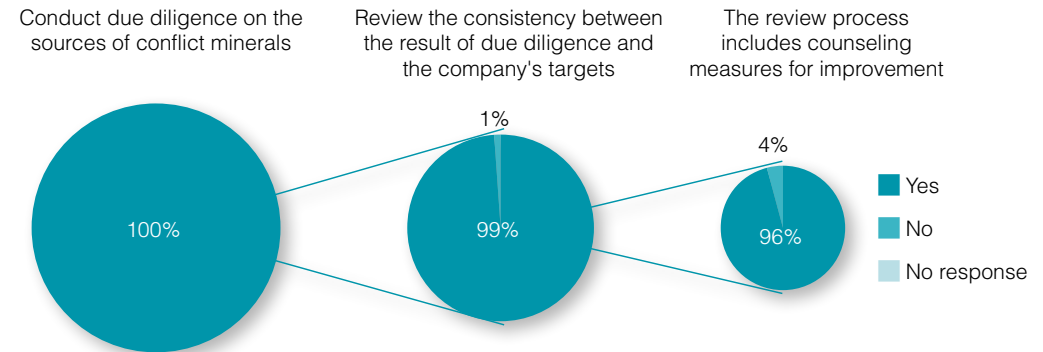7% · 7% · 86% · 4% · 96% · 5% · 95%

- Conflict Minerals Management Status of the Suppliers Using 3TG Minerals from Covered Countries[1]

Completeness of Conflict Minerals Management Policy among Tier 1 Suppliers

Establish conflict mineral management policies

Disclose the policies on its corporate websites

- Yes
- No
- No response

5% · 95% · 19% · 81%

Conflict Minerals Management among Tier 2 Suppliers

Conduct due diligence on the sources of conflict minerals

Review the consistency between the result of due diligence and the company's targets

The review process includes counseling measures for improvement

- Yes
- No
- No response

100% · 1% · 99% · 4% · 96%

[Note 1] Covered countries: The Democratic Republic of the Congo and its neighboring area

Cobalt and Mica

In 2023, 397 of the tier-1 suppliers investigated responded to the cobalt and mica investigation. The investigation found that cobalt was used or added by 136 suppliers to the product or product manufacturing stage. Among them, 121 (89%) suppliers had already established a conflict minerals management policy. 10 suppliers used or added Mica, and all have established their own conflict minerals management policy. Though cobalt and mica are not currently used as widely as 3TG metals, we will continue investigating the situation to eliminate the human rights abuses caused by conflict minerals.

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4.1.5 Supply Chain Engagement and Communication

The reinforcement and maximization of impacts from corporate sustainable development depend on inter-connections and cooperation throughout the entire value chain. GIGABYTE reinforces engagement and communication with our supply chain through a variety of channels, such as evaluations, awards, education and training, and alliances. We strive to build a partnership beyond trade relations and realize the core philosophy of "Reduction. Sharing. Love the Earth" hand in hand.

2023 Status of Supplier Engagement

Host for 12 consecutive years

Supplier Sustainability Evaluation and Award Ceremony

- Number of participated suppliers: 152
- 54 suppliers won awards, including 41 top 100 suppliers by purchasing amount
- Percentage of top 100 suppliers by purchasing amount that won awards: 76%

Host for 6 consecutive years

"Reduction. Sharing. Love the Earth" Supplier Conference

- Number of participated suppliers: 63
- The participation rate of the top 100 suppliers by purchasing amount: 21%

Assess for 6 consecutive years

Reduction Performance of "Reduction. Sharing. Love the Earth Alliance" Members

- Number of top 100 suppliers by purchasing amount that supported the Alliance: 49
- Number of participated suppliers in reduction performance assessment: 55

Supplier Sustainability Award

GIGABYTE has been conducting annual supplier sustainability evaluations since 2012. The GIGABYTE "Sustainable Supplier Evaluation" process started by asking suppliers to conduct a self-assessment of their performance in 6 key aspects, namely "CSR management", "environmental protection", "labor practices and human rights", "fair trade", "supplier responsibility", and "social/local contribution." A fair and impartial selection process was then carried out by the Supplier Evaluation Team from the Sustainable Development Office on the 4 aspects of completeness, rationality, level of cognition, and level of attention. Oustanding suppliers will be presented with excellent partnership awards at the end-of-year party. GIGABYTE hopes that the annual award presentation will encourage constructive competition between vendors and the pursuit of even more outstanding performance in sustainability.

The theme for the 2024 GIGABYTE Supplier End-of-year Party and Sustainability Award Ceremony was "Taking off with GIGABYTE on Flight Green24 towards Net Zero Future." The theme symbolizes GIGABYTE as a "caption", as it works together with suppliers (passengers) to achieve green

production, energy savings, and efficiency enhancements. A stable and sustainable supply chain depends on joint partnerships facing and tackling challenges and opportunities hand in hand. At this event, GIGABYTE also awarded the outstanding suppliers of this year.

In addition to the awards, we also use purchasing to encourage CSR fulfillment by suppliers. In 2023, the purchasing amount from the suppliers participating in the supplier sustainability evaluation accounted for 85.68%.

- The winner of the 2023 Supplier Sustainability Awards：Chicony Power

We will continue to increase our purchasing ratio in the future to give suppliers even more incentive to embrace sustainability and construct a self-sustaining supply chain.

Supplier Conference

GIGABYTE has held Supplier Conferences since 2009, inviting multiple pioneers in sustainability to share their experiences as well as ESG tendency and practical measures with our suppliers, CSR-related personnel, and manager-level employees. An actual program was launched after the 2023 supplier conference to provide supplier partners with on-site mentoring on sustainability knowledge and skills.

In response to various emerging climate-related regulations and standards driven by the global wave of carbon neutrality such as the foundation of the Taiwan Carbon Exchange, GIGABYTE set "carbon management along the supply chain" as the topic of the 2023 conference and invited lecturers and experts in the carbon intelligence discipline to share net-zero trends, regulations, and response strategies. GIGABYTE will pay more attention to supplier evaluation, from encouraging sustainability actions to gradually putting stricter procurement standards into efforts. As an original brand manufacturer, GIGABYTE strives to lead suppliers to take more actions in carbon reduction.

Sep 7th 2023 Supplier Conference Agenda

1. Construct Intelligent Carbon Management and Strengthen Resilient Supply Chain
GIGABYTE shared local and overseas policy trends in the green supply chain. Experience from years of implementing energy-efficiency and carbon reduction initiatives in the factory was also used as examples to show suppliers how to implement carbon reduction actions, set targets, and build a circular economy. This helped suppliers echo to and put into action the "333 Reduction Plan" that GIGABYTE has been promoting for many years.

2. Towards a New Era of Net-Zero: An Analysis of Supply Chain Management
In response to trends in net zero transition after the "Glasgow Climate Pact" was adopted by COP26, the Conference conducted an in-depth examination of the future direction of the green supply chain. The ESG evaluation system of international enterprises was used to introduce supplier partners to the origins of international disclosure standards, policies, and regulations. Legislation such as the EU Carbon Border Adjustment Mechanism (CBAM) and the U.S. Clean Competition Act were also dissected so that attendees can see just how business operations will be affected by obligatory green trade in the future.
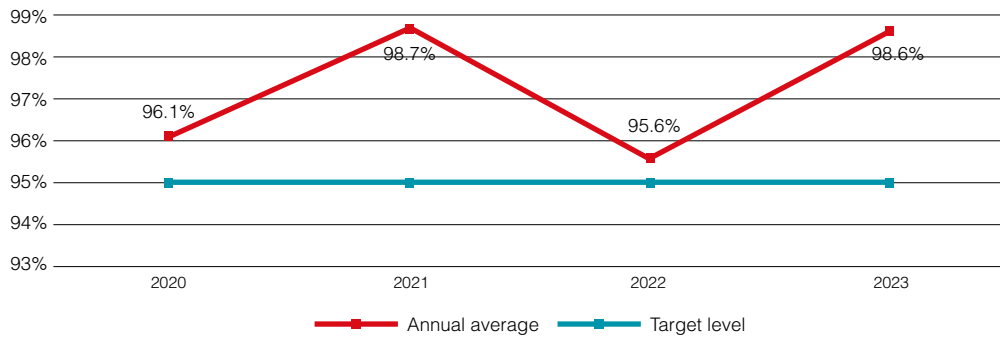
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4.2 Customer Relations Management

Customer Service and Satisfaction

A positive customer experience is based on not only high-quality and innovative products but also comprehensive after-sales service and timely responses to customer suggestions and requirements. This is an important part of GIGABYTE's service standards and values. GIGABYTE defines the "Customer Complaints Handling Procedure" and "Customer Questions Handling Procedure". The service centers conduct periodic satisfaction surveys with an annual customer satisfaction rating above 95% as the management goal.

▪ Customer Satisfaction of Service Centers in the Past 4 Years

Handling of Customer Rights

A sound customer complaints resolution process has been established by GIGABYTE. There were 8 customer disputes in 2023 mainly from customer complaints over product quality and support process. GIGABYTE reached out to the consumers and resolved the disputes through appropriate responses or product replacement.
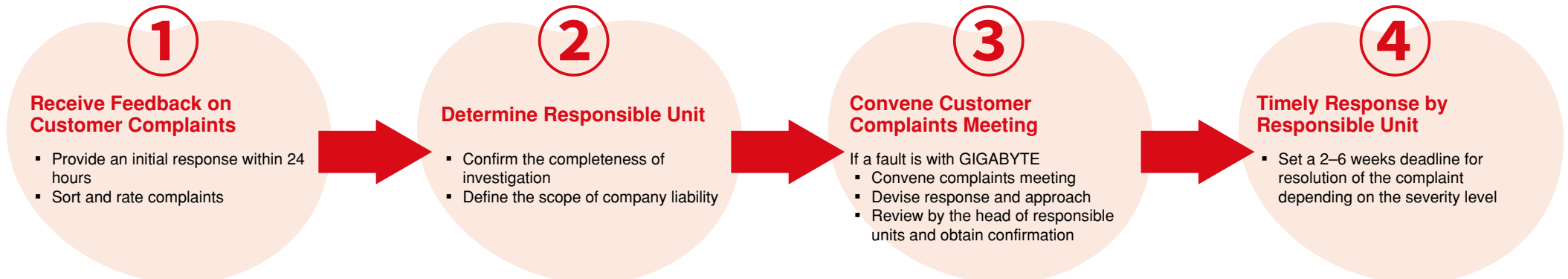
Customer Privacy Protection

There were no leaks of customers' personal information in 2023.

▪ Privacy Protection and Management Regulations

Define the Scope of Personal Information	▪ Establish a response team to the Personal Information Protection Act ▪ Set internal personal information inventory plans ▪ Consult with professional advisory counselors
Personal Information Risk Assessment and Management Mechanism	▪ Evaluate personal information leak risk and carry out tiered management ▪ Include personal information protection in audit processes ▪ Employees are required to sign a personal information protection agreement
Incident Prevention, Reporting, and Response Mechanism	▪ Regularly inspect personal information security ▪ Conduct simulated drills on personal information leaks (e.g. case occurrence reporting processes)
Information Security and Personnel Management	▪ Hard-copy documents and database management ▪ Security management for company environment, servers, and firewalls
Personal Information Awareness Education and Training	▪ Carry out ad hoc education via the internal website and e-mails ▪ Provide PIPA education and training for newcomers
Information Security Audit Mechanism	▪ Define audit scope, organization, timing, and methods

▪ Customer Complaints Handling Procedure

1 Receive Feedback on Customer Complaints
- Provide an initial response within 24 hours
- Sort and rate complaints

2 Determine Responsible Unit
- Confirm the completeness of investigation
- Define the scope of company liability

3 Convene Customer Complaints Meeting
If a fault is with GIGABYTE
- Convene complaints meeting
- Devise response and approach
- Review by the head of responsible units and obtain confirmation

4 Timely Response by Responsible Unit
- Set a 2–6 weeks deadline for resolution of the complaint depending on the severity level