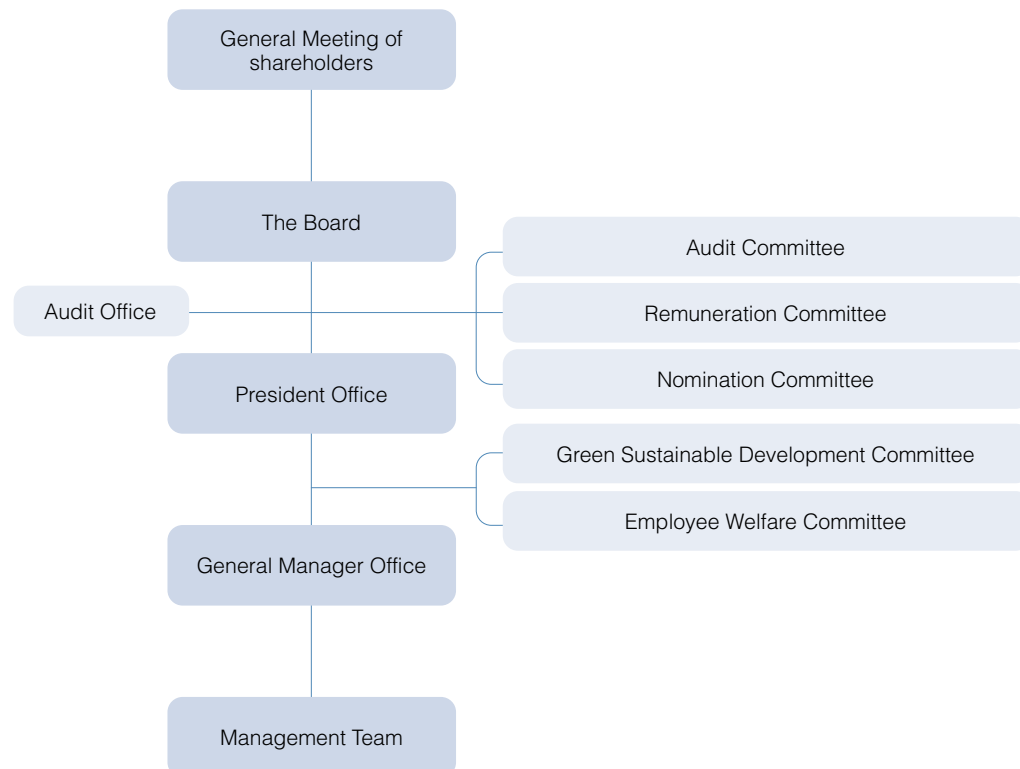


02 Corporate governance

GIGABYTE Technology adheres to the principles of integrity in corporate management and is dedicated to enhancing operational transparency and efficiency. The company actively works to establish a diversified, resilient, and sustainable governance framework that safeguards the rights and interests of all stakeholders.

Internal audits and self-inspections are periodically conducted in accordance with corporate governance regulations and principles and to respect shareholders' interests. Clearly defined rules such as the "Rules of Procedure for Board of Directors Meetings" and the "Procedures for Handling Material Inside Information" ensure operational transparency and prevent conflicts of interest so that the management team can focus on managing the business and fulfilling social responsibility.

Corporate Governance Structure



2.1 Organization of Corporate Governance

2.1.1 Board of Directors and Management Team

The Board of Directors is the top decision-making body for business management activities. The Company's "Procedures for Election of Directors" stipulates the use of the candidate nomination system for Board elections. Directors are elected by shareholders from the nominated candidates. In 2024, the GIGABYTE board of directors was composed of 11 directors. The Chairman was Mr. Dandy Yeh, with the Board being made up of 6 directors and 5 independent directors. None of the independent directors had served for more than 3 consecutive terms. The Board of Directors comprises one female director and two female independent directors. Independent directors constitute 46% of the board, and female representation stands at 27%. The Board was convened 10 times during 2024, and average attendance was 97.27%.

To strengthen corporate governance and promote the sound composition and structure of the Board of Directors, the Company advocates a board diversity policy to enhance overall corporate performance. The composition of the Board should be evaluated from various diversity perspectives, while the Corporate Governance Best Practice Principles specify that the Board as a whole should possess the following competencies: operational judgment, financial and accounting analysis, business management, crisis management, industry knowledge, legal expertise, leadership, and decision-making capabilities. To maintain professional strengths and competencies and to support sustainable corporate operations, board members regularly participate in training programs related to corporate governance, sustainability, industry trends, and regulatory updates.

(For more information on the Board's diversity, independence, and professional experiences, please refer to [GIGABYTE website](#); For more information on each director's continuing education, please refer to p.26 of the [GIGABYTE 2024 Annual Report](#))

Director Nomination and Election

In accordance with the Corporate Governance Best Practice Principles for TWSE/TPEX Listed Companies and relevant regulations, the Company has established the Rules for Election of Directors and set up a Nomination Committee to regulate the standards and procedures for director selection. The rules emphasize the consideration of the overall composition of the Board, promote diversity, and ensure that members possess the necessary knowledge and competencies.

The Company adopts a candidate nomination system, under which shareholders elect directors—including both independent and non-independent directors—at the shareholders'

meeting. It is also ensured that no familial relationships exist among the elected directors. The election process is supervised by ballot inspectors and counters, and results are announced on-site. Elected directors receive official notifications of their election.

Conflict of Interest Management

If a director or the legal entity they represent has an interest in a matter being discussed at a Board meeting, the director shall disclose the nature of the interest during the meeting. Where such an interest is likely to harm the interests of the Company, the director shall not participate in the discussion or voting of the matter and shall recuse themselves. Additionally, they may not act as a proxy for other directors to vote on the matter.

When a director's spouse, a relative within the second degree of kinship, or a company controlled by or in a subordinate relationship with the director has an interest in the matter, the director is deemed to have a personal interest in that matter.

The Company complies with the provisions of the Company Act regarding directors who are not allowed to exercise voting rights in such situations. Prior to each Board meeting, the chairperson informs relevant directors of any recusal requirements, and all recusals are recorded in the official meeting minutes.

2.1.2 Functional Committees and Performance Evaluation

To enhance the effectiveness of the Board of Directors, the Board has established functional committees, including the Remuneration Committee, the Audit Committee and the Nomination Committee. Each functional committee reports to the Board of Directors and submits proposals for resolution by the Board.

Remuneration Committee

- Composed of 3 independent directors.
- Convened 6 times and the average attendance of committee members was 100%
- Duty: Assess the achievement of performance goals for the Company's directors, supervisors, and maintain the appropriateness of individual remuneration

Audit Committee

- Composed of 5 independent directors.
- Convened 8 times and the average attendance of committee members was 100%
- Duty: Supervise the proper expression of the Company's financial statements and the independence and performance of the certified accountants, and ensure the Company's compliance with laws and the effectiveness of the internal control system.

Nomination Committee

- Composed of 1 director and 2 independent directors.
- Convened 1 times and the average attendance of committee members was 100%
- Duty: Strengthen the functionality of the Board and management mechanism. Nominate candidates for directors and the Group President based on selection criteria, and evaluate the performance of the Board, its committees, individual directors, and the independence of independent directors.

The Board conducts an internal performance evaluation once a year, covering both the overall Board and individual directors. The evaluation is carried out through self-assessments by the Board and individual members, focusing on aspects such as participation in company operations, quality of board decisions, board composition and structure, professional competency and continuing education, internal relationships and communication, and internal control. The evaluation results are reviewed and approved by the Remuneration Committee and resolved by the Board of Directors, with the filing completed within the required timeframe.

Remuneration Policy for the Management Team

The remuneration of the Company's directors is allocated in accordance with the Articles of Incorporation and must be approved by the Board of Directors and submitted to the shareholders' meeting. No additional remuneration shall be granted beyond what is specified unless otherwise approved by the shareholders' meeting. The remuneration amount is determined based on the scope of responsibilities and fiduciary duties undertaken by each director, as well as the Company's operational performance and profitability.

The remuneration of the Company's managerial officers is handled in accordance with the Remuneration Management Guidelines, Employee Performance Evaluation Guidelines, Business Group Financial Performance Assessment Principles, and the Balanced Performance Bonus Distribution Mechanism. Remuneration includes base salary, living allowance, meal allowance, position allowance, no-car allowance, year-end bonus, and performance bonus. Payments are determined based on factors such as academic background, professional experience, business performance, and individual contributions, and are approved according to the Company's authority and sign-off procedures.

Comparison of the annual remuneration of the highest-paid individual and median annual remuneration of general employees in 2024

- 16.67 times in Taiwan
- 8.33 times in Mainland China



Comparison of increase percentage of the annual remuneration of the highest-paid individual and median annual remuneration of general employees in 2024

- 20.41 times in Taiwan
- 8.01 times in Mainland China

2.1.3 Internal Audit

GIGABYTE's internal audit unit is an independent unit that reports directly to the Board of Directors. It is responsible for formulating and supervising the implementation of integrity management policies and prevention programs, and regularly reports to the Board to strengthen the management of integrity practices.

According to the "Regulations for Handling Internal Audit Systems," internal audit is intended to assist the Board and management in examining and evaluating deficiencies in the internal control system, as well as assessing the effectiveness and efficiency of operations. Timely improvement recommendations are provided to ensure the internal control system is implemented effectively and continuously, and to serve as a basis for reviewing and revising internal control measures. The scope of audits covers all operations of the Company and its subsidiaries.

Audit work is primarily conducted in accordance with the audit plan approved by the Board and includes both regular and ad hoc internal audits. These audits help management understand the functioning of the internal control system and provide timely information, serving as one of the key channels for identifying existing or potential operational deficiencies.

(For details on communication between independent directors and the chief audit officer in 2024, please refer to the [GIGABYTE website \(in Mandarin\)](#).)

In addition to the internal audit, GIGABYTE regularly discloses company-related information on the Company's website and TSE Market Observation Post System and actively incorporates external evaluation mechanisms, such as participating in the Corporate Governance Evaluation System by the Financial Supervisory Commission (FSC) every year. GIGABYTE ranked 36-50% among all listed companies in the 10th Corporate Governance Evaluation. We will keep taking the lesson from the evaluative results, list the insufficient part as the priority for future improvement, and expect to improve our corporate governance gradually.

2.2 Integrity Management and Legal and Regulation Compliance

Code of Integrity and Business Conduct

Morality and integrity have been the core corporate culture of GIGABYTE since its foundation. We believe that operating with integrity and taking responsibility to society into account is also essential for corporate sustainable development. We have adopted a Code of Ethical Conduct approved by the Board of Directors, referencing the Responsible Business Alliance (RBA) standards. Guided by the highest principles of corporate ethics, we conduct self-assessments and have established "the Code of Business Conduct" and "RBA Code of Conduct" to guide equal and safe working environment, legal compliance obligation, external business activities, and corporate asset protection. Disciplinary and grievance channels have been established to address violations of ethical conduct.

In addition, the Company has established the "Regulations for the Prevention of Insider Trading" to ensure sound internal procedures for handling and disclosing material information, prevent improper information leakage, and maintain the consistency and accuracy of external disclosures. To urge employees to abide by this Code, GIGABYTE requires every new employee to sign the "Employee's Ethical Code of Conduct", and also provides training on anti-corruption, intellectual property rights, etc., to shape an emphasis on morality and integrity by the whole Company's members.



Board of Directors

Establish integrity-based management policies to ensure that directors, supervisors, and employees comply with applicable laws and regulations in the execution of their duties.



Employee

Every new employee to sign the "Employee's Ethical Code of Conduct" and also take part in training on anti-corruption, intellectual property rights, etc.



Supplier

All suppliers are urged to sign long-term supply agreements, with reference to the Responsible Business Alliance (RBA) Code of Conduct and the commitment to avoiding the use of conflict minerals.

■ Ethics training

For employees, GIGABYTE continues to organize and introduce training on ethical management. Course topics encompassing legal affairs and intellectual property, internal audit and controls, accounting systems, and ethical management are offered to managers, general employees, and foreign employees based on their requirements to ensure that every employee understands the GIGABYTE ethical management vision and system. Related courses were held 286 times in 2024. 7,947 person-times, 11,476.9 hours of training.

Topic	Legal affairs and intellectual property	Internal Audit	Accounting system	Integrity management	Total
Person-times	4,794	2,686	163	304	7,947
Hours	9,096.1	2,228.6	52.6	99.6	11,476.9

■ Grievance channels

Safe and anonymous grievance channels are provided to employees to prevent unethical conduct. Once receiving a complaint, it will be treated on a case-by-case basis, and disciplinary actions will be taken if necessary. The range of complainants also expands to distributors to ensure that employees always adhere to the ethical boundaries for business dealings. Gigabyte promises that employees will not suffer demotion, penalty, or other adverse consequences even if their compliance with the ethical rules results in business losses to build an anti-corruption environment.

- Employee Grievance Mailbox: HR@gigabyte.com
- ESG-Related Communication Mailbox: CSR@gigabyte.com
- For more stakeholder communication channels, please visit the [GIGABYTE official website – Stakeholder Section](#).

Number of violation	2023	2024
Corruption or Bribery	0	0
Discrimination or Harassment	0	1 ¹
Customer Data Breach	0	0
Conflicts of Interest	0	0
Money Laundering or Insider Trading	0	0
Others	0	1 ²

Note1: One case of sexual harassment was reported. After investigation by the grievance review committee and a formal meeting, the disciplinary warning was issued to the employee, and announced at the internal website.

Note2: GigalPC, one of subsidiary, was found in violation of trade regulations and was fined NT\$500,000.

GIGABYTE implemented balanced reporting and disclosure of information in accordance with the "Reference Guidelines for the Recognition of Sustainable Economic Activities" issued by the Financial Supervisory Committee. This applied to any material violations that accumulated financial penalties of NTD 1 Million or more, or administrative sanctions imposed by the competent authority such as stoppage, shut-down, abolishment or revocation of related permits. There were no material violations in 2024. GIGABYTE also actively responded to and took action on penalties where the amount did not amount to a material violation.

Year	2023	2024
Environmental Safety: Water Pollution Control Act, Air Pollution Control Act, Building Fire Safety and Toxic Chemical Substances Control Act	0	0
Products and Services: Privacy Protection, Marketing and Broadcasting, Product Information Labeling	0	0
Labor Rights: Labor Standards Act, Gender Equality in Employment Act, Employment Insurance Act, Occupational Safety and Health Act	0	2

Note: There were two incidents of excessive work hours and illegal forklift operation in 2024 resulting in total penalties of NT\$200,000. The improvement actions are detailed in 5.3.1 Environmental Health and Safety.

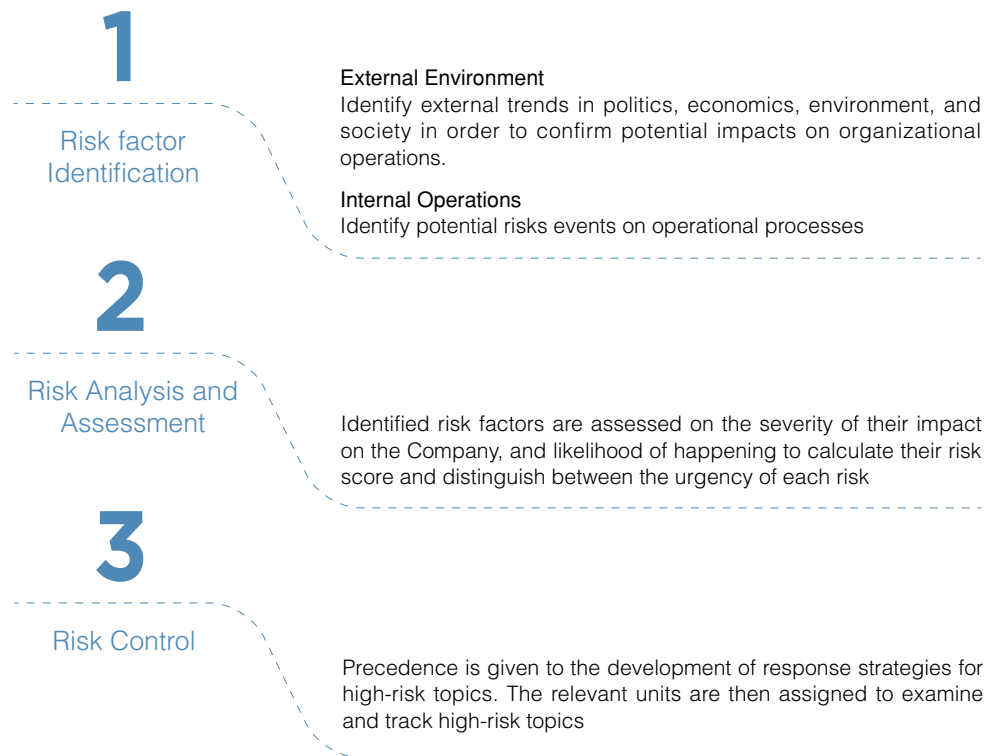


2.3 Risk Management

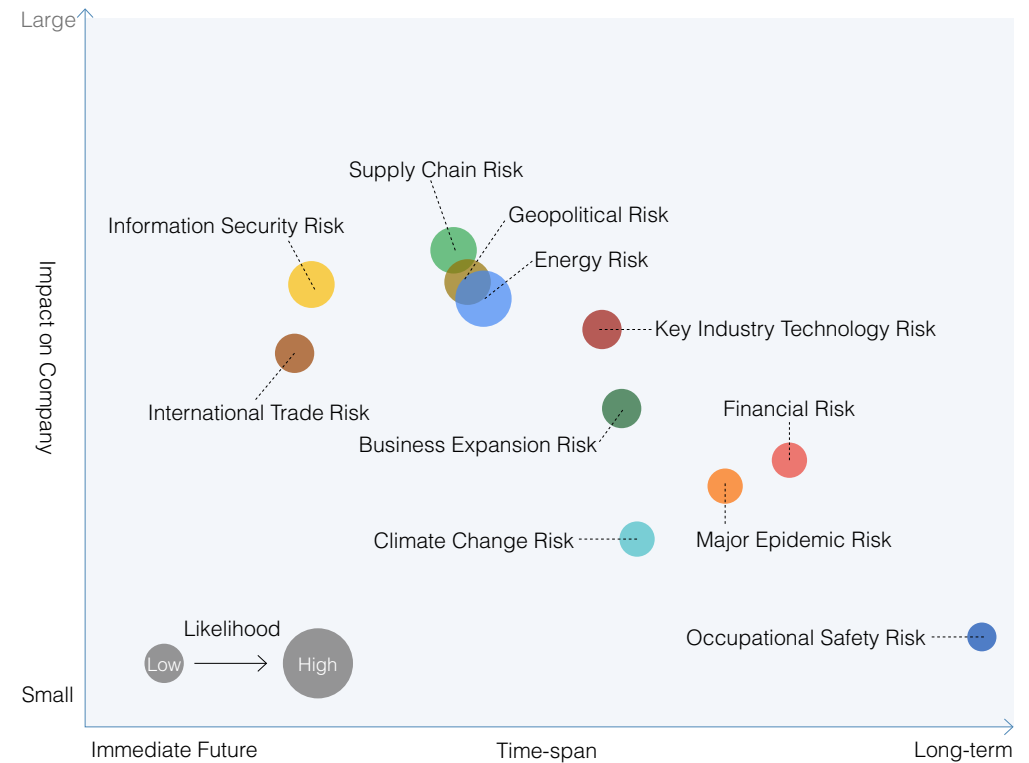
Sound risk control is fundamental to sustainable corporate management. The concept of Business Continuity Plan (BCP) was introduced by GIGABYTE. Threats, vulnerabilities, and risks in business operations are identified, defined and assessed in order to protect operations from disaster and accidental damage. If an incident does occur then the resulting impact and interruption are minimized as well. GIGABYTE used the risk management process to identify 11 areas of risk in 2024. Senior executives above the grade of manager then participated in evaluating the degree of impact (1~5-points) on the Company from each risk and their likelihood (out of 100%). This was then multiplied by the time-span (1~4 points) to obtain the Risk Score. The appropriate departments were then commissioned to develop a sound risk management method using their professional knowledge and practical experience of related fields.

To further strengthen the GIGABYTE risk management policy, the Board of Directors resolved in 2024 that a Risk Management Committee is to be established and risk management related programs rolled out in 2025.

▪ GIGABYTE Risk Management Process and Management Actions



▪ GIGABYTE Risk Identification Matrix



2024 Material Risks and Adaptation Actions

Short- to Medium-term Risks: 1 ~ 5 years

Risk Issue	Potential Risk	Scope of Impact			Risk Control Action
		Upstream	Business	Downstream	
Energy Risk	<ul style="list-style-type: none"> Risks from unstable energy supply and volatile energy prices Tightening of domestic and overseas environmental regulations 		V		<ul style="list-style-type: none"> Introduction of production automation and smart warehouse storage to improve energy efficiency and cut electricity costs Renewable energy equipment will be installed in Taiwan in 2025 to power the two plants in Taoyuan and Business Headquarters. Installation of solar panels and use of renewable energy at the German operating location
Information Security Risk	<ul style="list-style-type: none"> The emergence of AI technologies means we must be prepared to counter hacker attacks using similar technologies Risk of malicious attacks involving cloud security social engineering, and computer viruses 	V	V	V	<ul style="list-style-type: none"> Established Information Security Committee as the highest governance unit for information security risk management Compliance with domestic and overseas information security regulations
Supply Chain Risk	<ul style="list-style-type: none"> Supplier risk, demand volatility risk, logistics and transportation risk International trade regulatory risk 	V	V		<ul style="list-style-type: none"> Periodic evaluation of supplier grades and supervising the sustainability performance of suppliers Manage product compliance and logistics through the management platform, and provision of employee education and training
Climate and Carbon Management	<ul style="list-style-type: none"> Required by international customers to provide carbon reduction data and to participate in the CDP carbon disclosure program Tightening of domestic and overseas environmental regulations 	V	V		<ul style="list-style-type: none"> Publication of climate-related financial disclosure reports (TCFD) and disclosure of CDP rating performance Build a comprehensive climate risk identification process and matrix. Scenario analysis is also conducted to link financial performance and climate impact
Key Industry Technology Risk	Technology obsolescence resulting in impact on business profitability		V		<ul style="list-style-type: none"> Well thought-out patent and trademark strategies are developed for key technologies Participate in product and technology development projects to actively identify potential patents Disburse patent rewards in accordance with the "GIGABYTE Group Patent Reward Regulations" to encourage ongoing employee innovation.
Business Expansion Risk	<ul style="list-style-type: none"> Resource pressure from the market risk Inadequate management capability and quality control risk 		V		
Geopolitical Risk	Domestic/overseas policy changes that increase market / supply chain / regulatory risk	V	V		<ul style="list-style-type: none"> Manage product compliance and logistics through the management platform, and provision of ad hoc employee education and training Establish self-inspection and external verification process for strategic high-tech products Set up product homepage and management platform for storing related certifications. Establish control mechanism and system for incoming inspection exemptions and host information seminars on incoming inspection exemption process Host education and training on customs clearance for strategic high-tech products, cargo insurance and Customs determination of original place of manufacture
International Trade Risk	Constantly updated supervisory regulations impose constraints on production and sales that increase obstacles to trade and uncertainty		V		

Long-term term Risks: Over 5 years

Risk Issue	Potential Risk	Scope of Impact			Risk Control Action
		Upstream	Business	Downstream	
Financial Risk	Over 70 economic entities faced leadership elections in 2024 with the US presidential elections having the greatest impact. Results included volatile interest and exchange rates in the financial market		V		<ul style="list-style-type: none"> Dispersal of idle funds to fixed-interest or low-risk products such fixed-term bank deposits and bond transactions Ensuring of short-term liquidity, issuing of company bonds when appropriate, and obtaining short-, medium- and long-term lines of credit from financial institutions Foreign exchange gains from business operations are hedged in a timely manner through spot market transactions and forward foreign exchange contracts. Purchase of property insurance such as commercial fire insurance, product liability insurance, and cargo insurance to avoid the risk of major losses
Major Epidemic Risk	<ul style="list-style-type: none"> The eruption of epidemics can impact on employee health and lower productivity Risk of disruption to supply chain that impacts on production and delivery It hampers international business and transnational supply chains 	V	V		<ul style="list-style-type: none"> Promotion of tiered employee health management system with follow-up management based on results of health exams Provide high-risk employees with medical subsidies and health management incentives Promotion of health promoting activities/education and Employee Assistance Plans (EAP) Provide up-to-date information on epidemic trends and implement a variety of health protection measures
Occupational Safety Risk	Safety incident risk from the work environment		V		<ul style="list-style-type: none"> Significant risks are periodically identified and corrective action taken based on workplace condition

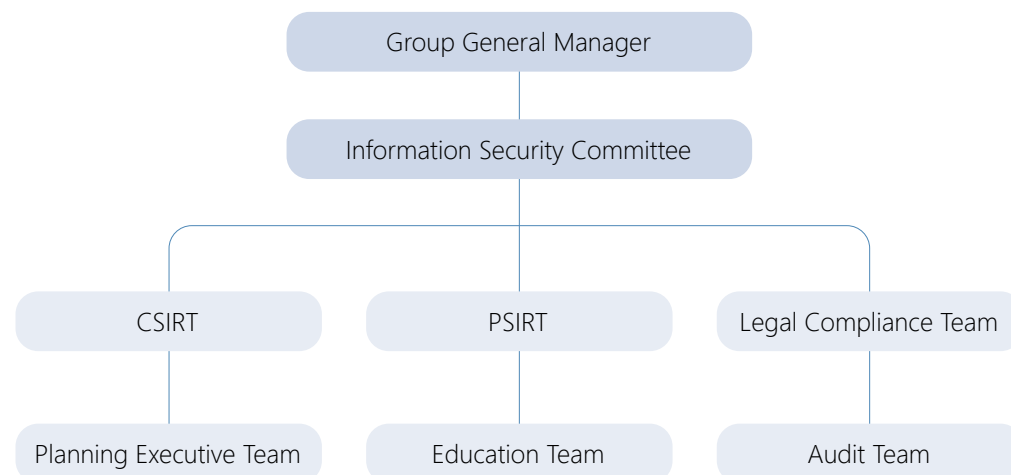
2.4 Information Security and Privacy Protection

GIGABYTE established an Information Security Committee in 2021. An information security policy and management structure were formulated in accordance with international standards, regulatory requirements, privacy protection, as well as risk and crisis management. Suppliers were also incorporated into scope of management to strengthen joint defense throughout the supply chain. The Committee is responsible for promoting information security management, planning, supervision and implementation across the organization. It also regularly reports to the Group President on the effectiveness of information security management activities and systems by the information security management organization.

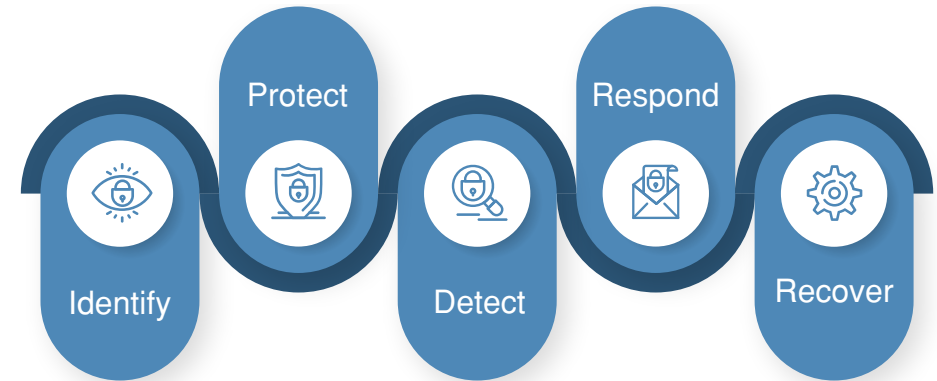
The Information Security Management Structure and Security Response Task Force was set up for harmonization with the Cybersecurity Framework (CSF 2.0) developed by the US National Institute of Standards and Technology (NIST). A total information security management standard was introduced to continuously improve information security based on the 5 key indicators of Identify, Protect, Detect, Respond, and Recover. This covers the entire information security risk management life cycle.

To address the expansion of AI server business in 2024, including new products, new suppliers, upgraded customer services, and cybersecurity risks. Group President who has extensive experience in IT and product information security was designated as the highest convener of the Information Security Committee responsible for directing the Committee's quarterly activities. A Chief Information Security Officer (CISO) and dedicated information security specialists were also appointed. Two social engineering drills and enhanced employee training were carried out to raise employee awareness on adherence to the corporate information security policy and reduce information security management risks.

Structure of Management Organization



CSF - Five Functions



Ways of maintaining information security

- Identify the Company's protected information assets and value processes
- Conduct 1 information asset identification and risk assessment every year to establish risk protection measures
- Conduct random information security education and training every year to counter corporate e-mail fraud
- Conduct 2 social engineering drills with enhanced education and training for high-risk employees
- Employ AI technology to conduct real-time monitoring of incoming traffic to detect suspicious programs and malicious behavior and reduce malicious attacks
- Set up information security response team to establish response mechanism and conduct simulated attack/defense drills
- Participate in joint defense organizations such as Taiwan Information Security Alliance, Taiwan Chief Information Security Officer Alliance to gain information security experience
- Update response and recovery plans when there is a change in business structure to prevent business disruptions due to information system errors

Information Security Risk Management Strategy

Information Security Risk Commitment	The Company pledges to build a total information security management system to ensure the confidentiality, integrity and availability of data
Privacy Protection Commitment	The Company strives to respect and protect the privacy of customers and employees, and to comply with the relevant privacy regulations (e.g. GDPR)
Employee Education and Development	The Company pledges to strengthen the development of the internal information security culture, and to enhance the security awareness and technical ability of employees through periodic training and testing
Compliance	The Company pledges to comply with all applicable information security and privacy protection laws and regulations and take active measures to maintain compliance
Security Incident Management	The Company pledges to protect the rights and interests of customers and stakeholders by responding swiftly and effectively to security incidents

Information Security Risk Management and Response Mechanism

Information security management and audit

To improve our response to information security risk management, we review our information security risk exposure at least twice a year to identify our information security risk appetite. This includes stress testing and sensitivity analysis to establish the relative priorities of information security risks. Actions are then taken to mitigate information security risks. All of the above information security risk management processes undergo internal/external audits. The validity of ISO/IEC 27001:2022、CNS 27001:2023 information security management system certifications are also maintained for information devices and the information security management system.

Promotion of technological upgrades and information security defenses

Data encryption technology, multi-factor authentication, intrusion detection system, and AI security analysis tools were introduced to improve our ability to defend against online threats and reduce the risk of data leakage. At the same time, protection against internal information security attacks was also strengthened through the use of firewall hardware, deployment of intrusion detection systems, periodic vulnerability scanning and penetration testing of external websites, and conducting at least 1 response drill procedure each year. As a result, the Company maintained an A rating (highest level) for information security and maturity in 2024.

Information security education and training

We have designed and are progressively implementing our information security management policy. Internal information security rules have been published with an explicitly defined information security complaints process to ensure that employees can follow the SOP to make a report when they notice any suspicious activity. At the same time, we have incorporated IT and cybersecurity into employees' performance evaluations. Information security and privacy protection training courses are regularly held as well to improve the information security awareness and response ability of all employees. For supplier management, we are applying the Information Security Risk Management Regulations for the Information Supply Chain by requiring suppliers to comply with the relevant policies. We also introduced and incorporated information security audits into supplier management to help suppliers improve their information security capabilities. By actively enhancing the information security awareness and ability of both internal and external stakeholders, we can ensure the full compliance of the Company, and reduce the risk of heavy financial penalties or legal repercussions due to the leakage or improper handling of data. In 2024, we conducted education and training on 3 topics that were attended by 2,464 people and amounted to 2,122 training hours. The information security policy and awareness training course was completed by 100% of employees at our Xindian headquarters.

2024 Information security education and training performance

Course Name	Target	Participation	Duration (hours)
Information Security Policy and Awareness Training	Employees at Xindian Headquarters	1,288	1,288
Remedial Social Engineering Class	Employees that failed the drill	1,012	506
Supply Chain Information Security Evaluation Seminar	Suppliers	164	328
Total		2,464	2,122

Note 1: The scope of the ISO/IEC 27001:2022 and CNS 27001:2023 information security management system certifications only encompasses the Xindian headquarters. Therefore, the participants in the education and training were primarily employees from the headquarters.

Information security incidents in the past three years

There were no major information security incidents between 2022-2024. Future information security enhancements will focus on expanding the scope of Endpoint Detection and Response (EDR) to overseas plants.

No. of cases or people involving information security violations	2022	2023	2024
Total number of information security attacks.	0	0	0
Total number of customers, consumers and employees affected by information security incidents	0	0	0
No. of cases involving violations of customer privacy	0	0	0

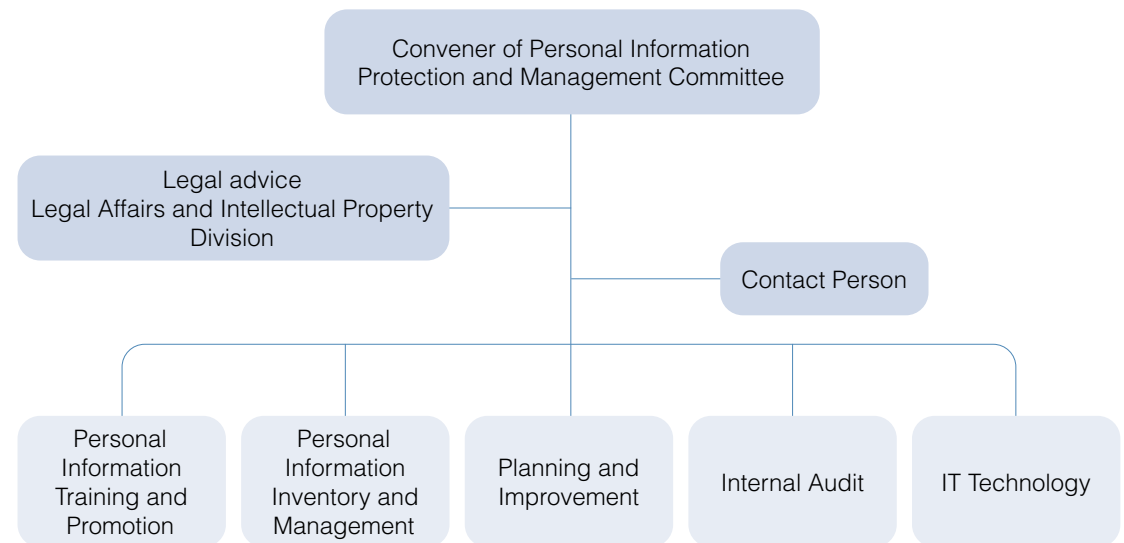


Privacy Protection

To avoid breaching privacy protection laws due to the leakage of personal information and to protect the privacy of stakeholders, the Personal Information Protection and Management Committee was set up by GIGABYTE to oversee all privacy protection activities including employee education and training, updating rules and management regulations in accordance with the latest amendments to the Personal Information Protection Act," conducting audits, identifying deficiencies and proposing improvement reports, development and modification of IT systems and deployment of hardware and networking equipment.

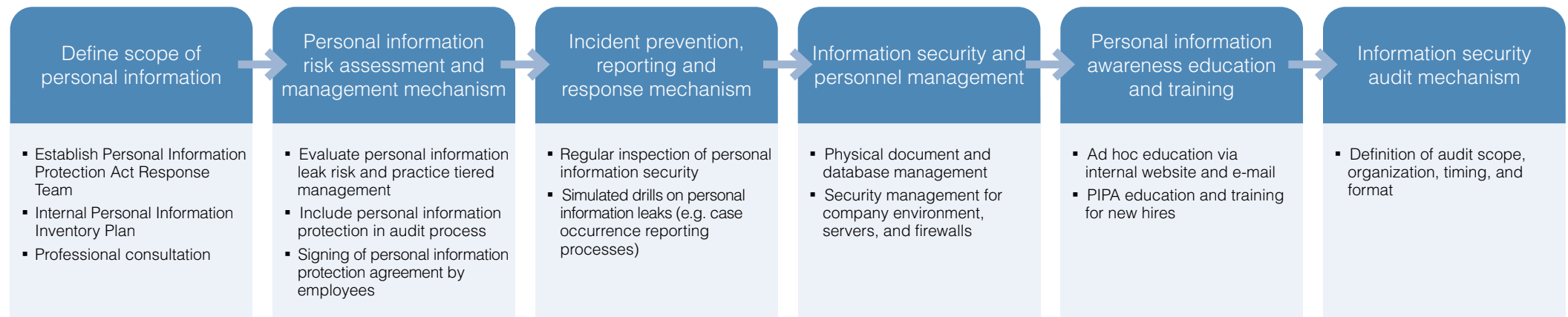
Additionally, privacy precautions are also posted internally to remind employees about potential windows for leaks. Countermeasures were devised for external risks such as strengthening information security technology through firewalls and intrusion policies that reduce the risk of attacks from outside of the company; legal and system-level measures such as education, audits, rewards and disciplinary action are also employed to keep GIGABYTE employees in line. SOPs on use of personal information have been devised detailing the collection, usage, outsourcing and disposal process to guard against personal information leakage risks.

▪ GIGABYTE Personal Information Protection and Management Committee



▪ Personal information protection and management regulations

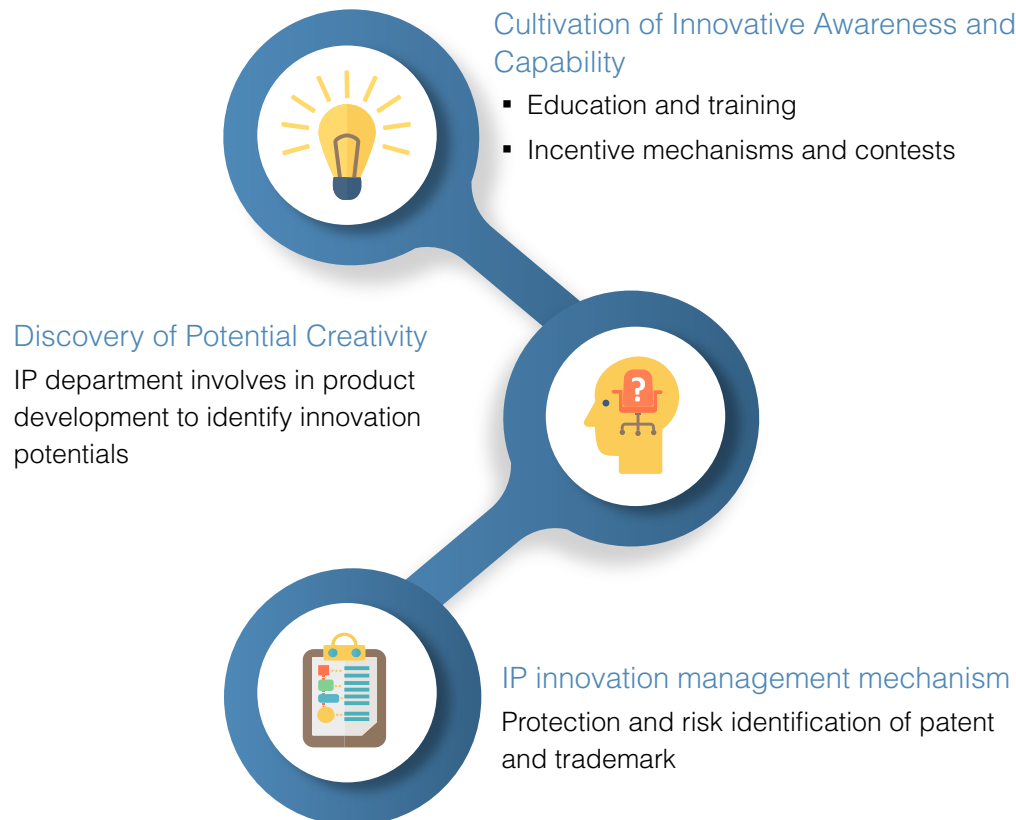
GIGABYTE has also devised GIGABYTE Privacy Policy that governs all Company operations (including suppliers and third-party service providers). All risk management measures are also reviewed to ensure they comply with the Company's security policy and procedures. Compliance reviews include the periodic review and updating of the privacy policy to ensure that its harmonization with the applicable laws and regulations, and comply with the latest compliance requirements. Industry best practices such as GDPR and CCPA are being incorporated into the privacy policy on an ongoing basis.



2.5 Innovation Management

GIGABYTE is continuing to focus on innovative R&D in order to master critical cutting-edge software and hardware technologies so that they can be harnessed to create a better life for all of humanity. A sound management mechanism has been developed by GIGABYTE to help employees transform their creative inspirations into competitive products and services. We are also continuing to implement the "GIGABYTE Group Patent Reward Regulations" by disbursing patent bonuses (proposal/application/approval/implementation) and administrative incentives at different stages. We also organize education/training and proposal challenges in order to cultivate an atmosphere and corporate culture that embraces creativity and reform.

Operational Innovation Management Process



Intellectual Property Management Plan

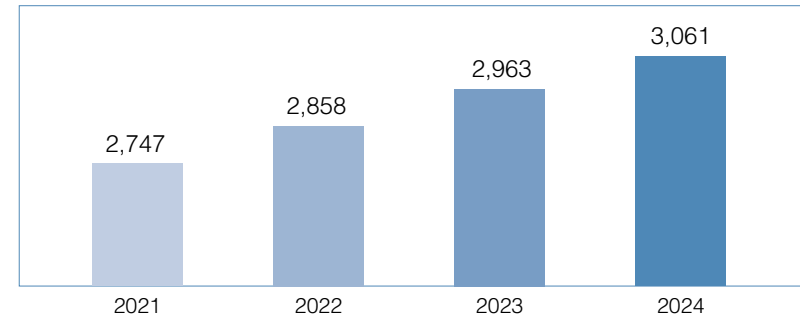
To strengthen our industry leadership and protect key technologies, GIGABYTE combined business targets with R&D resources and formulated an intellectual property strategy to create value, enhance our competitive advantage and boost profits. IP-related matters also reported to the Board. Key initiatives in recent years:

1. The Company has finished updating the "Intellectual Property Management Plan", "Patent Management Regulations," and "Confidential Information Management Regulations."
2. A systematic patent and IP management system has been progressively implemented.

The Legal Affairs and Intellectual Property Division oversees all patent applications and maintenance activities within the Group. As of 2024, the Group has been granted 3,061 patents and was ranked among the top 100 domestic patent applicants in 2024 (invention, new type, and design patents). For more information, please refer to the [Taiwan Intellectual Property Office \(MOEA\):2024 Patent Top 100](#). Employees are also encouraged to engage in innovation and turn their creativity into reality through the internal patent incentive mechanism.

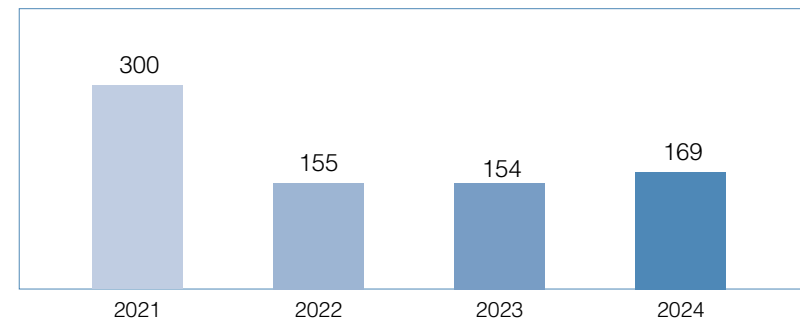
Cumulative patent approvals in the past 4 years

Unit: Cases



No. of internal patent reward recipients in the past 4 years

Unit: Persons



Note: Rewards included trophy and prize money. A single person may receive multiple awards at the same time.

2024 Innovation Highlights

AI Data Center

GIGABYTE partnered with industry leaders such as AMD, Intel, and NVIDIA to install cutting-edge AI processors and accelerators on GIGABYTE platforms for maximum synergy. High-speed interconnects and cache high-bandwidth memory boost the processing power of the CPUs and GPUs even more. A super-computing cluster made up of several AI servers can now handle trillion-parameter Large Language Models (LLM) with ease.

AI Accelerator



Data Center-grade Rack-scale Products



Green Computing

Direct Liquid Cooling (DLC) technology unleashes the chip's processing power while ensuring operational stability and reducing the data center's carbon footprint. DLC ranges from server-level components such as cold plates to rack-level manifolds and coolant distribution units. GIGABYTE converts data centers into green computing hubs that boost high-performance computing in an Earth-friendly manner.

High-density liquid-cooled server



Personalized AI

GIGABYTE pairs best-in-class hardware with AI TOP Utility software to provide an ideal environment for AI training. Product packages can be tailored to different needs to guarantee the best user experience.

AI TOP Product



AI-Driven Connected World

AI invented in data centers are now transforming the human world through GIGABYTE's embedded systems, IPCs, and BRIX mini-PCs. Applications include smart retail, edge computing and robotics. A new world of industrial automation is also being realized through improved manufacturing efficiency, output, and safety.

Embedded Computers



BRIX Mini PCs



Autonomous Driving

GIGABYTE's smart driving products include the Advanced Drive Assistance System (ADAS) and telematics. Breakthroughs in computing power and communication technologies help to create a safer and more convenient environment of autonomous transportation.

Automated Driving Control Unit (ADCU)



Telematics system



Master Your Game

GIGABYTE's extensive product lines include mainboards and graphics cards featuring the latest chips to unleash their full power. Computer peripherals include ultra-wide OLED e-sports monitors, glass PC cases, as well as laptops suitable for content creation or gaming.

PC Products



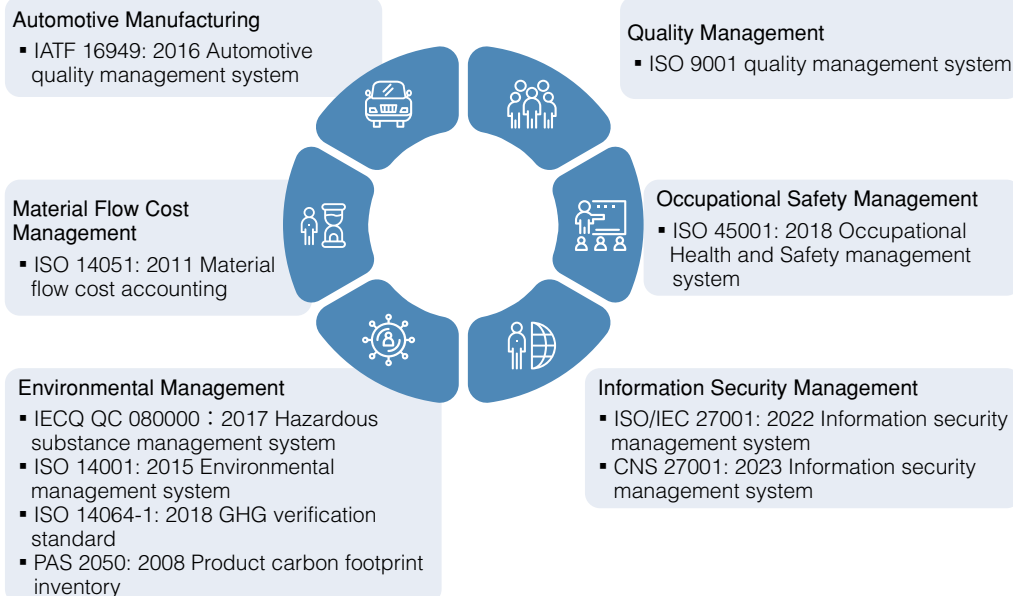
2.6 Customer Relations Management

GIGABYTE strives to provide the best service and to build constructive, long-term relations with our customers. We work to deliver the best quality at the operational level and for product services. Quality management is practiced during the product design, manufacture and sales stage. For customer service, we comply with the relevant standards on international trade tariffs, fair trade, hazardous substance prevention, anti-bribery, anti-boycott regulations, sustainability standards and human rights conventions. Customer requirements are closely monitored to consolidate our trust-based relationship with customers.

Quality Management

GIGABYTE has completed and received certifications for the ISO 9001:2015 international quality management system, IECQ QC 080000: 2017 RoHS hazardous substance management certification, and IATF 16949: 2016 automotive quality management system. The "GIGABYTE Hazardous Chemical Substance Regulations (HCSR)" was also defined to reduce the hazardous substance content of products and services purchased by the Company. Total quality management is enforced to improve internal management system and certify management systems to international standards.

Overview of the GIGABYTE technology management system



Customer Satisfaction

The "Customer Complaints Procedure" and "Customer Problems Procedure" were defined by GIGABYTE due to the importance of sound after-sales service. Six domestic support centers were set up to provide customers with repair services and other types of technical support. Surveys are regularly conducted on customer satisfaction. In 2024, customer satisfaction from more than 10,000 cases in Taiwan saw 99.9% of the users rate satisfaction as three stars or more, meeting the annual management goal of 95%.

Customer Satisfaction of Service Centers in the Past 4 Years

Target level	2021	2022	2023	2024
95%	98.7%	95.6%	98.6%	99.9%

Handling of Customer Rights

A sound customer complaints resolution process has been established by GIGABYTE. There were 11 customer disputes in 2024 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 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 the 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
 - Responsible unit respond to consumer requests

Customer Privacy Protection

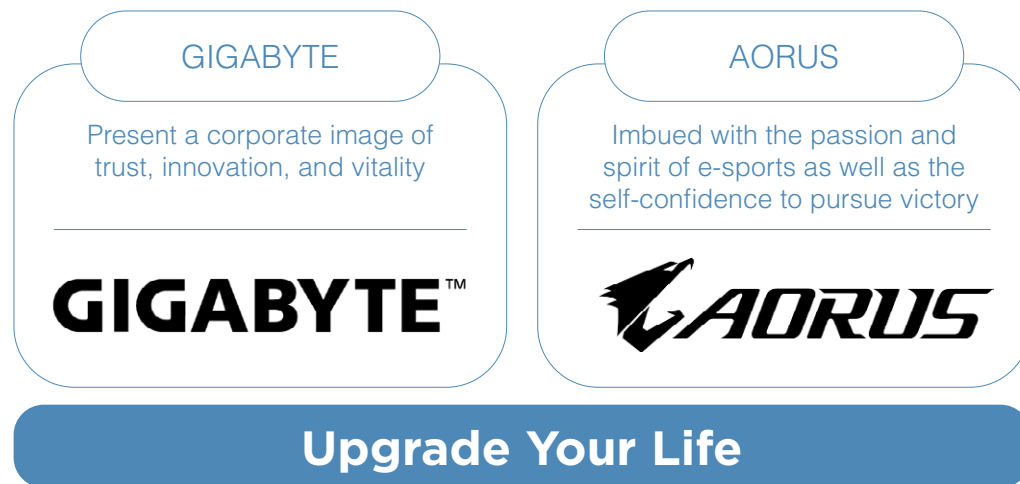
To ensure the proper protection of confidential customer data from business transactions, GIGABYTE explicitly stipulated in the "GIGABYTE Corporate Code of Conduct" that the Company is committed to ensuring the privacy and security of information supplied by customers and consumers. Customer data may not be queried without proper business reasons. If customer data is queried as part of the business process, they must be accessed through legitimate pathways and customer data protected against unauthorized exposure or usage.

A Personal Information Protection and Management Committee was therefore established in accordance with the government's "Personal Information and Protection Act" to define and enforce the "Personal Information Protection and Management Regulations." Proposals for making future improvements to personal information risks are also developed on an ad hoc basis to protect customer information. There were no leaks of customers' personal information in 2024.

2.7 Brand Strategy and Business Reputation Management

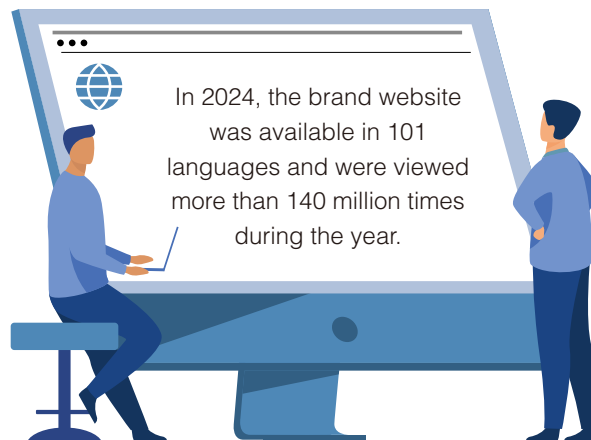
Brand Logo Usage Management

The corporate identity logo of GIGABYTE is now registered or pending registration in many countries around the world. The trademark symbolizes our ongoing efforts in innovation, excellence, and integrity. The "Corporate Identity System Manual" was also issued for internal use by the Company detailing application guidelines for trademark colors and placement. All use of logo materials must be reviewed and approved in advance by the Brand Marketing Division before they can be printed and issued. This is to ensure 100% consistency in the internal and external use of brands.



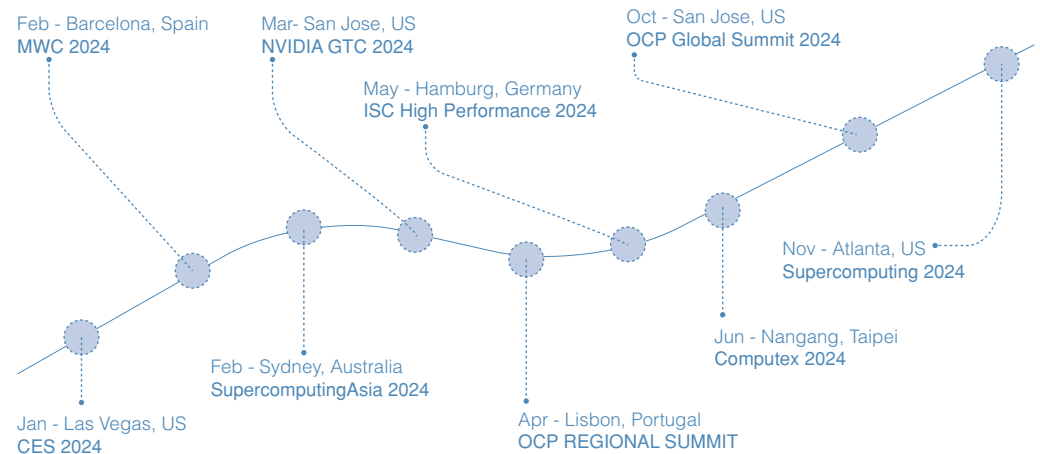
Official website

The GIGABYTE website is regularly maintained and updated as our link with consumers and customers. Posting of articles on product introduction, events, news, GIGABYTE perspectives and videos help visitors quickly familiarize themselves with our products and services. The multi-language interface offers consumers from different countries with a straightforward way to learn about GIGABYTE products and services.



Large Exhibitions

GIGABYTE participates in large domestic/overseas trade shows to expand our domestic/overseas markets. Strong emphasis is placed on internal exhibitions to boost our brand exposure. We took part in 9 large exhibitions during the year held in San Jose/Las Vegas/Atlanta in the US, Sydney in Australia, Barcelona in Spain, Lisbon in Portugal, Hamburg in Germany and Nangang in Taipei. The events not only helped promote industry exchange and cooperation, but also served to showcase our outstanding prowess in cutting-edge fields such as AI computing, advanced communications, immersive reality, green energy and sustainability, and innovative products.



Event Example

At Computex 2024, the GIGABYTE booth welcomed the CEOs of AMD, Intel, and NVIDIA, as well as leading Taiwanese enterprises, government agencies, international visitors, and AI computing customers. The GIGABYTE booth, the largest single-brand display in the history of Computex, was used to showcase the latest AI products and technologies. The AI trend meant strong interest from institutions and extensive reporting from the media that generated brand exposure and marketing benefits.



Brand Management and Strategy Planning

Brand Reinforcement and Marketing Labeling

GIGABYTE is continuing to strengthen GIGABYTE brand image. A variety of channels such as offline exhibitions, official websites, social media, EDM, and our unique "INDUSTRY" interactive virtual platform are used for market engagement aimed at boosting our brand recognition. In 2024, GIGABYTE was ranked ahead of our competitors in searches, the result of marketing that successfully linked GIGABYTE with cutting-edge products. At the same time, GIGABYTE worked actively to ensure that products and services are labeled correctly. We also strove to comply with all the relevant marketing and broadcasting regulations. There were no cases of violations involving product and service labeling, marketing and broadcasting in 2024. GIGABYTE will continue to implement and strengthen our PR and brand risk management mechanism in order to improve consumer trust and support for our brand.

Integrated Marketing

GIGABYTE showcased more than 150 product technologies, star products, and AI application design by participating in large domestic/overseas exhibitions and symposiums. We also used digital platforms and social media to boost visibility and engagement for GIGABYTE's consumer products and enterprise-grade products/solutions. At the same time, we introduced smart marketing tools such as data analysis and customer relationship management systems to implement targeted marketing, identify potential customers, and strengthen existing customer relationships.

Sustainability and Corporate Social Responsibility

GIGABYTE regularly discloses our sustainability actions as well as the Company's carbon, water, and waste reduction performance every year. Partnerships with upstream and downstream value chains are used to advocate for greater industry focus on internal strategies and initiatives relating to environmental protection, human rights issues and social inclusion. At the same time, we actively organize sustainability-related events and collaborate with outside organizations. Through the sharing of our own experiences or sustainable services, we encourage our peers and consumers to join in the practice of sustainability values. Brand visibility and goodwill are also increased at the same time.

GIGABYTE™



website



FB



Linkedin



Instagram

AORUS



website



FB



Instagram

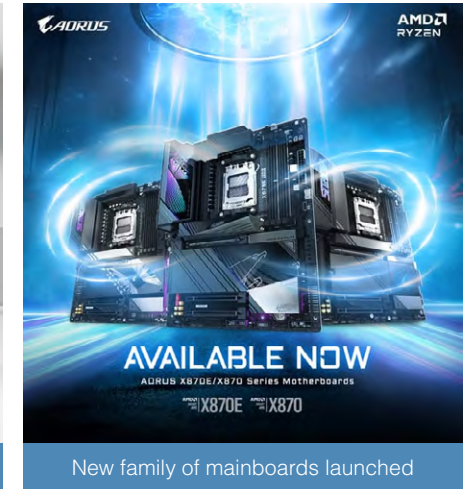


x.com

Gigabyte CSR website

Gigabyte CSR
Facebook Page

Publicity images posted on social network platforms



International Exhibitions



Participation in sustainability-related events

