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## **About This Report**

This report is Ruentex Industries Co., Ltd.'s (hereinafter referred to as the Company or Ruentex) 2023 Sustainability Report (hereinafter referred to as the report). Through the issuance of this report, Ruentex presents its actions and data related to corporate governance, social participation, and environmental protection, demonstrating its commitment to sustainable development in line with the needs of its customers and stakeholders.

The information and data in this report was compiled and edited into a draft by the report preparation team, reviewed and revised by supervisors, and finalized for publication following administrative procedures and review by the Chairman.

## Scope and Boundary of Report

Aside from financial performance, which is presented based on consolidated financial statements, all other content is focused on the activities of Ruentex's headquarters and Zhonghe branch in Taiwan. When the report refers to major operational sites, it specifically refers

## to those within Taiwan. Reporting Period

This report describes Ruentex's state of implementation in 2023 (January 1, 2023, to December 31, 2023) concerning environment, society (human rights), and governance. This report is expected to be published annually and was first published in December 2017.

The previous version was released in September 2023 and the next version is expected to be released in August 2025

## **Basis of Preparation**

This report was prepared in accordance with the 2021 GRI Sustainability Reporting Standards (GRI Standards) issued by the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB) standards for the apparel and accessories industry, the Task Force on Climate-related Financial Disclosures (TCFD), and the Taiwan Stock Exchange's regulations on the preparation and submission of sustainability reports for listed companies.

#### **Information Disclosure**

The financial data in this report is based on public disclosure information certified by PwC Taiwan, and all financial data is denominated in NTD. Other data are compiled and obtained by Ruentex on its own and are commonly used in numerical descriptions and subject to the principle of rounding.

### **Report Assurance**

The Company engaged Deloitte Taiwan to provide limited assurance on specific performance indicators, in accordance with the Assurance Standard No. 3000 (TWSAE3000) for assurance engagements other than audits or reviews of historical financial information issued by the Accounting Research and Development Foundation of the Republic of China. The limited assurance report by the CPAs can be found in the appendix of this report.

#### **Contact Information**

URL to download this report:

http://www.ruentex.com.tw/financial/Financial\_cn.htm

If you have any feedback or suggestions regarding this report or Ruentex's planning and practice of sustainable development, please contact:

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# Message from management

Since its establishment, Ruentex has always adhered to the spirit of "excellent quality, innovation, and customers come first", continuously promoted innovation, improved professional standards, and insisted on providing excellent services. Our business started in the textile industry and has gradually expanded into multiple industries such as clothing retail and mass merchandising and has developed into the scale we are today. Looking back on 2023, the global economic environment is still full of challenges. As inflation continued rising, central banks around the world adopted tightening monetary policies which had a profound impact on the market. The Russia-Ukraine war has not yet subsided, and the US-China trade and technology wars are ongoing, factors making the global economic outlook full of uncertainties. However, as the impact of the COVID-19 pandemic gradually subsided, domestic and international tourism and consumer demand rebounded, driving the market recovery. In this context, Ruentex's management team has responded to the challenges with a positive attitude and achieved steady growth in 2023. We look forward to continuing to create greater value for shareholders in the future.

Ruentex insists on diversified development and diversified business strategies, operates its textile business through trade, and serves major customers of international apparel brands. At the same time, we continue to develop the retail business of branded apparel. Currently, we are an agent for many international brands including Nautica, Jeep, and Eden Park, and we are also involved in the agent for tea brand, Whittard. In 2023, we maintained a high level of customer satisfaction. We gradually expand your business by continuing to develop and look for more competitive products and brands to cooperate with.

Ruentex is deeply involved in the development of environmentally friendly fabrics worldwide, using a variety of new sustainable raw materials for the textile industry, including biomass nylon yarn, industrial waste gas recycled polyester yarn, zero-carbon modal, recycled cotton yarn, or low-carbon hemp fiber, etc. At the same time, a number of clothing fabrics with environmentally friendly functions have been developed, such as 100% environmentally friendly deodorant and antibacterial processing, environmentally friendly long-lasting cooling processing, and graphene printing processing. We expect to achieve ecological balance, reduce negative impact on the environment, and enhance product value and market competitiveness while creating high added value and product differentiation.

"Sustainability" is Ruentex' s core vision, and we have implemented corporate operations in the three aspects of governance, environment, and society (Environment, Social Governance, ESG). In terms of governance, we actively cooperate with the sustainable policies of the competent authorities. In 2023, we fully introduced a climate change risk management system to identify risks and opportunities related to climate change, assess related impacts, and lay the foundation for future climate change risk management. We disclose industry indicator data in accordance with the Sustainability Accounting Standards Board (SASB) to enhance the transparency of sustainability information and improve communication with stakeholders. In terms of the environment, in order to cope with climate change issues and respond to the requirements of the competent authorities, in 2023, we conducted a greenhouse gas inventory according to ISO 14064-1:2018 standard and formulated specific emission reduction strategies and goals based on the results of the inventory. In terms of society, we continue to follow Ruentex Group's philosophy and spirit to exert our sustainable influence and bring positive benefits to society.



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Looking forward to the future, Ruentex will continue to abide by the vision of "Benefiting Society and Ensuring People's Well-being", and through the expansion of diversified operations, we will improve operational performance and create the best return for shareholders. We will adhere to the concept of customers come first, provide the highest quality products and the best service, and strive to reduce the environmental footprint of our products through continuous R&D and innovation to develop more environmentally friendly products. We look forward to growing together with partners in the value chain, fulfilling our responsibilities as a sustainable citizen, realizing the goal of sustainable development, and bringing both positive benefits and far-reaching influence on enterprise and society.



RUENTEX INDUSTRIES LTD.

President Ph. D. Hans Hsu

About Ruentex
Management philosophy

Ruentex adheres to the business philosophy of "excellent quality, innovation, customer-first" and is committed to providing products and services of excellent quality. Through continuous innovation, we pursue exclusivity and fashion trends in product design and also achieved innovative breakthroughs in marketing and sales channels. Ruentex has always put customer needs and satisfaction first. We not only provide a convenient shopping experience, but also constantly listen to customers' opinions and feedback to continuously improve our products and services and achieve mutual growth with customers.

To put our business philosophy into practice, we adopt the following strategies:

Establishing a world-leading supply center for advanced fabrics: Ruentex continues to invest in R&D and talents to ensure the production of high-quality fabrics. By collaborating with outstanding suppliers, we adopt strict quality control, and constantly improve products to meet customer needs, innovate materials and production methods to achieve sustainable development and business growth.

Provide consumers with first-class brand retail services: We value customer experience, train a professional team, provide professional advice, and provide personalized services to build trust with consumers. Through high-quality displays and interactive experiences, we create a pleasant shopping environment for customers to enjoy the shopping process.

To provide customers with a one-time shopping environment that is affordable, comfortable, and convenient: Ruentex strives to control costs, maintain reasonable prices, and ensure product quality. At the same time, we combine online platforms to achieve a seamless shopping experience and meet the diverse needs of consumers.

Make good use of resources to create a diversified enterprise body: Ruentex makes good use of resources, seeks diversified business opportunities, integrates core strengths, and expands related industries. Through strategic investment and technical cooperation, we will realize business diversification and continue to improve overall competitiveness to achieve long-term stable growth.

#### **Outstanding quality**

Ruentex upholds the Ruentex Group's tradition of emphasizing quality first. Only by meeting customer demands, and even exceeding their expectations to ensure true customer satisfaction, can we stand out among our peers and become the customer's first choice.

#### **Innovation**

Innovation: We constantly innovate value for customers, shareholders, and society. It is also because of the value of innovation that we can meet the constantly changing market demand.

#### **Customers** come first

In terms of business operations, besides generating revenue, our customers are also our shareholders, employees, and suppliers. The goal of business management is to create these customer satisfactions.

Therefore, the management philosophy of all of Ruentex's business units is customers-first, the pursuit of excellence in quality, and continuous innovation. The highest ideal is to become a leading manufacturer that provides the best services for brands and retailers, in order to achieve the sustainable operations of enterprise in fierce competition.

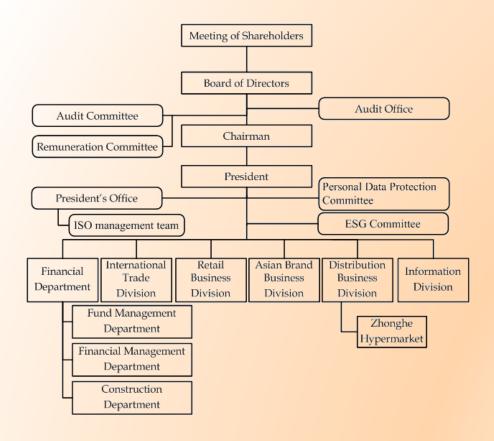
#### **Basic information**

| Company name    | Ruentex Industries Co., Ltd.   |
|-----------------|--|
|                 |  |
| Company nature  | Listed company   |
| Date of         | January 14, 1976   |
| establishment   | January 14, 1970   |
| Cl              |  |
| Chairman        | Hsu Sheng-Yu   |
| General manager | Hsu Chih-Chang   |
|                 | 105 N 200 C 1 2 2 2 2  |
| Location of     | 13F, No. 308, Section 2, Bade Road,  |
| headquarters    | Zhongshan District, Taipei City,<br>Taiwan   |
| Capital         | NTD 11,043 million   |
| Total number of | 530 people   |
| employees       | 230 people   |
|                 |  |
| Main business   | <ul> <li>Sales agency business: Nautica,<br/>JEEP, Eden Park and other world-</li> </ul> |
|                 | renowned brands of clothing and  |
|                 | Whittard tea products  |
|                 | <ul> <li>Trading of fabric products and</li> </ul>                                       |
|                 | domestic and foreign orders and  |
|                 | sales of ready-made clothing   |
|                 | <ul> <li>Business of mass merchandisers</li> </ul>                                       |
|                 |  |

Ruentex was established on January 14, 1976, when Huaxin Textile Co., Ltd. merged with Ruentex Textile Dyeing and Finishing Industry Co., Ltd. to form Huaxin Ruentex Co., Ltd. On June 30 the same year, it was renamed Ruentex Industrial Co., Ltd. Due to business needs, the Company was renamed "Ruentex Textile Co., Ltd." in May 1990. Later, in June 2002, in line with its diversification strategy, it was renamed "Ruentex Industries Co., Ltd.".

With many years of global operation, Ruentex has established a leading platform for full-time apparel brand marketing services. It is divided into three major segments: international trade business, ODM business, and brand business. We provide professional design, development, production, and marketing planning for the world's major apparel brand customers. From sampling, dyeing and finishing, fabric to finished product, every detail is strictly controlled to fulfill customers' quality requirements and commitment to ontime delivery. Ruentex provides "one-time purchase" services worldwide. We can effectively shorten the delivery period, control quality, and provide customers with better services through our "supply chain service system". In order to meet consumers' demand for fashionable clothing, the marketing strategy is based on the unique brand positioning, storefronts planning and product displays, presenting a consistent global brand image, providing consumers with professional and thoughtful services, and achieving the ultimate goal of increasing sales.

## Organizational structure



#### Main business layout

Ruentex's main business is brand agency and retail, as well as textile and garment trading, mass merchandiser business, construction and reinvestment. The Company distributes apparels such as Nautica, Jeep Spirit, Eden Park, and tea brand Whittard, emphasizing market expansion and digital transformation. Provide diversified products through innovative product development and international trade. The textile and apparel trading focus on customer development and supplier alliances to improve performance. The mass-marketing business meets diverse needs through online platforms, promotions, and delivery services. The construction business will increase profits through steady development. For reinvestment, risks are carefully assessed to create diversified sources of profit.

In the retail business of brand distribution, we currently represent three apparel brands: Nautica, Jeep Spirit and Eden Park, and one tea brand, Whittard, all of which have established themselves in the market. In terms of marketing, we will continue to expand new sales points and online shopping platforms with good potential, and increase the application of digital tools to provide customers with convenient shopping options. In terms of product design and development, through product design and cooperation with other foreign agents, we develop diversified and popular products that are closer to consumer needs. The long-term goal is to gradually expand the business scale by integrating resources to develop more competitive products and brands.

In terms of textile and apparel trading, we will increase business revenue by leveraging our strengths in product development and design and integration services, cultivating our main customers and continuing to develop well-known brand customers in Europe and the United States. At the same time, through strategic supplier alliances, we will expand the functional products and knitting markets to win more customers and orders. In the future, the Company will continue to innovate and develop to adapt to the rapid changes in the market and products and collaborate with customers to develop and design services to create added value and differentiation, enhancing our competitiveness.

For the mass merchandising business, in response to the changes in consumers' shopping habits, we have promoted online shopping platforms to increase our online sales capabilities. In terms of promotional activities, we have established an official platform through communication software to increase the frequency of customers visiting our stores. We have also developed an ebusiness model and collaborated with delivery platform operators to increase fresh food delivery services to provide customers with more diversified choices. At the same time, by leveraging the advantages of joint procurement, it is expected to maintain stable growth in performance.

In terms of construction business, we uphold the "prudent development principle" to increase the Company's profitability by developing our own land or investing in joint projects.

The Company will continue to select investment targets carefully under the principle of "conservative and prudent assessment, weighing benefits and risks" for reinvestment businesses, and will engage in domestic and foreign investments to create diversified sources of profit for the Company.

## **Operational performance**

Ruentex has formulated business development strategies to continue to create maximum value for shareholders through diversified operations in the textile, retail and other reinvestment businesses. In 2023, Ruentex's consolidated operating revenue was NTD 2.68064 billion, the consolidated net profit after tax was NTD 7.5748 billion, and the earnings per share was NTD 7.19.

### Financial performance in the past three years

Unit: NTD thousand

| Item                              | 2021       | 2022       | 2023      |
|-----------------------------------|------------|------------|-----------|
| Operating revenue                 | 2,695,981  | 2,874,195  | 2,680,640 |
| Gross operating profit            | 956,447    | 980,963    | 936,413   |
| Operating expenses                | 907,059    | 924,786    | 870,605   |
| Operating profit                  | 49,388     | 56,177     | 65,808    |
| Non-operating income and expenses | 17,634,199 | 13,038,022 | 7,599,101 |
| Pre-tax profit (loss)             | 17,683,587 | 13,094,199 | 7,664,909 |
| Net income (loss)                 | 17,412,845 | 12,063,155 | 7,574,805 |

For detailed financial performance, please refer to the Company's 2023 consolidated financial statements, please refer to Ruentex's financial information

(http://www.ruentex.com.tw/financial/Financial\_cn.htm)

| Item   | 2021   | 2022   | 2023   |
|--|--------|--------|--------|
| Return on assets (%)                                     | 11.23  | 9.40   | 7.16   |
|  | 14.63  | 11.79  | 8.40   |
| Return on equity (%)                                     | 240.82 | 118.57 | 69.41  |
| Net profit before<br>tax to paid-in<br>capital ratio (%) | 645.88 | 419.71 | 282.57 |
| Net profit margin (%)                                    | 25.05  | 15.55  | 7.19   |

## **Profitability**

| Item   | 2021   | 2022   | 2023   |
|--|--------|--------|--------|
| Return on assets (%)                                     | 11.23  | 9.40   | 7.16   |
| Return on equity (%)                                     | 14.63  | 11.79  | 8.40   |
| Net profit before<br>tax to paid-in<br>capital ratio (%) | 240.82 | 118.57 | 69.41  |
| Net profit margin (%)                                    | 645.88 | 419.71 | 282.57 |
| Earnings per share (NTD)                                 | 25.05  | 15.55  | 7.19   |

# Major public associations in which Ruentex participates in

| Name of organization                                  | Participating roles        |
|---|----------------------------|
| Taiwan Silk & Filament Weaving Industries Association | Alternate director, member |
| Taiwan Spinning Industry Association                  | Membership                 |
| Taiwan Weaving Industries Association                 | Membership                 |
| Textile Printing Dyeing and Finishing Association     | Director, member           |
| Taiwan Technical Textiles Association                 | Membership                 |
| Taiwan Clothing Manufacturers Association             | Membership                 |
| Taiwan Textile Federation                             | Director, member           |
| Importers and Exporters Association                   | Membership                 |

RUENTEX-

## Sustainability highlight performance in 2023

### **Environment**

- Greenhouse gas emission intensity of 1.48 tCO2e/revenue
- Total waste reduced by 6.53% and incineration reduced by 13.78%
- Zhonghe branch received the "Five-Star Green Circular Store Award", "Source Reduction Model Award", and "Environmental Pioneer Award" from **New Taipei City**

#### Governance

- 0 incidents related to corruption and violation of ethical corporate management
- The average score of retail brand satisfaction survey is more than 4 points (out of 5 points)
- Local procurement ratio reached 76%

Gover nance

**Enviro** nment

Society

- The average training hours per employee was 11.59 hours
- Employment ratio of people with disabilities was 2.08%
- Female supervisors accounted for 7.93% and male supervisors accounted for 5.28%
- 0 major labor incidents and employee complaints

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## Stakeholders and material topics

#### Communication with stakeholders

In accordance with the international AA 1000 Stakeholder Engagement Standard, Ruentex adopts a five-dimensional evaluation method, considering responsibility, influence, tension, diverse perspectives, and dependency to identify and prioritize the degree of relationship with stakeholders.

In 2022, Ruentex assessed the mutual impact between stakeholders and the Company through a questionnaire. Nine department heads filled out the stakeholder identification and evaluation questionnaires, and the results were ranked from highest to lowest based on the degree of relationship. The identified key stakeholders were customers, regulatory authorities, suppliers, employees, and investors/shareholders. These five groups were deemed the most important stakeholders and priority communication targets for Ruentex. In 2023, after discussion by the ESG task force and various departments, it was decided to maintain the identification results of the previous year.

| Type of stakeholder | Importance of stakeholders to Ruentex   | Issues of concern  | Methods of communication with stakeholders   | Stakeholder engagement performance in 2023   |
|---------------------|---|--|--|--|
| Customers           | We keep abreast of the market situation, provide customers with quality products and services through our dynamic R&D and rigorous quality, value feedback, and constantly create value with customers.  We keep the "customers-first" principle in mind and provide consumers with high-quality, high-value services and products. We have established a customer service hotline, mystery customer audits, and satisfaction surveys to provide consumers with a premium experience. | <ul> <li>Product quality<br/>and customer<br/>relationship</li> <li>Agency brand<br/>and marketing<br/>management</li> <li>Legal<br/>compliance</li> </ul> | <ul> <li>Telephone, email</li> <li>Customer visits (reception)</li> <li>Customer satisfaction survey</li> <li>Social media</li> <li>Counter personnel</li> <li>Marketing activities</li> </ul>   | <ul> <li>Irregular phone calls and daily round-trip emails</li> <li>Multiple customer visits and receptions</li> <li>The average satisfaction score of the 2023 customer satisfaction survey was above 4.0 (out of 5.0).</li> <li>Contact with front-line counter personnel through social media from time to time to communicate with consumers</li> <li>Held marketing activities from time to time</li> </ul> |
| Competent authority | We comply with the relevant regulations of the competent authorities, take integrity as the core business philosophy, and report on the relevant issues on a regular basis to maintain a good interactive relationship.   | <ul> <li>Corporate governance</li> <li>Climate change</li> <li>Greenhouse gas management</li> <li>Employee benefits</li> <li>Social engagement</li> </ul>  | <ul> <li>Telephone, email</li> <li>Official letters</li> <li>Announcements or legal information meetings</li> <li>IRS tax course</li> <li>Information on regulations /seminars/explanatory meetings</li> <li>Company's internal audit</li> <li>Internal control Self-evaluation</li> <li>Actual visit</li> <li>Fire drill</li> </ul> | <ul> <li>Participated in several tax courses of the Internal Revenue Service</li> <li>Participated in a number of seminars explaining the advocacy of government decrees and the amendment of laws and regulations from time to time</li> <li>Internal audit report</li> <li>Regular internal control self-evaluation</li> </ul>   |

| Type of stakeholder    | Importance of stakeholders to Ruentex   | Issues of concern  | Methods of communication with stakeholders   | Stakeholder engagement performance in 2023   |
|------------------------|---|--|--|--|
| Suppliers              | Our interaction with suppliers is based on a cooperative model of mutual growth, win-win dealings, and joint acquisition of orders, and we also work closely together to fulfill customers' orders.   | <ul> <li>Human rights<br/>protection</li> <li>Legal compliance</li> <li>Product quality and<br/>customer<br/>relationship</li> </ul>                                     | ■ Telephone, email   | <ul> <li>Irregular phone calls and emails<br/>communication</li> <li>Vendor visits and reception</li> </ul>  |
| Employees              | We uphold a people-oriented philosophy to build a positive workplace, provide employees with fair space for development, and promote harmonious labormanagement relations.  | <ul> <li>Occupational safety<br/>and health</li> <li>Agency brand and<br/>marketing<br/>management</li> <li>Product quality and<br/>customer<br/>relationship</li> </ul> | <ul> <li>Weekly/monthly meetings</li> <li>Employee Welfare Committee</li> <li>Emails</li> </ul>  | <ul> <li>Held 4 Employee Welfare Committee meetings</li> <li>Regular weekly/monthly meetings</li> </ul>  |
| Shareholders/investors | We provide investors with complete operational and financial information and hold corporate forums from time to time to enhance the transparency of information disclosure and protect the rights and interests of investors. We also cultivate long-term cooperative relationships with banks and maintain an excellent reputation record. | <ul> <li>Agency brand and marketing management</li> <li>Ethical corporate management and anti- corruption</li> <li>Product quality and customer relationship</li> </ul>  | <ul> <li>Shareholders' meeting</li> <li>Board of Directors</li> <li>Company website</li> <li>Legal person's visit</li> <li>Telephone, email</li> </ul> | <ul> <li>One shareholders' meeting in 2023</li> <li>Nine Board of Directors meetings in 2023</li> <li>One corporate forum was held in 2023</li> <li>Telephone and email for irregular inquiries</li> </ul> |

#### Stakeholder communication channels

| Retail sale and | Retail Customer Service Email:                   |
|-----------------|--|
| whistleblowing  | cservice@mail.ruentex.com.tw                     |
| service         |  |
| Other           | Telephone: (02)8161-7999 ext. 3354 Mr. Chung     |
| stakeholders    | Reporting mailbox: RT-Report@mail.ruentex.com.tw |
|                 |  |

Investor relations

Spokesperson: Deputy General Manager Li Tien-Chieh
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Telephone: (02)8161-9888 ext. 2260

#### Identification of material topics and implementation process

In 2022, following GRI 3 of the 2021 version of GRI Universal Standards, Ruentex further evaluated the actual and potential impacts on the economy, environment, and people (including human rights) throughout its operations and business relationships. This evaluation serves as a basis for the Company's sustainable development strategy planning.

In 2022, global sustainability issues for Ruentex were re-identified, and department heads re-evaluated the impact of each sustainability issue. External experts conducted a consolidated analysis with reference to the voices of external stakeholders. In 2022, Ruentex's material topics, in order of priority, were supply chain management, employee welfare, operational performance, sustainable procurement, talent recruitment and development, product quality and customer relations, corporate governance, brand representation and marketing management, occupational safety and health, and waste management, totaling 10 items. After internal discussions and integration of relevant opinions in 2023, the material topics of the previous year (2022) were submitted together with this report to the Chairman.

#### Identify sustainability issues

Ruentex reviewed its own operational activities, business relationships, sustainability context, and stakeholders, and referred to international sustainability standards and regulations, global evaluations (such as DJSI, MSCI), SASB, the **Guidelines for Listed** Companies to Prepare and Report Sustainability Reports, as well as sustainability practices within the industry. From this, 20 sustainability topics relevant to corporate operations were identified.

# Identify the actual and potential impact levels

Nine internal department heads

evaluated Ruentex across 20 sustainability topics, applying principle of Double Materiality. They assessed both the positive and negative significant impacts on the Company's operations and on external i economic, environmental, and social (including factors human rights). Scores were given based on the likelihood of occurrence and the degree of impact of these events. addition, evaluation questionnaires were issued based on the stakeholders identified to understand the level of concern of stakeholders on the 20 sustainability issues, and a total of 111 valid questionnaires were collected.

# Prioritize impact levels and identify material topics

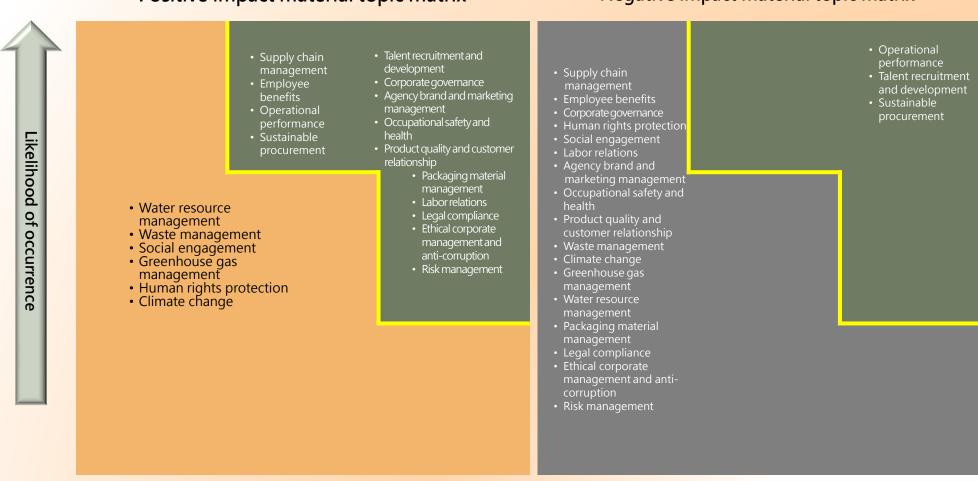
The results of the internal impact questionnaires were consolidated, ranked by the significance of positive and negative impacts, and used to create a materiality matrix. From this analysis, five sustainability topics with [ impact significant were identified. The perspectives of stakeholders were incorporated, and based on an analysis of stakeholder concerns, "material topics" were defined.

## Review and approve material topics

After Ruentex's senior executives identified material topics, management guidelines and goals are formulated, and information is collected and disclosed.

#### Positive impact material topic matrix

#### Negative impact material topic matrix



Level of impact

|                          | Potential or   | actual impact  |   | Short, med   | dium, and long-   | term goals   | Complaint/   |   | GRI/Self-   |
|--------------------------|--|--|---|--|---|--|--|---|---|
| Material topics          | Description of positive impacts  | Description of negative impacts  | Policy/ commitment  | Short-term 1-3 years   | Medium-<br>term<br>3-5 years  | Long-term<br>Over 5 years  | Complaint/<br>evaluation<br>mechanism  | Management results in 2023  | defined<br>material<br>topic  |
| Supply chain manageme nt | that meet ESG<br>requirements<br>will enhance                              | properly managed,  | can only be included in the<br>supplier list after submitting<br>relevant information such as<br>the Company's business   | awareness with<br>suppliers to<br>include<br>requirements<br>such as<br>occupational<br>safety and health<br>and<br>environmental<br>management in<br>supplier<br>selection,<br>inspection, and<br>evaluation to<br>drive the<br>industry's  | Implement<br>supplier<br>classification<br>management.  | Unsuitable suppliers are eliminated through the results of supplier hierarchical management. | Suppliers can give feedback through complaint windows such as phone and email. | In 2023, we had transactions with 692 suppliers, all of which met our requirements. | GRI 204:<br>Procurement<br>Practices  |
| Employee benefits        | is designed to<br>enhance<br>individuals'<br>loyalty to the<br>Company and | If the welfare system is not perfect and the employee motivation is low, it will be impossible to effectively retain or introduce outstanding talents, and the Company's competitivenes s will be reduced. | 1. Welfare systems better than those required by laws and regulations. 2. Strengthen the inheritance of experience and ability to consolidate the foundation for the Company's sustainable development. 3. Implement the Company's environmental, safety, and health policies to provide employees with an excellent work environment. 4. Strengthen the management structure and legal compliance management system to promote corporate development and employee development. | 1. Appoint dedicated personnel to be responsible for employee education and training. 2. Meet the qualifications and requirements required by laws and regulations such as quality management, occupational safety and health, and environmental safety. 3. Subsidies for employees' professional development. | Conduct<br>regular surveys<br>of the job<br>market and the<br>treatment and<br>benefits of<br>competitors in<br>the same<br>industry and<br>compare them<br>with the<br>existing<br>compensation<br>system. | In 2023, the employees' salary and welfare expenses totaled NTD 401,501 thousand.            | GRI 401: Employment  | Employee benefits   | A well-planned benefit system is designed to enhance individuals' loyalty to the Company and the knowledge and skills required for career development, which is beneficial to the Company's corporate competitivenes s and sustainable development. |

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|                           | Potential or ac  |   |  |   | m, and long-term  | n goals   | Complaint/   | Managemen               | GRI/Self-  |
|---------------------------|--|---|--|---|---|---|--|-------------------------|--|
| Material                  | Description of   | Description   | Policy/ commitment   | Short-term  | Medium- term  | Long-term   | evaluation   | t results in            | defined material   |
| topics                    | positive   | of fiegative  | <b>,</b>   | 1-3 years   | 3-5 years   | Over 5 years  | mechanism  | 2023                    | topic  |
| Operationa l performanc e | impacts Economic performance is one of the important factors supporting the sustainable operation of a company. Good performance can enhance the recognition of the Company's values by customers, shareholders, investors and employees.  | impacts Poor economic performance can damage the Company's image and decrease market price, even affecting the Company's operations.  | In the face of changes and challenges in the external environment, the Company's corporate management mission is to continue to develop new products and new applications, strengthen competitiveness, reduce production costs, create value for shareholders, and fulfill social responsibilities. The current status of operations and future prospects are fully communicated with employees, shareholders, and investors through internal and external | 1. Reduce operating costs and refine internal management to strengthen competitiveness. 2. Committed to developing new markets and new products, improving business performance, and creating value for shareholders. 3. Improve the quality of corporate governance, protect the rights and interests of shareholders, treat shareholders equally, strengthen the structure and operation of the Board of Directors, improve information transparency, and implement sustainable | ■ Stakeholders can give feedback through the complaint windows such as telephone and email. ■ Communication with shareholders and investors through shareholders' meetings and investor conferences | ● The consolidated operating revenue in 2023 was NTD 2.681 billion, a decrease of 6.73% compared to 2022. ● The net profit attributable to the owners of parent company was NTD 7.5 billion, a decrease of 38.37% compared to 2022. The earnings per share was NTD 7.19, a decrease of NTD 8.36 compared to 2022. | GRI 201:<br>Economic<br>Performance                | Operational performance | Economic performance is one of the important factors supporting the sustainable operation of a company. Good performance can enhance the recognition of the Company's values by customers, shareholders, investors and employees.  |
| Sustainable procureme nt  | Consumers and customers are increasingly paying attention to the production methods and sources of the purchased products. By continuing to increase the proportion of sustainable procurement, the Company can meet customers' expectations for products, benefit society and the Company, and minimize environmental impact. | If the product fails to meet the expectations of consumers and customers, it will reduce the willingness of consumers and customers to purchase the Company's products or services. | meeting reports. Plan the procurement process for global trade, assist customers' procurement in various regions, and review suppliers.  | corporate development. Increase the proportion of local procurement, evaluate supplier's sustainability performance, and reduce supply chain risks and negative impacts on the environment and society.   | Stakeholders can give feedback through the complaint windows such as telephone and email.   | ● Local procurement ratio of 76% in 2023  | Customized<br>topic: Supply<br>chain<br>management | Sustainable procurement | Consumers and customers are increasingly paying attention to the production methods and sources of the purchased products. By continuing to increase the proportion of sustainable procurement, the Company can meet customers' expectations for products, benefit society and the Company, and minimize environmental impact. |

|                                      | Potential or  | actual impact  |   | Short, me   | dium, and long-t   | term goals  | Complaint/                      |                                    | GRI/Self-   |
|--------------------------------------|---|--|---|---|--|---|---------------------------------|------------------------------------|---|
| Material topics                      | Description of positive impacts   | Description of negative impacts  | Policy/ commitment  | Short-term 1-3 years  | Medium- term 3-5 years   | Long-term<br>Over 5 years   | evaluation<br>mechanism         | Management results in 2023         | defined<br>material<br>topic  |
| Talent recruitme nt and developme nt | The stability and growth of the Company's operations require a stable and well-qualified team of employees. Through a fair and open talent recruitment system and comprehensive training program, we can enhance employees' loyalty to the Company and the knowledge and skills they need for career development, which are beneficial to the Company's competitivene ss and sustainable development. | Without a good talent recruitment and training system, it will be impossible to attract and retain outstanding talents who can bring good performance to the Company's operations, and the Company's operations will be severely impacted. | <ol> <li>Formulate training plans and regular retraining for the professional functions required by employees to improve the Company's performance by stabilizing the ability of employees to work.</li> <li>Strengthen the inheritance of experience and ability to consolidate the foundation for the Company's sustainable development.</li> </ol> | <ol> <li>Appoint dedicated personnel to be responsible for employee education and training.</li> <li>Training subsidies for corporate human resource improvemen t plans or power-up plans.</li> </ol> | Employees can give feedback through the complaint windows such as phone and email. | In 2023, the total number of employees for education and training was 2,485, the total training hours were 6,145, and a total of 1,018 training courses were held, including 316 internal training sessions and 7 external training sessions. | GRI 404: Training and education | Talent recruitment and development | The stability and growth of the Company's operations require a stable and well-qualified team of employees. Through a fair and open talent recruitment system and comprehensive training program, we can enhance employees' loyalty to the Company and the knowledge and skills they need for career development, which are beneficial to the Company's competitivenes s and sustainable development. |

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|   | D. ( ( . 1  | - 1   |  | Chart madi   |   |   |   |   | GDA/G 16  |
|---|---|---|--|--|---|---|---|---|---|
| Matarial  |   | actual impact   | Delieud  | Short, medium, a   |   | goals   | Complaint/  | M   | GRI/Self-   |
| Material  |   | Description   | Policy/<br>commitment  | Short-term   | Medium-   | Long-term   | evaluation  | Management results in 2023  | defined<br>material   |
| topics  | of positive impacts   | of negative impacts   | Communent  | 1-3 years  | term<br>3-5 years   | Over 5 years  | mechanism   | results III 2025  | topic   |
| Product<br>quality<br>and<br>customer<br>relationshi<br>p | High-quality  | If the quality of products does not meet expectations or customers feel dissatisfied, it may damage the brand reputation and cause loss of business | consumers with high-<br>quality, high-value<br>products and services | Improve the control of product and merchandise quality, prevent customers from canceling orders or return goods due to product or merchandise defects, and increase the confidence of customers in the quality of the Company's products and merchandises.  Actively improve and increase the quality of customer service, such as after-sales service, product consultation and other services, to provide customers with a quality shopping experience and increase customers' willingness to purchase It is hoped that by providing excellent product quality and perfect customer service, the Company will establish a quality image and further enhance the Company's performance. | <ul> <li>Mystery shopper investigation mechanism (irregular)</li> <li>Satisfaction survey (annually)</li> </ul> | <ul> <li>In 2023, all product labels complied with regulatory requirements, and there were no violations of health and safety regulations related to products and services.</li> <li>In 2023, a customer satisfaction survey was conducted for four brands, and the average satisfaction score was above 4.0 (out of 5.0).</li> </ul> | GRI 416:<br>Customer health<br>and safety   | Product quality<br>and customer<br>relationship   | High-quality products and good customer relationships can improve customer satisfaction and brand loyalty, as well as enhance brand reputation and market competitivenes s. |
| Corporate<br>governanc<br>e                               | The Company's operations are sound and comply with laws and regulations, resulting in increased reputation and increased investment and financing opportunities | Harm the<br>Company's<br>credit rating<br>and reduce<br>reputation<br>with external<br>parties and<br>stakeholders                                  | the Company's operating information, conduct ethical                 | Formulate the succession plan for members of the Board of Directors and key management to maintain the professionalism and experience of members of the board and key management.  | At least one female director is added to the Board of Directors to implement the gender equality policy.        | Continue to strengthen the corporate governance evaluation and raise the evaluation results to the top 20% to shape the corporate governance culture.   | The Company has set up a spokesperson, an acting spokesperson, and an investor relations contact window to handle shareholders' suggestions and disputes, and regularly report the communication with stakeholders to the Board of Directors. | In 2023, there were no violations of laws and regulations, and no penalties were imposed. | Customized<br>topic:<br>Corporate<br>governance<br>GRI 405:<br>Diversity and<br>equal<br>opportunity  |

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|  | Potential or   | r actual impact   |   | Short me   | dium, and long-to   | erm goals  |   |   | GRI/Self-   |
|--|--|---|---|--|---|--|---|---|---|
| Material topics                                    | Description of positive impacts  | Description of negative impacts   | Policy/ commitment  | Short-term<br>1-3 years  | Medium- term<br>3-5 years   | Long-term<br>Over 5 years  | Complaint/<br>evaluation<br>mechanism   | Management results in 2023  | defined<br>material<br>topic  |
| Agency<br>brand and<br>marketing<br>manageme<br>nt | The agency, brand and marketing management is well operated and complies with laws and regulations, resulting in an increase in goodwill and operating performance | Lack of product<br>quality,<br>management and<br>information<br>security<br>maintenance<br>mechanisms for<br>distributor brands,<br>resulted in a<br>decrease in<br>goodwill of<br>external relations                             | consume products with<br>peace of mind. Through<br>the biannual SGS mystery<br>visitor service quality<br>audit and annual customer<br>satisfaction survey, the<br>service quality of the | and annual customer satisfaction surveys of the brands we resell to ensure that customers can  | Continue to strengthen service quality audits and annual customer satisfaction surveys and maintain the survey results between 5.0, very satisfied, and 4.0, satisfied, (the full score is 5.0) to stabilize the agency brand image and marketing management. | Continue to implement branding and marketing management for fashionable agency and expand the territory of agency brands.  | <ul> <li>Mystery shopper investigation mechanism (irregular)</li> <li>Satisfaction survey (annually)</li> </ul>   | ●In 2023, for the SGS mystery shopper mechanism, we conducted inspections on the sales counters and sales outlets of the resale brands. Number of stores visited: 11 for NAUTICA, 6 for JEEP, 2 for Eden Park, and 6 for Whittard | Customized<br>topic: Agency<br>brand and<br>marketing<br>management |
| Occupational safety and health                     | Providing and maintaining a safe and healthy work environment can maintain stable operations and enhance the Company's image                                       | Failure to implement safety and health management may result in employee injury or death and may also face penalties according to relevant laws and regulations, and in severe cases may even result in disruption of operations. |   | management.  Create a healthy and safe workplace, reduce the rate of occupational accidents and occupational safety risks, protect the occupational health and safety of employees, and enhance employee cohesion. |   | The Auditing Office is responsible for the 6S evaluation and monthly reports, and each department reviews and makes improvements based on the evaluation results | <ul> <li>In 2023, there were no occupational accidents among employees.</li> <li>There were no employees suffering from occupational diseases in 2023.</li> </ul> | GRI 403:<br>Occupational<br>health and<br>safety  |   |

|                 | Potential or                    | actual impact                   |                          |    | Short, mediu         | m, and long-ter              | m goals                      | Complaint/              |                            | GRI/Self-                    |
|-----------------|---------------------------------|---------------------------------|--------------------------|----|----------------------|------------------------------|------------------------------|-------------------------|----------------------------|------------------------------|
| Material topics | Description of positive impacts | Description of negative impacts | Policy/ commitment       |    | Short-term 1-3 years | Medium-<br>term<br>3-5 years | Long-term<br>Over 5<br>years | evaluation<br>mechanism | Management results in 2023 | defined<br>material<br>topic |
| Waste           | This can                        | Regulatory                      | Prevention of pollution, | 1. | Addition of          | Stakeholders                 | ●In 2023, all                | GRI 306: Waste          | Waste management           | This can                     |
| manageme        | reduce the                      | penalties will                  | reduction of waste of    |    | environmental        | can give                     | air                          |                         |                            | reduce the                   |
| nt              | increase in                     | lead to                         | resources, continuous    |    | protection           | feedback                     | pollution                    |                         |                            | increase in                  |
|                 | operating                       | increased                       | improvement, and         |    | expenses.            | through the                  | tests met                    |                         |                            | operating                    |
|                 | expenses due                    | operating                       | compliance with laws and | 2. | Continue to          | complaint                    | the                          |                         |                            | expenses due                 |
|                 | to regulatory                   | expenses and                    | regulations.             |    | monitor the          | windows such                 | regulatory                   |                         |                            | to regulatory                |
|                 | penalties and                   | waste of                        |                          |    | trends of            | as telephone                 | emission                     |                         |                            | penalties and                |
|                 | reduce                          | resources,                      |                          |    | various laws         | and email.                   | standards.                   |                         |                            | reduce wastage               |
|                 | wastage of                      | resulting in                    |                          |    | and regulations      |                              | ●In 2023, the                |                         |                            | of costs, which              |
|                 | costs, which in                 | increased costs,                |                          |    | to ensure that       |                              | Company                      |                         |                            | in turn affects              |
|                 | turn affects the                | which in turn                   |                          |    | all operating        |                              | was fined                    |                         |                            | the sustainable              |
|                 | sustainable                     | will affect                     |                          |    | sites comply         |                              | NTD 1,200                    |                         |                            | competitivenes               |
|                 | competitivene                   | corporate                       |                          |    | with the             |                              | for                          |                         |                            | s of                         |
|                 | ss of                           | reputation and                  |                          |    | emission and         |                              | violating                    |                         |                            | enterprises.                 |
|                 | enterprises.                    | operating                       |                          |    | disposal             |                              | Article 27,                  |                         |                            |                              |
|                 |                                 | performance.                    |                          |    | standards of         |                              | Paragraph 2                  |                         |                            |                              |
|                 |                                 |                                 |                          |    | laws and             |                              | of the                       |                         |                            |                              |
|                 |                                 |                                 |                          |    | regulations.         |                              | Waste                        |                         |                            |                              |
|                 |                                 |                                 |                          |    |                      |                              | Disposal                     |                         |                            |                              |
|                 |                                 |                                 |                          |    |                      |                              | Act.                         |                         |                            |                              |



### 1.1 Corporate Governance

#### **Operation of the Board of Directors**

The Board of Directors is the highest governance unit. It exercises its powers in accordance with the "Articles of Incorporation" and "Rules of Procedure for Board of Directors Meetings" and other relevant laws and policies. It is responsible for Ruentex' s overall business direction, financial business reports, and internal audits. It is also jointly responsible for economic, social, and environmental related ESG issues. A total of 9 board meetings were held in 2023, with an average attendance rate (including proxy) of 100%.

The Company has a Board of Directors. When providing various proposals and reports to the Board of Directors, it will review in advance whether the content of the report is relevant to stakeholders and should be properly recused from it, and the counterparty will be reminded in advance.

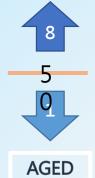
The Company's Corporate Governance Officer is appointed by the Board of Directors and is concurrently served by Deputy General Manager of the Financial Management Department, Ms. Chang Hsiu-Yen. She is responsible for arranging the schedule and agenda of board meetings, planning for directors' training, providing information during or outside the board meetings, and regular and irregular information disclosure to directors. For the operation of the Board of Directors and corporate governance related issues, the Corporate Governance Officer is able to adequately assume due responsibilities.

Through multiple regular and ad hoc meetings throughout the year, the Board of Directors authorizes the Chairman to set the annual sustainability development goals related to economic, environmental, and social issues concerning corporate governance. These goals are assigned to relevant departments, and reports on key events are made to the Chairman or the Board of Directors. After being tracked by the meeting unit, the reports are submitted at the next board

meeting. In 2023, four key events were communicated to the board, including operational performance, ethical business practices, and greenhouse gas management. The annual sustainability report has also been submitted for the Chairman' s approval, covering major issues and the management of each topic. Ruentex has set up a dedicated unit for investor relations to respond to calls or letters from investors or shareholders from time to time and report the summary contents to the Board of Directors every year.



General directors: 6 Independent directors: 3





#### Operation of the Board of Directors

| Job<br>title                | Name  | Actual attendance | Number of proxy attendance | Atten<br>dance<br>rate |
|-----------------------------|---|-------------------|----------------------------|------------------------|
| Chairma<br>n                | Hui Hong Investment<br>Co., Ltd.<br>Representative: Hsu<br>Sheng-Yu   | 7                 | 2                          | 78                     |
| Director                    | Hui Hong Investment<br>Co., Ltd.<br>Representative: Hsu<br>Chih-Chang | 8                 | 1                          | 89                     |
| Director                    | Hui Hong Investment<br>Co., Ltd.<br>Representative: Ye<br>Tien-Cheng  | 9                 | -                          | 100                    |
| Director                    | Ruentex Development Co., Ltd. Representative: Yin Chung-Yao           | -                 | 9                          | -                      |
| Director                    | Ruentex Development Co., Ltd. Representative: Li Tien-Chieh           | 9                 | -                          | 100                    |
| Director                    | Yin Shu Tien Medical<br>Foundation<br>Representative: Li<br>Chih-Hung | 9                 | -                          | 100                    |
| Independ<br>ent<br>director | Wang Tai-Chang  | 9                 | +                          | 100                    |
| Independ<br>ent<br>director | Teng Chia-Chu   | 9                 | <del>-</del>               | 100                    |
| Independ<br>ent<br>director | Chen Shou-Jen   | 9                 | -                          | 100                    |

#### **Diverse composition of the Board of Directors**

Ruentex re-elected 9 directors at the 2021 Annual General Shareholders' Meeting, with an office term of three years from July 30, 2021 to July 29, 2024. Among them, 6 are general directors and 3 are independent directors (33%). In response to the trend of corporate governance, the Company's Chairman does not concurrently serve as a senior management officer and is not a spouse or relative of the first degree to each other so as to maintain the independence of corporate governance. The age distribution of directors is as follows: one (11%) under the age of 50, and eight (89%) over the age of 50. It is expected that one to two more female directors will be appointed in the next one to two terms to achieve the goal of one third of female directors.

The composition of the Company's board members is diversified. It is advisable that no more than one-third of the directors shall concurrently serve as the Company's managers. The Company has also formulated an appropriate diversification policy based on its own operations, business model, and development needs, and is not limited to gender, age, nationality, etc. In addition, members of the Company's Board of Directors shall generally possess the knowledge, skills, and accomplishments necessary to perform their duties.



### Diverse composition of the Board of Directors

|                                 |                       |  | Diversified core items |                    |                         |  |
|---------------------------------|-----------------------|--|------------------------|--------------------|-------------------------|--|
| Job<br>title                    | Name                  | Professional capabilities and industry experience  | Gend<br>er             | Age<br>d 31-<br>50 | Aged<br>51 and<br>above |  |
| Chair<br>man                    | Hsu<br>Sheng-<br>Yu   | Business management,<br>leadership decision-making,<br>industry knowledge,<br>financial accounting, risk<br>management   | Male                   |                    | V                       |  |
| Direct<br>or                    | Hsu<br>Chih-<br>Chang | Business management,<br>leadership decision-making,<br>industry knowledge,<br>marketing management                       | Male                   |                    | V                       |  |
| Direct<br>or                    | Yin<br>Chung<br>-Yao  | Business Administration,<br>leadership, legal  | Male                   | V                  |                         |  |
| Direct<br>or                    | Li<br>Tian-<br>Chieh  | Business management,<br>leadership decision-making,<br>financial accounting  | Male                   |                    | V                       |  |
| Direct<br>or                    | Lee<br>Chih-<br>Hung  | Business management,<br>leadership decision-making,<br>financial accounting  | Male                   |                    | V                       |  |
| Direct<br>or                    | Ye<br>Tian-<br>Cheng  | Business management,<br>leadership decision-making,<br>financial accounting  | Male                   |                    | V                       |  |
| Indep<br>endent<br>direct<br>or | Wang<br>Tai-<br>Chang | Business management,<br>industry knowledge,<br>financial accounting, risk<br>management                                  | Male                   |                    | V                       |  |
| Indep<br>endent<br>direct<br>or | Teng<br>Chia-<br>Chu  | Business management,<br>industry knowledge, risk<br>management, information<br>technology                                | Male                   |                    | V                       |  |
| Indep<br>endent<br>direct<br>or | Chen<br>Shou-<br>Jen  | Business management,<br>leadership decision-making,<br>industry knowledge, risk<br>management, information<br>technology | Male                   |                    | V                       |  |

## Age ratio of the Board of Directors

| 2023   |          | Age                | Percent        |                   |          |        |
|--------|----------|--------------------|----------------|-------------------|----------|--------|
|        |          | Under 30 years old | Aged 31-<br>50 | Aged 51 and above | Subtotal | age(%) |
|        | Female   | 0                  | 0              | 0                 | 0        | 0      |
| Gender | Male     | 0                  | 1              | 8                 | 9        | 100    |
|        | Subtotal | 0                  | 1              | 8                 | 9        |        |

# Continuing education for members of the Board of Directors

Each year, Ruentex informs directors of relevant courses on economic, environmental, and social sustainability issues related to operations from time to time and make aware and encourage continuing education to help directors improve their functions and improve corporate governance effectiveness. In 2023, the training content included courses related to corporate governance, sustainable development, ethical management, and legal compliance. Please refer to the 2023 Annual Report of the Shareholders' Meeting for details on the continuing education and other information on the members of the Board of Directors.

#### **Explanation of the management of each functional committee**

#### **Audit Committee**

In July 2018, Ruentex established an Audit Committee in accordance with the "Audit Committee Charter". In 2023, a total of 9 meetings were held, and the attendance rate of all committee members was 100%. Ruentex's Audit Committee upholds an objective and professional approach, with the diligence of a prudent manager in overseeing the proper representation of the Company's financial statements, the effective implementation of internal controls, the Company's compliance with relevant laws and regulations, the management of existing or potential risks, and the appointment, dismissal, independence, and performance of the external auditors. The committee carries out its supervisory duties and is accountable to the Board of Directors.

#### **Remuneration Committee**

In 2023, Ruentex held 2 meetings, and the attendance rate of all committee members was 100%. Ruentex' s Remuneration Committee, in its professional and objective capacity, evaluates the remuneration policies and systems for the Company's directors, supervisors, and managers. It formulates and regularly reviews the policies, systems, standards, and structure of remuneration based on the performance evaluation methods for the Board of Directors and supervisors. The committee provides recommendations to the Board of Directors as a reference for decision-making.

# Regulations Governing the Performance Evaluation of the Board of Directors

To implement corporate governance and improve the functions of the Company's Board of Directors, performance targets are established to enhance the operational efficiency of the Board of Directors. At the end of each year, the Company's Board of Directors conducts an annual performance evaluation according to the evaluation procedures and evaluation indicators of the "Board of Directors Performance Evaluation Regulations". The scope of evaluation

of the Company's Board of Directors includes the performance evaluation of the entire Board of Directors, individual directors, and functional committees. The evaluation methods include internal self-evaluation of the Board of Directors, self-evaluation of director members, and self-evaluation of each functional committee. The Company conducts a performance evaluation of the Board of Directors at least once a year. Each director evaluates the operation and culture of the Board of Directors and functional committees, management of internal and external relationships, and self-evaluation. The statistics are compiled by the meeting unit of the Board of Directors and reported during the board meeting, and directions are proposed for improvement. In 2023, the performance evaluation of the Board of Directors and functional committees was completed, and the summary and comprehensive results showed that "the Board of Directors and its functional committees are operating effectively".



# In 2023, Evaluation of the Board of Directors •Self-evaluation of directors

#### Number of Percentage **Assessment aspects** Score questions Understanding of the Company's 27 13.43% 13.43 objectives and tasks Awareness of directors' 13.43% 27 13.43 responsibilities Participation in the Company's 32.85% 32.31 66 operations Internal relationship management 27 13.43% 13.33 and communication Professional and continuing 27 13.43% 13.24 education for directors Internal control 27 13.43 13.43% Total 201 100 99.18

There is still room for improvement in some indicators of the Self-evaluation results of all directors.

#### Audit Committee' s performance evaluation

| Assessment aspects   | Number of questions | Percentage | Score |
|--|---------------------|------------|-------|
| Participation in the Company's operations                  | 4                   | 18.18%     | 18.18 |
| Understanding of the duties of the Audit Committee         | 5                   | 22.73%     | 22.41 |
| Improve the decision-making quality of the Audit Committee | 7                   | 31.81%     | 31.81 |
| Audit Committee's composition and member election          | 3                   | 13.64%     | 13.64 |
| Internal control   | 3                   | 13.64%     | 13.64 |
| Total  | 22                  | 100        | 99.68 |

The internal Self-evaluation results of the Audit Committee meeting have all met the requirements.

#### Evaluation of the performance of the Board of Directors

| Assessment aspects   | Number of questions | Percentage | Score |
|--|---------------------|------------|-------|
| Participation in the Company's operations                  | 12                  | 26.67%     | 25.76 |
| Improve the quality of Board of Directors' decision-making | 12                  | 26.67%     | 26.67 |
| Composition and structure of the Board of Directors        | 7                   | 15.56%     | 15.56 |
| Election and continuing education of directors             | 7                   | 15.56%     | 15.56 |
| Internal control   | 7                   | 15.56%     | 15.56 |
| Total  | 45                  | 100        | 99.11 |

The internal Self-evaluation of the Board of Directors showed that the indicator of "Participation in the Company's operations" still have room for improvement, and all other indicators have met the requirements.

#### •Performance evaluation of the Remuneration Committee

| Assessment aspects  | Number of questions | Percentage | Score |
|---|---------------------|------------|-------|
| Participation in the Company's operations                             | 4                   | 21.05%     | 21.05 |
| Awareness of the responsibilities of the Remuneration Committee       | 5                   | 26.32%     | 25.64 |
| Improve the decision-making quality of the Remuneration Committee     | 7                   | 36.84%     | 36.47 |
| Composition of the Remuneration Committee and election of its members | 3                   | 15.79%     | 15.79 |
| Total   | 19                  | 100        | 98.95 |

All indicators of the Remuneration Committee's internal Self-evaluation results met the requirements.



### Remuneration policy

#### Remuneration system for directors

The director's remuneration consists of fixed director's remuneration and business implementation expenses. According to the Company's Articles of Incorporation, the Board of Directors is authorized to determine the remuneration of directors in accordance with the value of their participation and contribution to the Company's operations, and with reference to the industry standard. The Company's operational objectives, financial position, and duties as directors were fully taken into consideration when determining the remuneration for directors who hold fixed part-time jobs. In addition, according to the Company's Articles of Incorporation, no remuneration is distributed to directors. Relevant amounts were proposed by the Remuneration Committee and approved by the Board of Directors.

#### Managers' remuneration policy

The remuneration of senior management includes fixed salaries and variable bonuses, which are determined in accordance with the Company's personnel and salary policy, taking into account the Company's operating performance and contribution to the Company, and the industry standard. In addition to considering the Company's overall operational performance, the committee also takes into account future industry risks and development trends, as well as the achievement rate of individual performance and contributions to company performance. The related performance evaluations and the reasonableness of remuneration are reviewed by the Remuneration Committee and then submitted to the board for approval. The policies are reviewed and adjusted based on actual operational conditions and relevant laws to ensure a balance between the Company's sustainable operation and risk control.

Note: Please refer to Ruentex's 2023 annual report for detailed remuneration policies:

https://www.ruentex.com.tw/financial/Financial\_cn.htm

#### Nomination and selection of the Board of Directors

#### Nomination mechanism

Ruentex's board election adopts a candidate nomination system. All related procedures are carried out in accordance with the Company Law, the Securities Exchange Act, and the Company's Articles of Incorporation, with announcements made within the legally specified timeframes. Shareholders holding more than one percent of the Company's shares may submit a list of director candidates in writing, along with their academic and professional background. If the nominees meet the relevant requirements, they are reviewed by the board and included in the list of candidates for election at the shareholders' meeting.

#### Selection mechanism

Ruentex has implemented the board diversity policy and is committed to improving corporate governance. The professional background of independent directors includes talents with legal, financial, and IT-related professional capabilities and industry experience, so they can provide more diverse suggestions and exchanges for practical operations. In order to strengthen the independence of the Board of Directors, independent directors account for one-third of all directors. Except for those who are spouses or relatives within the second degree of kinship with other directors, and do not hold shares of the Company, and have served for less than three terms, they are appointed by the Company. If a nominee is nominated by a shareholder holding more than 1% of the Company 's shares, the Board of Directors will review whether the professionalism and independence of the nominee meet the qualifications for election in accordance with the law.



## 1.2 Ethical Corporate Management and Anti-corruption

In line with the business philosophy of integrity, transparency, and accountability, Ruentex has formulated integrity-based policies and established sound corporate governance and risk control mechanisms to create a sustainable business environment.

The Company has established the "Integrity Operating Guidelines", approved by the board, which stipulate that the Company's directors, managers, other employees, or those with substantial control must not, directly or indirectly, offer, promise, request, or receive any improper benefits, nor engage in any unethical, illegal, or disloyal actions that violate trust in business conduct. This is to ensure the implementation of ethical business practices. The Company has set "Procedures for Ethical Business Practices and Code of Conduct" to provide specific guidelines that personnel must follow when conducting business.

Note: For Ethical Corporate Management Best Practice Principles, please visit https://www.ruentex.com.tw/financial/Financial\_en.htm

The General Manager's Office and related departments are responsible for promoting the ethical corporate management. Each department has established relevant internal management rules according to its duties and implemented them. If any dishonest conduct is found, the transaction will be suspended immediately, and the audit department will be responsible for auditing the compliance of internal systems and reporting to the Board of Directors in a timely manner. A "Whistleblowing System" has been established to provide whistleblowers with appropriate channels to report through written submissions, by telephone (02-8161-7999), or email (RT-

Report@mail.ruentex.com.tw). This system is designed to prevent corruption, theft, embezzlement, or other illegal and unethical behaviors that could harm the rights of shareholders, employees, and business partners, thereby protecting the Company's reputation and safeguarding assets. The system ensures a structured process for handling reported incidents. In 2023, the Company did not have any incidents related to corruption or violation of ethical corporate management.

The Company holds regular meetings to make aware possible unethical behaviors in business activities, such as offering and accepting bribes and illegal political donations, or constantly reaffirming ethical corporate management and anti-corruption education in general meetings. The scope of awareness includes the Board of Directors and all employees to ensure that all personnel in the organization fully understand the Company's ethical management philosophy and implement it in each work item.

#### Internal audit

The Company's Audit Office is under the Board of Directors and is staffed with qualified auditors who are responsible for auditing the financial and business operations and management functions of the Company and subsidiaries. Auditors carry out audit tasks based on the annual audit plan independently and objectively to ensure that the Company's internal operations comply with laws and internal control systems. Furthermore, they assist the Board of Directors and senior management by providing independent and objective evaluations of the completeness, effectiveness, and implementation of internal control systems, offering timely improvement suggestions to reasonably ensure the continuous implementation of these systems. They provide related investigation, evaluation, or consulting services to assist the board in fulfilling its corporate governance responsibilities, while continuously enhancing auditors' professional skills to improve audit quality and implementation effectiveness. The auditors submit the audit report to the independent directors by email on a monthly basis, report to the Audit Committee and Board of Directors meetings on a quarterly basis, and report to the independent directors when necessary.

The Company has established an effective internal control system to ensure the implementation of ethical corporate management. The internal control system and its implementation did not reveal any major anomalies. The scope of the audit in 2023 covered the Company and subsidiaries, and all non-conforming items have been improved.

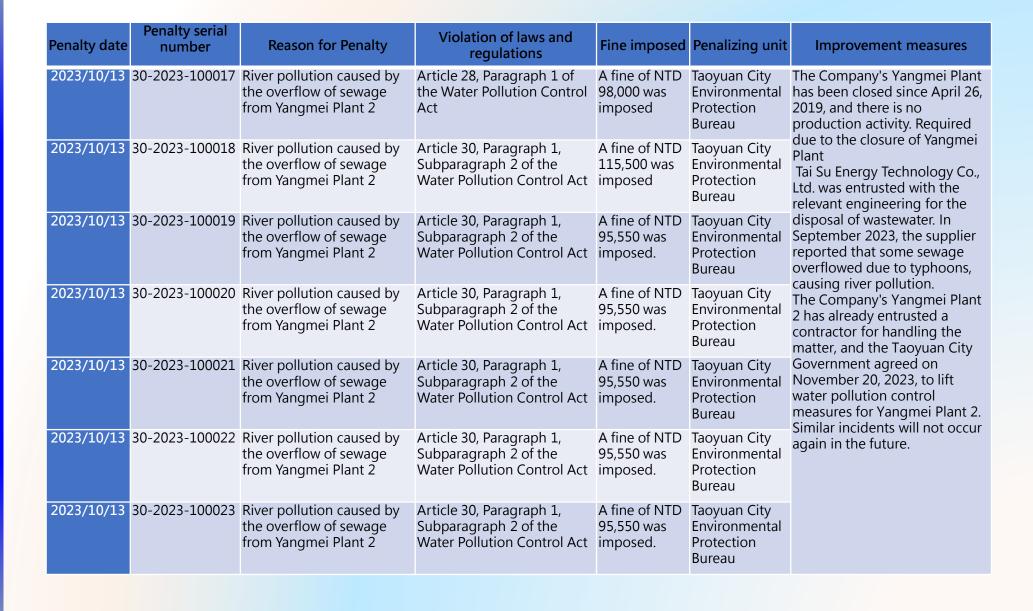
# Internal audit focus Computerized **Eight operating** information cycles system Control operations based on industrial characteristics

## 1.3 Legal Compliance

The Company organizes regular compliance education and training to make aware various laws and policies in various meetings. The courses held in 2023: occupational safety and health, food safety, labor standards act, and corporate governance related regulations (such as ethical corporate management, human rights policies, and insider training prevention), with a total of 2,485 employees and 2,921 hours.

Ruentex's Yangmei Plant 2 has been closed since April 26, 2019, and there is no production activity. Due to the closure of Yangmei Plant 2, the wastewater discharge procedure was required, and the related engineering works was entrusted to Tai Su Energy Technology Co., Ltd. However, in September 2023, the supplier reported that some sewage overflowed due to typhoons, which caused river pollution and was fined by the Taoyuan City Environmental Protection Bureau. Ruentex immediately requested the contractor to dispose of it immediately and reported it to the Taoyuan City Environmental Protection Bureau for reinspection and improvement after the treatment was completed. Furthermore, on November 20, 2023, the Taoyuan City Government had already agreed to dissolve the water pollution prevention and control plan of Ruentex's Yangmei Plant 2, and such incidents will not occur again in the future.

Ruentex has not been involved in any anti-competitive behavior, antitrust, and monopoly-related litigation; there has been no major violation of laws and regulations in the social aspect.





## 1.4 Supply Chain Management

#### Supply chain composition and overview

Ruentex mainly operates in Taiwan, and cooperates with suppliers from Taiwan, China, and Vietnam which include cloth merchants, ready-to-wear, and mass merchandisers. In 2023, there were a total of 692 suppliers for transactions. There are no major changes compared with 2022. The main suppliers are all located in Taiwan, and the proportion of local procurement in 2023 reached 76%.

# Percentage of procurement expenditure from local suppliers in 2023

| Important<br>business sites | Procurement amount (NTD) | Local<br>procurement<br>amount (NTD) | Proportion of local procurement (%) |
|-----------------------------|--------------------------|--------------------------------------|-------------------------------------|
| Taiwan                      | 1,536,222                | 1,168,394                            | 76                                  |

#### Supplier screening and evaluation

Ruentex' s procurement team will source for suppliers according to the needs of each unit which are capable of meeting these needs. For new suppliers, they will be required to provide relevant information regarding their business scope, financial status, etc., and after obtaining approval from the responsible authority, they will be added to the supplier list. In response to procurement needs, the Company will identify qualified suppliers and request quotations for relevant items. These quotations will then be compared and evaluated internally, while also negotiating with the relevant departments to ensure that the final transaction price meets the expectations of both parties.

#### Regular supplier evaluation

Ruentex conducts a comprehensive assessment of suppliers on an annual basis, including but not limited to quality management plans, accuracy of delivery dates, future development strategies, and cooperation and coordination aspects. For suppliers with outstanding performance, we will provide more support and cooperation opportunities. In the case of unsatisfactory evaluation results, we will communicate with suppliers to jointly explore improvement plans to ensure long-term cooperation and common development between the two parties.

# Supplier sustainability assessment and evaluation

To ensure workplace safety, employee health, respect for human rights, and minimize environmental impact, domestic suppliers are informed of their social responsibility and are subject to supervision. Suppliers are required to conduct Self-evaluations on their performance in social responsibility and environmental impact, which serve as the basis for the Company's initial evaluation of the supplier's strengths and weaknesses. Through social responsibility declaration, self-evaluation, and commitment procedures, we can establish suppliers' awareness of the importance of social responsibility and provide a basis for the Company to evaluate suppliers. The verification of social responsibility certification items and environmental impact mainly consists of the supplier self-evaluation supplemented by personnel audits to verify the accuracy of the supplier's free assessment and the implementation of social responsibilities.

Ruentex evaluated a total of 66 suppliers in 2023 and did not identify any suppliers with significant actual or potential risks. No suppliers had their cooperation terminated due to violations related to environmental or social (human rights) issues that resulted in negative impacts.

## Supplier evaluation items

| Assessment item       | Scoring method   |
|-----------------------|--|
| Quality control plan  | <ul> <li>Pre-production, production, and post-production quality items are qualification<br/>standards</li> </ul>  |
| Delivery date         | The final negotiated delivery time is the qualified standard   |
| Future<br>development | <ul> <li>The ability of manufacturer to continue to provide the Company's required<br/>products in the future</li> </ul>   |
| Degree of cooperation | <ul> <li>Overall cooperation between manufacturers and agents</li> <li>The manufacturer's cooperation with the Company's various reasonable requirements and policies for improvement</li> </ul> |





## 1.5 Risk Management

In order to provide customers with excellent products and services, in addition to responding to the risks brought about by the domestic and foreign environments, we also pay great attention to the management of operating procedures and details. In order to reasonably reduce risks and achieve high-quality output, the Company has established strict internal audit and control systems and regulations to effectively reduce risk threats.

The main operational risks identified by Ruentex include strategic risk, operational risk, financial risk, human resource risk, information risk, personal information management, legal compliance, and climate change risk.

The responsible units within the organization shall formulate management regulations for the first-line prevention and management of various types of risks. The Audit Office regularly performs various audits to ensure the effective operation of the risk management system of each unit, and reports to the Board of Directors on a regular basis.

| Risk type         | Risk items   | Internal responsible units                         | Response measures   |
|-------------------|--|--|---|
| Strategic<br>risk | Risks may occur<br>in innovative<br>development,<br>organizational<br>reform, and<br>corporate<br>transformation | General Manager<br>and General<br>Manager's Office | Regularly analyze the business environment and propose short, medium and long-term action plans and strategic plans in response to changes in the internal and external environment and risks |

| Risk type                        | Risk items   | Internal responsible units  | Response measures   |
|----------------------------------|--|---|---|
| Operational<br>risks             | Risks that may arise from stagnation or decline in business performance, customer complaints and disputes during the transaction process, changes in brand dealership, and marketing and advertising | International<br>trading, retail<br>business, Asian<br>brand business | Regularly review the status of plans and strategy implementation, propose improvement plans for problems, and constantly communicate with customers, brand owners, and suppliers to improve operating procedures and quality, increase satisfaction, and create a win-win situation |
| Human<br>resource<br>risks       | Risks that may<br>arise from<br>employment,<br>labor-management<br>relations, etc.   | Human Resources<br>Team, General<br>Manager's Office                  | Industry-academia collaboration to increase human resources, conduct audits for business trips, salary payment, insurance coverage, and labor retirement contributions to protect employee rights and promote labormanagement harmony.  |
| Information<br>risks             | Risks of<br>information<br>security protection,<br>information<br>interruption, or<br>damage   | Information<br>division   | File security, equipment security, data security inspection, and system recovery operations are in place to ensure information security operations  |
| Personal<br>information<br>risks | Collect and use personal information correctly and protect personal information from the risk of leakage   | Retail business,<br>Asian brand<br>business                           | Verify the legality and data protection effectiveness of issued membership cards, and ensure information system security and anti-hacker attacks to protect the personal information of consumers   |

# **CH1. Ethical Enterprise**

| Risk type                          | Risk items   | Internal responsible units  | Response measures   | Risk type          | Risk items | Internal responsible units | Response measures   |
|------------------------------------|--|---|---|--------------------|------------|----------------------------|---|
| Regulatory<br>complianc<br>e risks | In response to changes in government regulations, the operation process must be changed in a timely manner and risks must be declared correctly  | General<br>Manager's<br>Office,<br>Financial<br>Management<br>Department    | Remind and advise responsible units and departments to publicize laws and regulations to implement the internal audit and internal control system, and cooperate with laws and regulations to make appropriate amendments   | Financial<br>risks |            |                            | 2.For exchange rate hedging, the Company's export business cooperates with the payment method, and adopts a stable foreign exchange operation strategy and control operation process to reduce the risk of exchange rate fluctuations 3.The Company does not engage   |
| Climate<br>change<br>risk          | Slow sales of products and changes in styles due to the impact of greenhouse effect on global temperature rise and extreme climate Storms, floods, and other disasters caused by severe weather affect the site store's activities | International trading, retail business, Asian brand business Zhonghe branch | 1.Regularly review the sales status and adjust the product content in response to changes in the market and customer needs 2.Collaborate with brand owners and suppliers to develop eco-friendly or functional products 3.Strengthen communication with brand owners to comply with the flexible product procurement policy in a timely manner 4.Strengthen disaster prevention capabilities, reduce disasters, and reduce losses |                    |            |                            | in derivative fransactions (such as high-risk, highly leveraged investments)  4.Long-term investment targets (such as bonds, stocks, etc.) are executed after careful evaluation  5.The Company's endorsement, guarantee, and endorsement/guarantee review procedures shall include the following in detail:  a. Necessity and rationality of endorsements and guarantees b. Credit assessment and risk assessment of the endorsed/guaranteed party c. Impact on the Company's operational risks, financial position and shareholders' equity d. Whether collateral should be |
| Financial<br>risks                 | Risks may arise<br>from major<br>investments, capital<br>allocation, cost<br>control, and<br>exchange rate   | Department,<br>Financial  | In response to the risk of interest rate fluctuations, the Company regularly inquires with the bank on loan interest rate, and refers to the interest rate level of peers and the market, and maintains good interaction with the bank to obtain more favorable loan rates  |                    |            |                            | obtained and the appraised value of the collateral e. The handling department evaluates the risk and submits it for signing Loaning of funds to others shall be carefully evaluated according to the Company's operating procedures for lending funds to others   |

#### 1.6 Product Innovation and R&D

Ruentex has transformed from independent production to developing new products in collaboration with domestic and foreign textile manufacturers and continues to invest millions of dollars in R&D each year to increase R&D capacity and independent fabric design capabilities. The R&D direction is to integrate the trend of sustainable environmental protection, increase the added value of products, develop new products in the market, introduce, manufacture, and promote them, supplemented by improving production technology bottlenecks, and create maximum benefits with minimum resources to support the transformation of the Company and the industry, in response to the government's policy of promoting "Global Deployment, Rooted in Taiwan".

R&D planning is based on the Company's medium and long-term strategic transformation goals and is positioned as a topic that is forward-looking and high-tech threshold, and in-depth research is expanded year by year to strengthen the integrity and functionality of each R&D area.

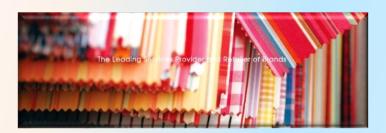
In recent years, the R&D focuses on:

1. Expand the use of environmentally friendly materials: Due to rising awareness about environmental protection, international apparel brands are accelerating the pace of transforming their existing products into environmentally friendly materials. Ruentex is looking for environmentally friendly materials with complete certification marks for fabric development, especially recycled natural materials, carbon capture and reuse materials, certified materials with zero or low carbon emissions, and recycled polyester fibers for fabrics through a global procurement model. By reusing waste from the agricultural and fishery industries, we widen the gap with our competitors in China and Southeast Asia and take root for our sustainable operations in Taiwan.

- 2. Research on the application of innovative materials: The dyeing and finishing technology developed from innovative technology is changing with each passing day. It is hoped that the introduction of innovative processing technology can improve and expand the functionality and durability of various fabrics, such as long-lasting and environmentally friendly deodorizing and antibacterial technology with 100% biomass ingredients, fluorine-free water-repellent processed fabrics containing biomass ingredients, and environmentally friendly dry processing technology that combines instant cooling and sustained cooling to gain leading position in process technology and market.
- 3. Corporate transformation: Ruentex's vision is to become the top choice for leading brand apparel companies. We aim to transform from a general fabric producer into a provider of eco-friendly functional fabrics, sports and leisure fabrics, daily home fabrics, and health-promoting materials, and will achieve this by leveraging existing product development capabilities and distribution channels to maintain a leading edge and profitability in our products.



Ruentex's product research and development direction and core focus include environmentally friendly yarn materials, innovative finishing processes, and the use of eco-friendly materials (such as pineapple leaf blended yarn, recycled cotton blended yarn, recycled fishing nets and bio-based nylon fibers, Tencel zero-carbon fibers, and recycled polyester fabrics). We have also developed longlasting natural deodorizing and antibacterial processed fabrics. By introducing innovative yarn materials and collaborating with internal and external auxiliaries to develop new functional finishing processes, we have developed various product series with different themes. Among them, product development for the concepts of sustainable regeneration, environmental protection and energy saving, and safety protection is one of the focuses of development. Over the years, we have successfully developed 100% all-cotton natural elastic fabrics, breathable and dry hemp fiber fabrics, various recycled nylon fiber fabrics, seaweed fiber fabrics, ecofriendly dual-cooling fabrics, carbon capture and recycled polyester fabrics, GOTS-certified organic cotton fabrics, eco-friendly Tencel fiber fabrics, and eco-friendly mechanically elastic shirt fabrics. The Company continues to deepen cooperation with international brand clients to develop sustainable fashion fabrics.



For the design of new products, in addition to the introduction of Coolmax Ecomade, an eco-friendly absorbent/discharge fiber, Thermolite Ecomade, an eco-friendly lightweight thermal fiber, T400 Ecomade, an eco-friendly mechanical elastic fiber, and Lycra Ecomade, a recycled Lycra fiber, we have also successfully developed daily protective clothing products for the healthcare series

Ruentex also places great importance on the quality and safety of textiles. We not only require upstream material suppliers and satellite factories to strictly control production quality but also collaborate with fashion brands to verify the origin of key raw materials, obtain human rights certifications, and conduct wastewater testing and carbon emissions processing in factories, in line with the latest international environmental trends.





# 1.7 Product Quality and Customer Relationship

Ruentex strives to respect customers and meet their needs and market needs. We have established a good relationship with customers based on the concept of long-term cooperation. We will also take advantage of exhibition to develop new customers and actively strive for orders. At present, most of our customers have cooperated with us for many years, and they trust and benefit each other. We are also committed to meeting their needs and serving them comprehensively.

Ruentex will decide to place orders in Taiwan or China based on customer needs and product attributes. In terms of ready-to-wear, we offer various styles such as men's clothing, women's clothing, knitted, and plain weaving to meet customer needs and achieve the highest service of Total solution. In terms of R&D, we are committed to creating vertical set-up services for customers from design, fabric sample development, and even garment proofing. Any newly developed fabric samples will be provided to customers for reference at any time and promoted to customers during an exhibition.

We highly value customer feedback, adhering to the "customers first" principle. Without customers, there would be no orders, and without orders, there would be no profits. If customers have any feedback, we maintain close communication through email, phone, or even visits to understand their reactions and opinions in real time. We will communicate and discuss with the factory regarding customer's opinions on the product and respond to the customer's treatment plan and progress in a timely manner. In order to meet customer quality requirements, we have established a quality inspection system and passed various quality verifications required by customers to ensure that all products have undergone quality inspection and meet customer quality standards before shipment. The marketing and labeling of products sold are handled in accordance with laws and regulations, and the products exported are handled in accordance with international standards. In 2023,

all of Ruentex' s products were labeled in compliance with legal requirements, and there were no violations of health and safety laws and regulations related to products and services.

### Mystery shopper investigation mechanism

To ensure Ruentex provides excellent service to consumers, a mystery shopper mechanism has been established. Through SGS Knowledge and Management Business Group, auditors with international service certification licenses are dispatched to act as "mystery shoppers". According to the inspection project plan, irregular audits are arranged. The evaluation covers Ruentex's brand sales stores and department store counters, where on-site visits assess the implementation of customer service. The audits include greeting and promotions upon store entry, browsing and service, store environment, fitting room experience, waiting areas, and personnel service, while also observing the checkout process and after-sales service.

### Satisfaction survey

Ruentex explores the thoughts of consumers through "service", reviews and improves the problems reflected in the customer satisfaction survey, and proposes solutions for future improvement suggestions. The Company or sales channel will also praise or punish counter staff for their excellent service attitude.

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Ruentex conducts an annual customer satisfaction survey using digital questionnaires, which are filled out by customers and collected, and relevant personnel will compile, analyze and produce reports based on the responses to the questionnaires. Follow up and improve the analysis data and customer opinions in the report. Items with high satisfaction are considered for improvement, and the strengths and weaknesses of each item are used as a reference for management and planning of store planning, personnel services, event planning, marketing, and product offering.

In 2023, the Company conducted a customer satisfaction survey on the four brands. The survey focused on five major items: stores, products, services, events, and consumption habits. The survey results showed an average satisfaction score of over 4.0 (out of 5.0). We also review the items with poor scores in the customer satisfaction survey report and customer feedback and propose improvement methods, and improve the quality and capability of service personnel through education and training.

### **2023 Customer Satisfaction Survey Results**

| Brand                               | NAUTICA | JEEP | Eden Park | Whittard |
|-------------------------------------|---------|------|-----------|----------|
| Number of questionnaire s collected | 854     | 964  | 235       | 2,227    |
| Recycling rate                      | 8.7%    | 8.7% | 10%       | 7.1%     |
| Average score of satisfaction       | 4.5     | 4.5  | 4.4       | 4.6      |

Note: The full score is 5.0

### **Customer complaint management mechanism**

Ruentex has established various communication channels, including an 0800 customer service hotline, a customer service email, and social media pages. Customers with questions or feedback about products, staff service, stores, or events can use these channels to make inquiries or complaints. Customer service representatives are assigned to handle customer feedback according to established service standards.



Whether complaints are received directly at store counters or through the 0800 hotline, customer service email, or social media pages, they must be recorded in the Company's information system. In addition to immediate handling of complaints on-site, the Company's customer service department also tracks the follow-up of consumer complaints through the system to ensure thorough communication and understanding of customer feedback, and to confirm that consumers are satisfied with the resolution of their complaints.

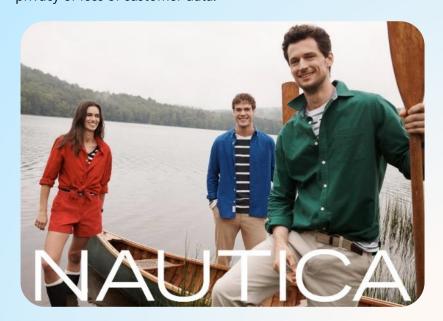
The customer service unit confirms that each customer complaint can be checked through the system to record and manage the customer complaint content and handling schedule to ensure that customers receive prompt and reasonable handling and response. For customer opinions and complaints, if they are about product problems, they will be forwarded to the product development unit for processing or reported to the original brand of the agent; if they are about personnel services, store planning, promotional activities, etc., the sales or marketing unit will make improvements based on customer complaints. In 2023, customer complaints were mainly about product defects. The responsible department immediately handles and responds to customer complaints received, and improvements need to be completed as soon as possible. In 2023, all customer complaints have been improved.

#### Total number of customer service calls in 2023:

| Brand  | NAUTICA | JEEP | Eden Park | Whittard |
|--|---------|------|-----------|----------|
| Total<br>number of<br>customer<br>complaints | 16      | 7    | 0         | 6        |

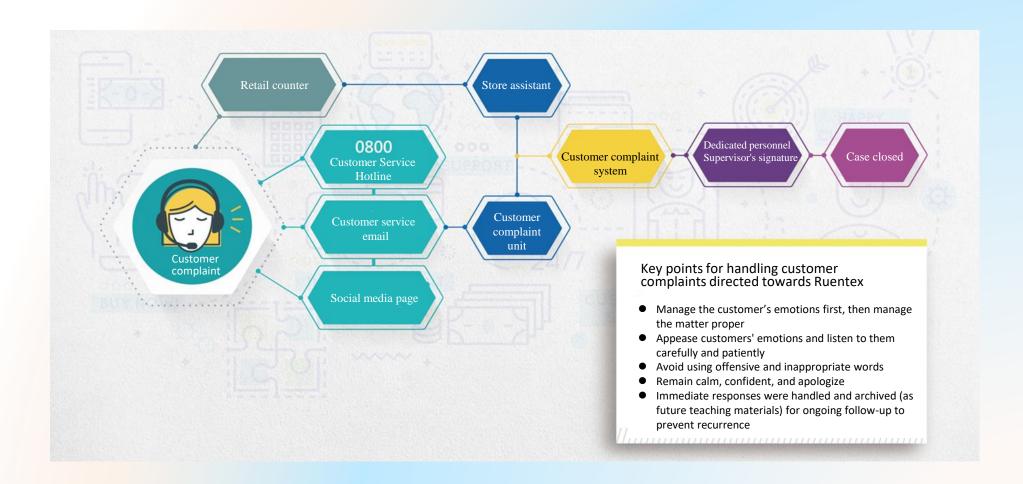
### **Customer data management:**

Ruentex strictly manages customer data security. In the second half of 2021, the brand digital membership system was introduced. In May 2023, customer information paper cards were no longer provided, and the digital membership system was used to recruit members. The digital system uses the brand's LINE official account, customers enter "personal information" to join the membership process, and no store counter personnel handles the relevant personal information. Customer service personnel who handle customer data must sign a non-disclosure agreement. The POS system authorizes passwords to process customer data according to user privilege levels to ensure the security of customer data. In 2023, there were no complaints related to violation of customer privacy or loss of customer data.





# Customer complaint handling flowchart



# 1.8 Agency Brand and Marketing Management

Ruentex currently represents three clothing brands, Nautica, Jeep Spirit, Eden Park, and one tea brand, Whittard. The Company introduces brand stories, showcases new seasonal products, highlights key products' design concepts, and provides details on main materials through print advertisements (such as newspapers and magazines), web ads, MRT ads, social media (such as Facebook, Instagram, LINE), and the official website. The Company sends out press releases with this information, enabling consumers to quickly and conveniently access brand details.

In terms of textile and apparel trading, we will increase business revenue by leveraging our strengths in product development and design and integration services, cultivating our main customers and continuing to develop well-known brand customers in Europe and the United States. At the same time, through strategic supplier alliances, we will expand the functional products and knitting markets to win more customers and orders. In the future, the Company will continue to innovate and develop to adapt to the rapid changes in the market and products and collaborate with customers to develop and design services to create added value and differentiation, enhancing our competitiveness.

For the mass merchandising business, in response to the changes in consumers' shopping habits, we have promoted online shopping platforms to increase our online sales capabilities. In terms of promotional activities, we have established an official platform through communication software to increase the frequency of customers visiting our stores. We have also developed an e-business model and collaborated with delivery platform operators to increase fresh food delivery services to provide customers with more diversified choices. At the same time, by leveraging the advantages of joint procurement, it is expected to maintain stable growth in performance.





# International brand. Trust quality

# **INAUTICA**

In 1983, Nautica® was founded in New York with just six men's jackets. The brand name comes from the Latin word of "Nauticus". Just as human beings begin to explore the world from the ocean, the yacht logo symbolizes adventure, action, and classics. Nautica® has created exquisite casual classics and built a complete clothing series for all segments. Today, Nautica® has become a leading global lifestyle brand.







The Jeep® brand was founded in 1941 as a symbol of "freedom" and "unlimited potential". Jeep® Spirit products are created for the adventurous dreamer. We use natural colors, natural materials, and excellent and proud workmanship to create every piece of men's and women's clothing and accessories. As a world-renowned brand, the quality is as authentic and reliable as the legend.



# International brand. Trust quality

# Eden m Park

PARIS

Eden Park is a clothing brand founded by a French rugby star more than 20 years ago, which exquisitely interprets the values of rugby. The brand team's meticulous design and attention to detail have continued to expand the brand design with classic patented design of unique oval buttons, pink and navy-blue stripes to establish its distinguished sports image and elegant French style.



Whittard is a century-old British tea brand. The founder, Walter Whittard, founded his first specialty shop in London in 1886. His philosophy was: "Buy only the best!", in this way, the



100-year history of Whittard began. Whittard has created an unprecedented brand which is 100% orthodox British tea culture. Based on this strong tradition, we have created high-quality, delicious taste and various innovative British blended teas.



Identify

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Establish a risk and

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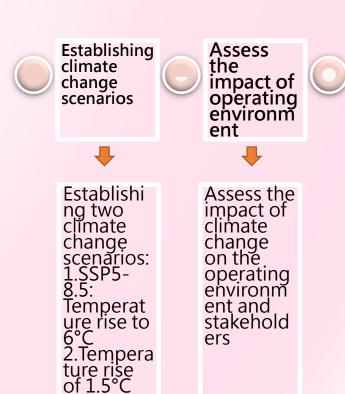


# 2.1 Response to Climate Change

In response to the climate emergency and the potential crisis of energy and resource supply, Ruentex has not only strengthened the adjustment of climate resilience and reduced the operational impact that may be caused by disasters, but also continued its efforts to mitigate greenhouse gas emissions. By identifying the risks and opportunities of climate change, and implementing relevant countermeasures and strategies, we reduce risks and grasp business opportunities to achieve the goal of sustainable business operations. In addition, through scenario setting, we identify physical and transition risks and opportunities in products, customers, and operations, and the impact and influence on the Company's operating activities to strengthen the Company's climate change governance.

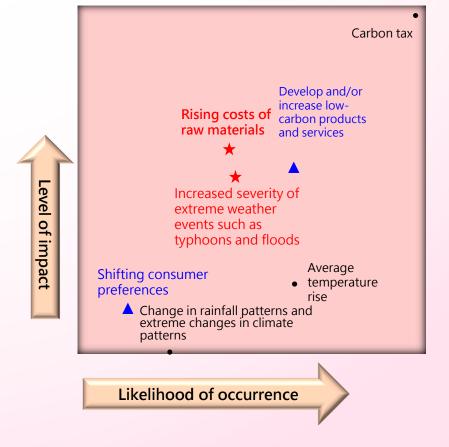
In response to climate change risks, Ruentex promotes green and lowcarbon values through four major aspects: governance, strategy, risk management, and indicators and targets with reference to the "Task Force on Climate-Related Financial Disclosures (TCFD)" guidelines, promoting value chain transformation and climate adaptation strategies. Climate risks include transition risks and physical risks. Transition risks include policy and regulation, technology, market, and reputation, while physical risks include immediate and long-term climate risks. Opportunities are divided into resource efficiency, energy sources, products and services, markets, and organizational resilience. In 2022, various departmental teams at Ruentex used workshops to identify potential risks and opportunities brought about by climate change. They assessed the likelihood and impact of these factors and, based on the analysis results, created a risk and opportunity matrix. Strategic planning was conducted for the top two climate risks and opportunities, and climate change response strategies were established. After discussions and

evaluations by the departmental teams in 2023, it was decided to maintain the 2022 identification results.





### Climate change risk/opportunity matrix



### Summary table of climate change risk identification

| Risk<br>rank<br>ing | Risk<br>num<br>ber | Risk type                     | Risk factor   | Evaluation of the time of occurrence |
|---------------------|--------------------|-------------------------------|---|--------------------------------------|
| 1                   | 001                | Transition risk -<br>market   | Rising costs of raw materials   | Medium-term                          |
| 2                   | 002                | Physical risk - immediateness | Increased severity of<br>extreme weather events<br>such as typhoons and<br>floods | Long-term                            |

Note 1: After discussions with internal officers and after considering business development and impact, the primary risk factor to focus on is the increase in the severity of extreme weather events such as typhoons and floods.

Note 2: Short-term: 2023-2026, Medium-term: 2027-2031, Long-term: 2032-2050

### Overview of climate change opportunity identification

| Ran<br>king<br>of<br>oppo<br>rtuni<br>ties | Oppo<br>rtunit<br>y<br>code | Type of opportunity                       | Opportunity factor   | Evaluation<br>of the time<br>of<br>occurrence |
|--|-----------------------------|---|--|---|
| 1  | 001                         | Opportunity -<br>products and<br>services | Develop and/or increase<br>low-carbon products and<br>services | Long-term                                     |
| 2  | 002                         | Opportunity -<br>products and<br>services | Shifting consumer preferences                                  | Long-term                                     |



# Climate change-related risk and opportunity management strategies Assessment of climate-related material risks and strategies

# Risk 001

| Rising costs of raw materials   | [Risk impact  | [Financial   | [Response  |
|---|---|--|--|
|   | and aspect]   | impact]  | strategy]  |
| [Impact scenario] As Ruentex relies on international trade, the disordered production of raw materials and rising prices caused by extreme weather may have an impact on the cost of raw materials, exchange rate fluctuations and inflation. | One of the main raw materials, cotton, is affected by the climate and long-term heavy rainfall, resulting in poor cotton quality or reduced production, and rising raw material prices, which in turn affect the delivery time and price of end products. | Decrease in net income and increase in operating costs | Introduce more suppliers for selection, diversify risks without excessive concentration in the same area, and stabilize material conditions and delivery |

# Risk 002

| Increased<br>severity of<br>extreme<br>weather events<br>such as<br>typhoons and<br>floods  | [Risk impact and aspect]  | [Financial impact]   | [Response<br>strategy]  |
|---|---|--|---|
| [Impact scenario]  Due to the changes and severity of extreme weather, the frequency of severe weather such as typhoons and floods has increased, resulting in floods and power outages, which may lead to business interruption, injury to personnel, and reduce revenue and increase costs. | Strong storms affect retail store operations, reducing customers' willingness to spend, resulting in higher costs and lower sales  The supplier's site is affected by drought, typhoon, and heavy rain, resulting in suspension of production or loss of property and personnel, and unable to ship normally. | Unable to ship goods as scheduled, retail store operations are interrupted, and revenue decreases  Assets are affected or scrapped, resulting in an increase in capital expenditures  Higher shipping costs and higher operating costs | Purchase business interruption insurance to reduce disaster loss  Regularly inspect flood prevention equipment and emergency response procedures, and conduct regular drills  Elevated foundation or relocated to higher ground |



# Assessment of climate-related opportunities and strategies

# Opportunity 001

| Develop<br>and/or<br>increase low-<br>carbon<br>products and<br>services  | [Opportunity<br>impact and<br>aspect]  | [Financial<br>impact]                                    | [Response<br>strategy]  |
|---|--|--|---|
| [Impact scenario] Following the international trend of carbon reduction, customers have higher carbon reduction requirements for suppliers. To ensure competitiveness, we need to attract customers with the concept of sustainability, enhance competitiveness, and develop new customer groups. | Develop self- made styles to develop more environmentally friendly, high- quality products; at the same time, purchase functional fabrics and use recycled materials to create competitive products  Promote the use of green energy and water-saving processing methods by suppliers to reduce the impact of manufacturing on the environment and reduce greenhouse gas emissions | Increase in revenue and access to investee opportunities | Design and develop sustainable and environmentally friendly fabrics for customers or brands to choose Work with suppliers to use raw materials with lower carbon footprints, such as organic cotton, recycled fibers, and sustainably produced synthetic fibers, to reduce the overall carbon emissions of products |

# Opportunity 002

| Shifting<br>consumer<br>preferences  | [Opportunity<br>impact and<br>aspect]  | [Financial<br>impact]                                    | [Response<br>strategy]   |
|--|--|--|--|
| [Impact scenario] Consumers' awareness of environmental protection is on the rise, and more and more consumers are inclined to buy sustainable fashion brands/products that are friendly to the environment and low-carbon products. | Newly developed products use low-carbon emission or zero-carbon emission yarns (which are the main controllable factor for carbon reduction in fabrics). In the promotion of brand clients, carbon reduction ratio is added to improve brand clients' awareness of carbon emission control | Increase in revenue and access to investee opportunities | The raw materials of products are environmentally friendly and organic cotton fabrics; and product packaging materials containing recycled materials/environ mentally friendly products are used |



# 2.2 Energy and Greenhouse Gas Management

### **Energy management**

Ruentex continues to pay attention to climate change issues, and is committed to reducing the use of energy and resources through various measures and promotion, such as replacing lighting equipment with LED lights, reusing paper, and reducing the use of packaging materials and shopping bags to reduce energy resource use and greenhouse gas emissions. At the same time, with years of rich expertise in the textile industry, we have developed cool and warm textiles to allow consumers to reduce energy use and contribute to environmental protection. Ruentex conducts an annual inventory of the energy consumption of each operating site. The overall electricity consumption in 2023 was 6,257,819.43 kWh.

# **Energy consumption**

|                                   | 2022               |                         | 2023               |                         |
|-----------------------------------|--------------------|-------------------------|--------------------|-------------------------|
| Energy type                       | Energy consumption | Calorific value<br>(GJ) | Energy consumption | Calorific value<br>(GJ) |
|                                   | 6,198,167.10       | 22,313.40               | 6,257,819.43       | 22,528.15               |
| Purchased electricity (kWh)       | 3,590.96           | 117.25                  | 4,823.44           | 157.49                  |
| Gasoline (liter)                  | 741.37             | 26.07                   | 909.192            | 31.97                   |
| Diesel (liter)                    | 8,877.03           | 297.27                  | 7,039.81           | 235.75                  |
| Natural gas (m3)                  |                    | 22,753.99               | ~                  | 22,953.36               |
| Energy intensity (GJ/NTD million) | 7.92               |                         | 8.56               |                         |

Note 1: Conversion based on the calorific value provided by the Emission Factor Table Version 6.0.4 published on the website of the Bureau of Energy. Electricity: 3,600 (GJ/million kWh); Gasoline: 7,800 (Kcal/liter); Diesel: 8,400 (Kcal/liter); Natural gas 8,000 (Kcal/m3)

Note 2: 1 Gigajoule (GJ) = 10^9 Joules (J); 1 kilocalorie (Kcal) = 4,186 Joules (J)

Note 3: Purchased electricity is from non-renewable energy

Note 4: The electricity consumption in 2023 included the headquarters and Zhonghe branch

Note 5: Energy intensity = Energy calorific value / Operating revenue; Consolidated operating revenue is NT\$2,874 and NT\$2,681 million in 2022 and 2023.



### Greenhouse gas management

In order to fulfill our corporate responsibility, we value resource use and environmental impact, and control and manage the current status of greenhouse gas emissions. We promote energy conservation and carbon reduction-related plans through various types of publicity, online courses, and education and training, hoping to reduce greenhouse gas emissions and contribute to the environment. Ruentex actively cooperates with the government's corporate greenhouse gas inventory registration efforts and aligns with the FSC's sustainable development roadmap for greenhouse gas inventory planning. In 2022, the Company implemented a greenhouse gas inventory, fully promoting the measurement and verification of greenhouse gas emissions. Both the headquarters and Zhonghe branch conducted the inventory according to the ISO 14064-1:2018 standard. The Company plans to gradually expand the scope of the inventory. For 2023, the greenhouse gas inventory verification process has been entrusted to SGS Taiwan Ltd. for third-party validation.

# Greenhouse gas emissions

| Category   | 2022        | 2023     |
|--|-------------|----------|
| Scope 1  | 182.45      | 271.98   |
| Scope 2  | 3,154.87    | 3091.36  |
| Scope 3  | Not audited | 616.06   |
| Total  | 3,337.32    | 3,979.40 |
| Operating revenue (NTD million)                                    | 2,874       | 2,681    |
| Greenhouse gas emission intensity (tCO <sub>2</sub> e/NTD million) | 1.16        | 1.48     |

Note 1: Greenhouse gas covered include carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF6), Nitrogen (NF3)

Note 2: The calculation of greenhouse gas emissions is conducted using the operational control approach. The calculation method is: Activity Data \* Emission Factor \* GWP Value (The emission factors are based on the Environmental Protection Administration's Greenhouse Gas Emission Factor Management Table, version 6.0.4. The GWP values are from the IPCC's 2021 Sixth Assessment Report. If there are no updates in the Sixth Assessment Report, the values from IPCC's 2013 Fifth Assessment Report are used for calculation)

Note 3: Scope 1, 2 and 3 include the headquarters and Zhonghe branch Note 4: Revenue is the consolidated revenue of the Group (NTD million)

# 2.3 Waste Management

Ruentex's operating activities can be divided into general domestic waste generated from office buildings and shopping malls, mainly including plastics, styrofoam, waste cooking oil, kitchen waste and other waste, etc., and "Waste Disposal Management Procedures" are followed to ensure that the waste generated during operation can be correctly and safely disposed of. The Company outsources waste disposal to qualified recycling contractors, who sign contracts with legal waste disposal contractors and must comply with "Methods and Facilities Standards for the Storage, Removal, and Disposal of Industrial Waste" and relevant laws and regulations. Vehicles used for waste removal must be registered under the removal permit issued by the environmental protection authority. Both parties agree to use the weight of weighbridge order at disposal site as the basis for declaration, and to declare the relevant information of waste production and removal according to the provisions of environmental protection laws and regulations. In terms of packaging material management, in response to the government's plastic reduction policy, Ruentex strictly requires suppliers to comply with laws and regulations and conducts regular reviews.

# Waste generation, disposal, and transfer (unit: metric tons)

|               | Waste composition                                  | 2022   | 2023    | 增減%     |
|---------------|--|--------|---------|---------|
|               | Output   | 412.61 | 385.686 | -6.53%  |
| Gen           | Recovery amount (recycled)                         | 272.58 | 264.957 | -2.80%  |
| General waste | Amount of incineration (excluding energy recovery) | 140.03 | 120.73  | -13.78% |
|               | Others   | 0      | 0       | 0%      |

- Note 1: Only the data of Zhonghe branch is calculated, no statistics are available for the remaining sites due to their small number.
- Note 2: The data of the recycled volume is based on statistics of sale to the recycling companies.
- Note 3: The incineration data is based on daily weight of Zhonghe branch and the waste manufacturer.
- Note 4: Output is the sum of recycled and incinerated.







# Waste reduction policy

### Headquarters

- Encourage employees to use reusable cups and tableware as much as possible. The Company's employee cafeteria provides reusable bowls and plates
- Not providing disposable tableware
- Use reusable baskets and boxes for purchases
- Implement recycling policies to reduce waste generation

### Hypermarket

- Implement eco-friendly dual-use bags according to government regulations
- 2Provide cardboard boxes to replace plastic bags according to customer needs
- Sell vegetables and fruits without excessive packaging
- Replace plastic bags with paper-made origami bags for customers
- Post plastic restriction signs in shopping malls and energy conservation and carbon reduction notices in offices
- Implement waste classification, plastic recycling, general waste, kitchen waste, waste oil, etc.
- Promote eco-friendly shopping promotions eco-cups, etc.
- Set up a section for products with environmental protection labels in the store
- Monitoring and recording of frozen storage equipment
- Provide waste batteries and lamp recycling services
- Food-wise management: Share surplus ingredients with employees, remove vegetables and cooked foods after 8 pm, and sell imperfect fruits and vegetables at reduced prices instead of discarding them
- Require employees to clearly fill in the scrapping record and the kitchen residue registration for products that need to be scrapped for control purpose and formulate reduction strategies

# Effectiveness of Implementation of reduction policy

Ruentex's Zhonghe branch has effectively implemented a waste reduction policy, earning notable recognition in 2023, including the "Five-Star Green Circular Store Award", "Source Reduction Model Award", and "Environmental Pioneer Award" from New Taipei City.









# 2.4 Water Resource Management

In recent years, due to the impact of extreme climate, the pattern of rainfall around the world has also changed, resulting in no rainfall for a long time or very concentrated and large amounts of rainfall, and resulting in droughts or floods. Ruentex strengthens the promotion of reasonable and appropriate use of water resources to achieve the goal of saving, reduce the impact on the environment, cherish water resources, and maintain a good balance between economy and ecology.

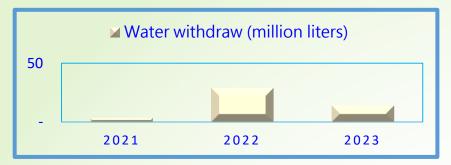
The main source of water for Ruentex's operations is Taipei Water Supply Office, and its operating sites are all located in areas with low water stress risks. In addition, the Company conducts an annual inventory of the water use status of each operating site as a future internal management indicator. The overall water consumption in 2023 was 14.04 million liters, a decrease from the previous year. This is mainly due to the fact that Zhonghe branch rented out part of its business scope, and both parties agreed that the water fee shall be borne by the lessee.

### water conservation measures

- Install sensor faucets and water-saving valves in all water-consuming areas of business sites
- Installation of urinal water-saving devices
- Adjust the optimal water flow rate of the toilet

# Water withdrawal in the last 3 years

| (million liters)    | 2021 | 2022  | 2023  |
|---------------------|------|-------|-------|
| Water<br>withdrawal | 3.58 | 28.82 | 14.04 |



- Note 1: Water withdrawal is calculated based on the water bill
- Note 2: All water withdrawn is freshwater from third parties
- Note 3: According to the identification of water risk map of the World Resources Institute (WRI), all of Ruentex's Taiwan operating sites are located in areas of low water stress
- Note 4: The water intake data in 2021 included only the headquarters; water intake data after 2022 includes the headquarters and Zhonghe branch



Ruentex upholds the philosophy of "benefiting society and ensuring public well-being", along with the goal of sustainable corporate development, fostering a work environment where employees embody the values of "loyalty, passion, innovation, sharing, and teamwork".

### 3.1Human Rights Protection Human rights policy

Ruentex upholds a people-oriented approach, maintaining a

friendly working environment, formulating relevant human rights policies, adhering to internationally recognized human rights standards as the highest guiding principles and human rights and labor-related laws and regulations, and is committed to protecting employees' freedom of association and speech, and not to discriminate on the basis of employees' race, color, religion, nationality, gender, sexual orientation, age, physical and mental disabilities and other factors. The Company conducts education and training on human rights for new employees. Ruentex hires employees in accordance with the Labor Standards Act and does not employ child labor. In addition to the requirement that daily working hours must not exceed 8 hours and weekly working hours must not exceed 40 hours, the working hours for students in cooperative education programs and summer interns are limited to a start time of no earlier than 7:00 am and an end time of no later than 10:00 pm. The tasks assigned to them are

Ruentex Group's code of conduct for employees

Maintain a fair, just, and open work environment

Actively communicate and maintain workplace order

Protection and respect for privacy

primarily general in nature and do not involve any hazardous work.





# **Employee composition**

As of December 31, 2023, the total number of employees of Ruentex was 530 people, including 21 non-employee workers. The headquarters has a total of 3 employees, including 2 security guards and 1 cleaning personnel. The Zhonghe branch has a total of 18 employees, consisting of 16 fixed and 2 mobile cleaning staff. The increase or decrease in number of non-employee workers according to the demand of the headquarters and branches.

# Number of employees by gender and employment type

|      |               |                        | Employment contract                              |       | Type of employment     |                        |       |
|------|---------------|------------------------|--|-------|------------------------|------------------------|-------|
| Year | Contract type | Permanent<br>employees | Temporary employees<br>(contracted<br>employees) | Total | Full-time<br>employees | Part-time<br>employees | Total |
|      | Female        | 293                    | 6  | 299   | 293                    | 6                      | 299   |
| 2022 | Male          | 166                    | 8  | 174   | 166                    | 8                      | 174   |
|      | Total number  | 459                    | 14   | 473   | 459                    | 14                     | 473   |
|      | Female        | 334                    | 16   | 350   | 334                    | 16                     | 350   |
| 2023 | Male          | 169                    | 11   | 180   | 169                    | 11                     | 180   |
|      | Total number  | 503                    | 27   | 530   | 503                    | 27                     | 530   |

Note 1: Ruentex does not hire employees without a guaranteed number of hours.

Note 2: Based on employee statistics as of December 31, 2023.

Note 3: The number of employees of Ruentex in 2023 increased by 12% compared to the previous year, which was due to fluctuations caused by the increase or decrease of business sites, which was a normal employee turnover.



# Number of employees by gender and age

| Item |        |                    | Age of employees |                   |          |                |  |  |
|------|--------|--------------------|------------------|-------------------|----------|----------------|--|--|
|      |        | Under 30 years old | Aged 30-50       | Aged 51 and above | Subtotal | Percentage (%) |  |  |
| 2022 | Female | 40                 | 167              | 92                | 299      | 63%            |  |  |
| 2022 | Male   | 43                 | 94               | 37                | 174      | 37%            |  |  |
| 2023 | Female | 64                 | 185              | 101               | 350      | 66%            |  |  |
| 2023 | Male   | 43                 | 99               | 38                | 180      | 34%            |  |  |

# Number of employees by job rank and gender

| Item |                         | Female           |                | Male             |                | Total            |                |
|------|-------------------------|------------------|----------------|------------------|----------------|------------------|----------------|
|      |                         | Number of people | Percentage (%) | Number of people | Percentage (%) | Number of people | Percentage (%) |
|      | Supervisor              | 40               | 8.46%          | 25               | 5.29%          | 65               | 13.74%         |
| 2022 | Non-managerial officers | 259              | 54.76%         | 149              | 31.50%         | 408              | 86.26%         |
|      | Supervisor              | 42               | 7.93%          | 28               | 5.28%          | 70               | 13.21%         |
| 2023 | Non-managerial officers | 308              | 58.11%         | 152              | 28.68%         | 460              | 86.79%         |

# Number of employees by job rank and age

|      | Age of employees        |                       |                |            |                | То                | tal            |                  |                |
|------|-------------------------|-----------------------|----------------|------------|----------------|-------------------|----------------|------------------|----------------|
|      | Item                    | Under 30<br>years old | Percentage (%) | Aged 30-50 | Percentage (%) | Aged 51 and above | Percentage (%) | Number of people | Percentage (%) |
|      | Supervisor              | 4                     | 0.85%          | 40         | 8.46%          | 41                | 8.67%          | 85               | 17.97%         |
| 2022 | Non-managerial officers | 83                    | 17.55%         | 210        | 44.40%         | 95                | 20.08%         | 388              | 82.03%         |
|      | Supervisor              | 0                     | 0.00%          | 28         | 5.28%          | 42                | 7.92%          | 70               | 13.21%         |
| 2023 | Non-managerial officers | 107                   | 20.19%         | 256        | 48.30%         | 97                | 18.30%         | 460              | 86.79%         |

Note: Supervisors are defined as head office manager (inclusive) or above, Zhonghe branch section chief or equivalent rank (inclusive) or above

# Number of diverse talents hired

|      | Number of employees with disabilities | Number of foreign (non-<br>Taiwanese) employees hired | Number of employees from ethnic minorities (indigenous people) |
|------|---------------------------------------|---|--|
| 2022 | 12                                    | 1   | 5  |
| 2023 | 11                                    | 1   | 4  |

In 2023, the proportion of people with disabilities in the employment of Ruentex was 2.08%, which was 0.46% less than that in 2022, but still higher than the government's requirement. There was no significant difference in the employment of foreign employees and minorities in 2023 as compared to 2022.

## New hires and resignations

In 2023, Ruentex had 120 new employees and 143 resigned employees. The increase in the ratio of new employees in 2023 was mainly due to the increase in the number of employees at business sites. Ruentex provides new employees with the necessary assistance and conducts resignation interviews to understand the reasons for their resignation and analyze and improve them.

# New employees by gender and age

|      | Ger                 | nder   |        |                       |            |                   |        |  |  |
|------|---------------------|--------|--------|-----------------------|------------|-------------------|--------|--|--|
|      | Female              | Male   | Total  | Under 30 years<br>old | Aged 31-50 | Aged 51 and above | Total  |  |  |
| 2022 | 43                  | 58     | 101    | 59                    | 33         | 9                 | 101    |  |  |
| 2023 | 46                  | 74     | 120    | 82                    | 33         | 5                 | 120    |  |  |
|      | New employment rate |        |        |                       |            |                   |        |  |  |
| 2022 | 9.09%               | 12.26% | 21.35% | 12.47%                | 6.98%      | 1.90%             | 21.35% |  |  |
| 2023 | 8.68%               | 13.96% | 22.64% | 15.47%                | 6.23%      | 0.94%             | 22.64% |  |  |

Note: The denominator of the new employment rate is the gender or age group of the year

# Resigned employees by gender and age

|      | Ger    | nder   |         |                       |            |                   |        |
|------|--------|--------|---------|-----------------------|------------|-------------------|--------|
| Year | Female | Male   | Total   | Under 30 years<br>old | Aged 31-50 | Aged 51 and above | Total  |
| 2022 | 86     | 55     | 141     | 62                    | 50         | 29                | 141    |
| 2023 | 81     | 62     | 143     | 70                    | 53         | 20                | 143    |
|      |        |        | Turnove | r rate(%)             |            |                   |        |
| 2022 | 18.18% | 11.63% | 29.81%  | 13.11%                | 10.57%     | 6.13%             | 29.81% |
| 2023 | 15.28% | 11.70% | 26.98%  | 13.21%                | 10.00%     | 3.77%             | 26.98% |

Note: The denominator of the turnover rate is the gender or age group of the year

# Average salary of full-time employees in nonmanagerial positions and the difference from the previous year

| Item   | Unit            | 2022    | 2023    | Difference<br>(%) |
|--|-----------------|---------|---------|-------------------|
| Total salary of<br>full-time<br>employees who<br>are not managers  | NTD<br>thousand | 278,113 | 244,467 | -12.10%           |
| Number of full-<br>time non-<br>managerial<br>employees            | Personnel       | 442     | 422     | -4.52%            |
| Average salary of non-managerial full-time employees               | NTD<br>thousand | 629     | 579     | -7.95%            |
| Median salary of<br>full-time<br>employees who<br>are not managers | NTD<br>thousand | 422     | 440     | 4.27%             |

# Gender pay ratio

| Remuneration ratio | Supervisor | Non-managerial officers |
|--------------------|------------|-------------------------|
| Female             | 1.00       | 1.00                    |
| Male               | 2.01       | 0.84                    |



# 3.2 Talent recruitment and development

Talent is the foundation of a business. Ruentex adheres to the principle of fairness and openness and sets clear standards in the management of recruitment, hiring, training, reward, promotion, termination, and retirement, and fair treatment for all employees. In addition, Ruentex values every employee, provides good space for learning and growth, improves employees' various abilities through training, and cooperates with the Company's functional development system to achieve the purpose of making the best use of talents. Each position and all levels of personnel in the enterprise are given clear directions and goals through job descriptions and job responsibilities. With the joint efforts of employees, we will create a win-win situation with employees and achieve the goal of sustainable management.

# Talent cultivation and training mechanism Strengthen the professional knowledge of each department

Ruentex arranges relevant professional courses annually according to the characteristics of each department. For example, the fresh food department implements an internal certification mechanism to help employees refine their skills in producing fresh products. The electronics department offers sales consultant courses to enable employees to be more professional when introducing products to customers. The customer service department provides related courses through the customer service school, ensuring that employees deliver a high-quality service experience to customers in the stores.

### Regularly arrange external training for employees

The Company encourages its employees to actively participate in external training and obtain certificates, including occupational safety and health business supervisor (type A), forklift operators, fire management personnel, energy management personnel, air quality maintenance and management personnel, first-aid personnel, organic solvent operation supervisor, AED administrators, etc.

### **Employee career planning and training**

- ➤ New employee training: In addition to basic training, there will be differentiated courses based on the characteristics of each department. For example, hygiene-related training will be provided for fresh food department; cashier and service desk-related training will be provided for customer service department. In addition, we have established a sound "Senior Sister System" and "HR Care Group" for new hires to help them adapt to the Company's culture and work as soon as possible.
- ➤ General training: Including fire drills and occupational safety and health courses required by government regulations, vision courses related to the Company's system, evaluation system and bonus system, as well as general training for the whole company or each department.
- ➤ Customized training: The Company organizes a talent inventory meeting every six months to help arrange the training resources required by each department to meet the employee's training needs and career development based on the current organizational status of each department and propose training plans for potential supervisors. We also regularly track the status of employees in semi-annual meetings to help employees grow.



Executive trainings: Include planning management development training activities based on the management skills and management responsibilities of executives at all levels. The contents include section leader training (STP), advanced senior training (STPII), manager training (MTP), store general manager leadership training (SGM) and other core courses for executives.

# Total hours of education and training by job rank and gender in 2023

| Total hours of<br>employee education<br>and training<br>(hours) | Supervisor | Non-managerial<br>officers | Total training<br>hours |
|---|------------|----------------------------|-------------------------|
| Female  | 634.25     | 2,518.55                   | 3,152.80                |
| Male  | 324.09     | 2,667.96                   | 2,992.05                |
| Total training hours  | 958.34     | 5,186.51                   | 6,144.85                |

# Average hours of educational training by job rank and gender in 2023

| Number of employees | Supervisor | Non-managerial<br>officers | Total average |
|---------------------|------------|----------------------------|---------------|
| Female              | 15.10      | 8.18                       | 45.04         |
| Male                | 11.57      | 17.55                      | 6.50          |
| Total average       | 13.69      | 11.28                      | 11.59         |

Note: Supervisors are defined as head office manager (inclusive) or above, Zhonghe branch section chief or equivalent rank (inclusive) or above

### Types of education and training courses

| Course category     | Total number of people trained | Total training hours |
|---------------------|--------------------------------|----------------------|
| General             | 1,241                          | 2,820.24             |
| Legal compliance    | 621                            | 1,424.29             |
| Professional skills | 441                            | 1,724.84             |
| Labor safety course | 182                            | 175.48               |

### Performance evaluation mechanism

In order to align the Company's goals and directions with the performance goals of all employees, Ruentex has established and implemented a comprehensive performance evaluation system. Through regular performance evaluations every six months, we have also formulated relevant bonus measures to clearly link the contribution of employees and bonuses. All units and employees who have served for three months or more are required to be evaluated. Two-way communication channels are established through employee Self-evaluations, interviews with employees, and evaluations by supervisors to gain a deeper understanding of employees' identification with the Company and encourage employees to provide opinions as a reference for talent training and career development.

The evaluation items are mainly divided into two aspects: "Common Group Values" and "Assessment of Achievement of Work Goals". The "Common Group Values" are assessed on loyalty, enthusiasm, teamwork, innovation, customer satisfaction, and sharing. The assessment items on "Assessment of Achievement of Work Goals" are timeliness, quality, and cost to evaluate the actual implementation results of work targets.



# Number of employees evaluated for performance by job rank and gender

| Personnel category | Male                    | Percentage | Female | Percentage | Total  | Percentage | Personnel category |
|--------------------|-------------------------|------------|--------|------------|--------|------------|--------------------|
|                    | Supervisor              | 25         | 5.29%  | 40         | 8.45%  | 65         | 13.74%             |
| 2022               | Non-managerial officers | 149        | 31.50% | 259        | 54.76% | 408        | 86.26%             |
|                    | Total                   | 174        | 36.79% | 299        | 63.21% | 473        | 100%               |
|                    | Supervisor              | 28         | 5.28%  | 42         | 7.93%  | 70         | 13.21%             |
| 2023               | Non-managerial officers | 152        | 28.68% | 308        | 58.11% | 460        | 86.79%             |
|                    | Total                   | 180        | 33.96% | 350        | 66.04  | 530        | 100%               |

Note: Supervisors are defined as head office manager (inclusive) or above, Zhonghe branch section chief or equivalent rank (inclusive) or above



# 3.3 Employee Benefits

Ruentex places great importance on employee welfare and strictly adheres to relevant labor regulations to ensure proper implementation. The Company is committed to creating a work environment where employees can fully develop their talents, ensuring that every employee receives comprehensive care and attention. Ruentex takes care of employees' lives, enhancing their quality of life and physical and mental well-being.

Ruentex offers a diverse and comprehensive range of employee benefits, including subsidies for employee weddings, childbirth, funerals, and hospital stays, as well as gift vouchers (or gifts) distributed for birthdays, Labor Day, Dragon Boat Festival, Mid-Autumn Festival, and Chinese New Year. Whenever the Company conducts capital increase, 10% to 15% is allocated by law for employees to purchase shares. Furthermore, employees receive discounts on products from the brands represented by the Company when purchasing in-store, and employee-exclusive sales events are held periodically.

### Remuneration policy

To retain top talent, Ruentex provides a competitive compensation system, adjusting it as needed to support frontline employees and outstanding colleagues. The Company also has a performance-based bonus system and an annual promotion and salary adjustment system to ensure the development and retention of talent, thereby strengthening the Company's overall competitiveness. The basic salary complies with laws and regulations, and its ratio to the basic salary of the competent authority is 1:1.

The Company attaches great importance to gender equality, abides by the national gender equality law, and establishes a friendly and equal work environment. The salary system for new employees and promotions is based on their educational experience, professional skills, ability and work performance.

### Health checkups

In order to enable employees to better understand their health status and to facilitate employees to identify whether there is an abnormality in their health as soon as possible so that they can be treated and controlled in a timely manner, all employees of Ruentex have a health checkup twice a year (Note). In the first half of the year, 48 males and 49 females were examined. In the second half of the year, the examinations included 70 males and 71 females. The examinations included urine routine, blood, serum biochemistry, liver and kidney function, chest X-ray, abdominal ultrasound, cancer examination, and other items. In 2023, a total of 507 people at the head office underwent physical examination at a total cost of NTD 1,503,586. A total of 75 people at Zhonghe branch received a physical examination at a total cost of NTD 38,500. Employees and their families can also add inspection items at a discounted price at their own expense, so that employees and their families have more choices and take care of employees and their valuable family members.

### **Group insurance**

In order to provide more protection for employees in the event of an accident, in addition to the labor insurance and national health insurance required by law, all full-time employees of the Company are insured with group life insurance, accident insurance and medical insurance after taking up their jobs. Cancer insurance and group medical insurance for employees' spouses and children can also be purchased at their own expense to cover parents' accident insurance, medical insurance, etc. to take best care of employees.



### Retirement benefits

in accordance with the provisions of the Labor Standards Act, Ruentex has established a defined benefit retirement plan. This plan applies to the years of service of all full-time employees prior to the implementation of "Labor Pension Act" on July 1, 2005, as well as the subsequent years of service for employees who chose to continue under the Labor Standards Act after the implementation of "Labor Pension Act". The Company contributes 2% of the monthly salary to the pension fund, which is deposited in a special account of the Labor Pension Fund Supervisory Committee with the Bank of Taiwan. The contribution rate is reviewed on a regular basis. If the balance is insufficient to pay the pensions of employees who meet the statutory retirement requirements in the following year, a lump sum of the difference will be appropriated before the end of March of the following year. In 2023, the percentage of contributions to the pension fund from remuneration was 4.21%.

- (1)Retirement system according to the Labor Standards Act: The Company allocates a pension fund based on the total salary of employees every month and deposits it in the special labor retirement account of the Bank of Taiwan.
- (2)Labor Pension Act: The Company contributes 6% of labor pensions each month and deposits them in the individual pension account of the Bureau of Labor Insurance. If there are voluntary contributions to pensions, the voluntary contribution rate shall be within the range of 6% to contribute pension funds to the individual pension account of the Labor Insurance Bureau.

單位:新台幣百萬元

| Item               | 2022      | 2023      |
|--------------------|-----------|-----------|
| Present value of   | 194,062   | 190,514   |
| defined benefit    |           |           |
| obligation         |           |           |
| Fair value of plan | (203,376) | (201,557) |
| assets             |           |           |
| Net defined        | (9,314)   | (11,043)  |
| benefit liability  |           |           |

# Reinstatement and retention of parental leave

All full-time employees of Ruentex who meet the requirements of Article 16 of the Gender Equality in Employment Act are entitled to parental leave benefits in accordance with the law, and employees are encouraged to apply for parental leave to support their ability to balance work and family. In 2023, 3 employees applied for unpaid parental leave, including 2 females and 1 male. The number of employees expected to be reinstated from parental leave in 2023 was 6, and the reinstatement rate from parental leave was 86%. The retention rate of employees who are reinstated after parental leave in 2021 and are still working after one year is 20%.



# Unpaid parental leave in 2023

| Item  | Female | Male | Total |
|---|--------|------|-------|
| Number of employees qualified for parental leave without pay in 2023  | 12     | 5    | 17    |
| Number of employees applied for unpaid parental leave in 2023   | 2      | 1    | 3     |
| Number of employees requiring reinstatement after parental leave in 2023 (A)  | 6      | 1    | 7     |
| Number of employees expected to be reinstated after parental leave in 2023 and were reinstated (B)                  | 6      | 0    | 6     |
| Number of employees reinstated from unpaid parental leave in 2022 (C)   | 5      | 0    | 5     |
| Number of employees who have been reinstated from parental leave in 2022 and employed for one full year in 2023 (D) | 1      | 0    | 1     |
| Parental leave reinstatement rate (%) = B/A   | 100%   | 0%   | 86%   |
| Retention rate of parental leave % = D/C  | 20%    | 0%   | 20%   |

# 3.4 Occupational Safety and Health

Ruentex is committed to reducing factors that may harm the personal safety and health of its employees, providing a safe and healthy work environment, including necessary health and first aid facilities (such as AEDs), and regularly conducting safety and health education and training to prevent occupational hazards. The Company also encourages employees to participate in health promotion activities.

# Occupational safety and health management and organizational structure

The Company has established occupational safety and health personnel in accordance with the current occupational safety laws and regulations, who are responsible for supervising the implementation of occupational safety and health management plans and supervising the implementation of employees. They have also established work rules according to the Occupational Safety and Health Act and require the Company's employees to strictly abide by them.

# Occupational safety and health management plan

The Company implements an annual occupational safety management plan that includes "prevention of abnormal workload", "prevention of ergonomic hazards", "prevention of unlawful harm", and "protection of maternal worker health". Regularly contracted monitoring agencies are tasked with conducting workplace environment monitoring to assess the status of hazardous factors in work environment, and improvements are made on-site based on the monitoring results to reduce the incidence of occupational diseases.

# Specific occupational safety and health management measures

To ensure service quality and prevent occupational accidents, Ruentex provides the following measures:

- The office is equipped with a surveillance system to strictly control personnel access to ensure the personal safety of employees.
- In terms of the office environment, the Company has designated personnel to maintain the office environment every day, conduct regular office disinfection and work environment gas detection, and regularly perform internal renovations to update equipment.
- Pay attention to the public safety and health of the office at all times and set up a breastfeeding room.
- Establish a medical service station and signed a contract with the medical system to send doctors and nurses to the store for a fixed number of hours every month to provide medical examination and consultation for employees.
- Establish occupational safety training courses and require all employees to receive relevant training to prevent occupational accidents caused by employees' unfamiliarity.
- The building is subject to regular fire safety maintenance every year.
- First-aid training seminars are held annually.

# Education and training and emergency response drills

In 2023, the main content of occupational safety training was occupational safety and health and fire safety, with a total of 182 employees and 2,170 hours of training. The head office's first-aid training course was attended by 4 participants for a total of 36 hours. The occupational safety and health management promotion and first-aid training seminar at Zhonghe branch was attended by 341 participants for a total of 906 hours.





# Occupational accident statistics

|      |                           | Occupat  | tional acci             | ident  |   | Percentag   |
|------|---------------------------|--|-------------------------|--|---|---|
| Year | Total<br>working<br>hours | Number of<br>people<br>suffering<br>from<br>serious<br>occupation<br>al injuries | Numb<br>er of<br>deaths | Number<br>of<br>recorda<br>ble<br>occupati<br>onal<br>injuries | Death rate<br>due to<br>occupation<br>al injuries | e of serious occupatio nal injuries (excludin g fatalities) |
| 2022 | 924,514                   | 0  | 0                       | 0  | 0   | 0   |
| 2023 | 894,452                   | 0  | 0                       | 2  | 0   | 0   |

In 2023, the total number of working hours of the employees was 894,452 hours, and the number of recordable work-related injuries was 2, and the recordable work-related injury rate was 2.24% (million hours).





### 3.5 Labor Relations

To promote harmonious labor-management relations, Ruentex has established comprehensive communication channels and diversified, two-way feedback mechanisms to provide employees with opportunities to fully express their opinions, responds and handles in a timely manner, implements constructive opinions, and achieves labor-management harmony and mutual prosperity under good labor-management relations. Employees can communicate through the employee suggestion box, intra-unit communication, announcements, and employee consultation. In 2023, there were no major labor-management incidents and employee complaints.

# Employee communication and complaint channels

The head office provides whistleblowers with appropriate channels for reporting, in writing, by phone (02-8161-7999), or by email

(<u>RT-Report@mail.ruentex.com.tw</u>). The HR unit shall manage the telephone and email and handle related incidents.

The Zhonghe branch complaint channel is similar to that of RT-Mart, which is to be handled online at

https://rtmart.whispli.com/wb by scanning the QR Code posted on the poster in the store, or by downloading (whispli) from the APP store. The HR unit shall manage the telephone and email and handle related incidents.



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# GRI Standards comparison table

| Statement of use   | Ruentex has reported the information quoted in the GRI content index for the period from January 1, 2023, to December 31, 2023 in accordance with the GRI Standards. |
|--------------------|--|
| GRI 1 used         | GRI 1: Foundation 2021   |
| Applicable GRI     | Not applicable   |
| Industry Standards |  |

| GRI<br>guidelines    | Disclosure item  | Report chapters/remarks        | Page  | GRI<br>guidelines | Disclosure item                                       | Report chapters/remarks  | Page  |
|----------------------|--|--------------------------------|-------|-------------------|---|--|-------|
| General dis          |  |                                |       |                   | 2-13 Person in Charge of Impact Management            | 1-1 Corporate Governance   | 23-28 |
|                      | Organization and reporting practice  | ?S                             |       |                   | 2-14 Role of the Highest Governance                   |  | 2.4   |
|                      | 2-1 Detailed Information of the Organization                               | About Ruentex                  | 7-11  |                   | Body in Sustainability Reporting                      | About This Report  | 3-4   |
|                      | 2-2 Entities Included in the   | About This Report              |       |                   | 2-15 Conflicts of Interest                            | 1-1 Corporate Governance   | 23-28 |
|                      | Organization's Sustainability Reports                                      |                                | 3-4   |                   | 2-16 Communication of Key Major<br>Incidents          | 1-1 Corporate Governance   | 15-16 |
|                      | 2-3 Reporting Period, Frequency, and<br>Contact Person                     | About This Report              | 3-4   |                   | 2-17 Group Knowledge of the Highest<br>Governing Body | 1-1 Corporate Governance   | 23-28 |
|                      | 2-4 Restatement of Information   | No restatement of information  | -     |                   | 2-18 Performance Evaluation of the                    | 1.1.6  | 23-28 |
|                      | 2-5 External Guarantee/Assurance   | About This Report              | 3-4   |                   | Highest Governing Body                                | 1-1 Corporate Governance   | 23-20 |
|                      |  | CPA's limited assurance report | 74-75 |                   | 2-19 Remuneration Policy                              | 1-1 Corporate Governance   |       |
| GRI 2:               | Activities and workers   |                                |       | GRI 2 :           |   | Ruentex's remuneration policy does not include signing bonus,                                    |       |
| General<br>Disclosur | 2-6 Activities, value chain and other business relationships               | 1-4 Supply Chain Management    | 32-33 | 一般揭露<br>2021      |   | recruitment incentive, severance payment, recovery mechanism, or retirement benefits.            | 23-28 |
| es 2021              | 2-7 Employees  | 3-1 Human Rights Protection    | 54-58 |                   |   | At present, Ruentex has not yet  |       |
|                      | 2-8 Workers who are not employees  | 3-1 Human Rights Protection    | 54-58 |                   |   | linked remuneration to ESG performance, and will gradually                                       |       |
|                      | Governance   |                                |       |                   |   | plan for it in the future.   |       |
|                      | 2-9 Governance Structure and<br>Composition                                | 1-1 Corporate Governance       | 23-28 |                   | 2-20 Remuneration Determination<br>Process            | 1-1 Corporate Governance<br>Ruentex's compensation decision<br>process does not involve external | 23-28 |
|                      | 2-10 Nomination and Selection of the Highest Governing Body                | 1-1 Corporate Governance       | 23-28 |                   | 2-21 Annual Total Compensation Ratio                  | stakeholders and consultants  Salary is a sensitive information within Ruentex.                  | _     |
|                      | 2-11 Chairman of the Highest   | 1-1 Corporate Governance       | 23-28 |                   |   | Not disclosed for the time being   |       |
|                      | Governing Body   | 1-1 Corporate Governance       | 23 20 |                   | Strategies, policies and practices                    |  |       |
|                      | 2-12 Role of Highest Governance Unit<br>in Oversight and Impact Management | 1-1 Corporate Governance       | 23-28 |                   | 2-22 Statement on Sustainable Development Strategy    | Message from management  | 5-6   |

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| GRI<br>guidelines                        | Disclosure item  | Report chapters/remarks   | Page                                    | GRI<br>guidelines                    | Disclosure item  | Report chapters/remarks                                      | Page  |
|--|--|---|---|--------------------------------------|--|--|-------|
|  | 2-23 Policy Commitments                                    | Message from management   | Г.С                                     | Material to                          | pic: Employee benefits   |  |       |
|  |  | Communication with stakeholders<br>Identification of material topics and<br>implementation process<br>1-2 Ethical Corporate Management<br>and Anti-corruption | 5-6<br>13-14<br>15-16<br>29-30<br>54-58 | GRI 3:<br>Material<br>Topics<br>2021 | 3-3 Management of Material Topics  | Identification of material topics and implementation process | 15-16 |
|  | 2.24 Indicator of Dalian Commitment                        | 3-1 Human Rights Protection Communication with stakeholders   |   | GRI 401:<br>Employme                 | 401-1 New employee hires and employee turnover                               | 3-1 Human Rights Protection                                  | 54-58 |
|  | 2-24 Inclusion of Policy Commitments                       | 1-2 Ethical Corporate Management and Anti-corruption  | 13-14<br>29-30                          | nt                                   | 401-2 Benefits provided to full-time employees (excluding temporary or part- | 3-3 Employee Benefits  | 62-64 |
|  | 2-25 Procedures for Remediating                            | Communication with stakeholders   | 1214                                    |                                      | time employees)  |  |       |
| GRI 2:<br>General                        | Negative Impacts   | Identification of material topics and implementation process  | 1314<br>15-16                           |                                      | 401-3 Parental leave   | 3-3 Employee Benefits  | 62-64 |
| Disclosur                                |  | 1-2 Ethical Corporate Management  | 29-30                                   |                                      | pic: Operational performance   |  |       |
| es 2021                                  |  | and Anti-corruption 3-5 Labor Relations   | 67                                      | GRI 3:<br>Material                   | 3-3 Management of Material Topics  | Identification of material topics and implementation process |       |
|  | 2-26 Mechanisms for Seeking Advice<br>and Raising Concerns | Communication with stakeholders 1-2 Ethical Corporate Management  | 13-14<br>29-30                          | Topics<br>2021                       |  | and implementation process                                   | 15-16 |
|  | 2-27 Legal Compliance                                      | and Anti-corruption 1-3 Legal Compliance  | 30-31                                   | GRI 201:<br>Economic                 | 201-1 Direct economic value generated and distributed by the organization    | About Ruentex  | 7 11  |
|  | 2-28 Membership of Associations                            | About Ruentex   | 7-11                                    | Performan                            | and distributed by the organization  |  | 7-11  |
|  | Discussion with stakeholders                               |   | 7-11                                    | ce 2016                              | 201-2 Financial impacts and other risks                                      | 2-1 Response to Climate Change                               |       |
|  | 2-29 Stakeholder Engagement Policy                         | Communication with stakeholders   | 13-14                                   |                                      | and opportunities arising from climate change                                |  | 45-48 |
|  | 2-30 Group Agreement                                       | Ruentex has no group agreement  | -                                       |                                      | 201-3 Obligations on defined benefit   | 3-3 Employee Benefits  |       |
| Makawial ka                              | 1 0  | Ruentex has no group agreement  | -                                       |                                      | plan and other retirement plans  |  | 62-64 |
| Material to                              | 3-1 Process for determining material                       | Identification of material topics and   |   | Material to                          | pic: Sustainable procurement   |  |       |
| GRI 3:                                   | topics   | implementation process  | 15-16                                   | GRI 3:                               | 3-3 Management of Material Topics  | Identification of material topics                            |       |
| Material<br>Topics                       | 3-2 List of Material Topics                                | Identification of material topics and implementation process  | 15-16                                   | Material<br>Topics                   |  | and implementation process                                   | 15-16 |
| 2021                                     | 3-3 Management of Material Topics                          | Identification of material topics and implementation process  | 15-16                                   | 2021                                 |  | 1.4G 1.GL . M  |       |
| Material to                              | pic: Supply chain management                               | imprementation process  |   | Sustainabl<br>e                      | Customized topics  | 1-4 Supply Chain Management                                  |       |
| GRI 3:                                   | 3-3 Management of Material Topics                          | Identification of material topics and   |   | procureme                            |  |  | 32-33 |
| Material                                 |  | implementation process  | 15-16                                   | nt                                   |  |  |       |
| Topics<br>2021                           |  |   |   | Material to                          | pic: Talent recruitment and developm   |  |       |
| GRI 204:<br>Procureme<br>nt<br>Practices | 204-1 Proportion of expenditure on local suppliers         | 1-4 Supply Chain Management   | 32-33                                   | GRI 3:<br>Material<br>Topics<br>2021 | 3-3 Management of Material Topics  | Identification of material topics and implementation process | 15-16 |

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| Disclosure item  | Report chapters/remarks   | Page   | GRI<br>guidelines  | Disclosure item  | Report chapters/remarks   | Page   |
|--|---|--|--|--|---|--|
| 404-1 Annual average hours of training per   | 3-2 Talent recruitment and  | FO C1  | Material to  | pic: Occupational safety and health  |   |  |
| . ,  | •   | 29-01  | GRI 403:   | 403-3 Occupational health services   | 3-4 Occupational Safety and   | 65-66  |
| 404-3 Percentage of employees receiving regular performance and career development reviews | 3-2 Talent recruitment and development  | 59-61  | nal Health<br>and  | 403-5 Worker training related to occupational safety and health  | 3-4 Occupational Safety and<br>Health   | 65-66  |
| pic: Product quality and customer relati   | ons   |  | 2018   |  |   |  |
| 3-3 Management of Material Topics  | Identification of material topics   |  | Material to  | pic: Waste management  |   |  |
|  |   | 15-16  | GRI 3:<br>Material<br>Topics   | 3-3 Management of Material Topics  | Identification of material topics and implementation process  | 15-16  |
| regulations related to products and services   | Customer Relationship   |  |  | 306-3 Waste generated  | 2-3 Waste Management  | 51-52  |
|  |   | 38-41  | Waste  | 306-4 Disposal and transfer of waste   | 2-3 Waste Management  | 51-52  |
|  |   |  | 2020   | 306-5 Direct disposal of waste   | 2-3 Waste Management  | 51-52  |
| pic: Corporate governance  |   |  | General to   | pics   |   |  |
| 3-3 Management of Material Topics  | Identification of material topics   |  | •  |  |   |  |
|  | and implementation process  | 15-16  | GRI 206:<br>Anti-  | 206-1 Legal actions for anti-competitive   | 101 10 1  | 20.21  |
| 405-1 Diversity of governance units and employees  | 1-1 Corporate Governance<br>3-1 Human Rights Protection   | 23-28<br>54-58   | e Behavior<br>2016   | behavior, anti-trust and monopoly practices  | 1-3 Legal Compliance  | 30-31  |
| ,  | 3-1 Human Rights Protection   |  | Environme  | nt   |   |  |
|  |   | 54-58  | GRI 302:   | 302-1 Energy consumption within the organization   | 2-2 Energy and Greenhouse Gas<br>Management   | 49-50  |
|  |   |  | 2016   | 302-3 Energy intensity   |   | 49-50  |
|  |   |  | GRI 303:   |  | Ü   |  |
| 3-3 Management of Material Topics  | Identification of material topics and implementation process  | 15-16  | Water and<br>Effluents<br>2018   | 303-3 Water withdrawal   | 2-4 Water Resource<br>Management  | 53   |
| Agency brand and marketing management  | 1-8 Agency Brand and<br>Marketing Management  | 42-44  | GRI 305:<br>Emissions<br>2016  | 305-1 Direct (Scope 1) greenhouse gas emissions  | 2-2 Energy and Greenhouse Gas<br>Management   | 49-50  |
|  | 404-1 Annual average hours of training per employee  404-3 Percentage of employees receiving regular performance and career development reviews  pic: Product quality and customer relati 3-3 Management of Material Topics  416-2 Violations of health and safety regulations related to products and services  pic: Corporate governance  3-3 Management of Material Topics  405-1 Diversity of governance units and employees  405-2 Ratio of female to male basic salary and remuneration  pic: Agency brand and marketing mana 3-3 Management of Material Topics | 404-1 Annual average hours of training per employee  404-3 Percentage of employees receiving regular performance and career development reviews  3-2 Talent recruitment and development  3-2 Talent recruitment and development receiving regular performance and career development reviews  3-3 Management of Material Topics  416-2 Violations of health and safety regulations related to products and services  416-2 Violations related to products and services  416-2 Violations of health and safety regulations related to products and services  417 Product Quality and Customer Relationship  1-7 Product Quality and Customer Relationship  405-1 Diversity of governance  3-3 Management of Material Topics  405-1 Diversity of governance units and employees  405-2 Ratio of female to male basic salary and remuneration  3-1 Human Rights Protection  3-1 Human Rights Protection  3-3 Management of Material Topics  Identification of material topics and implementation process  Lidentification of material topics and implementation process | 404-1 Annual average hours of training per employee development development 59-61  404-3 Percentage of employees receiving regular performance and career development reviews 3-2 Talent recruitment and development 59-61  59-61  3-2 Talent recruitment and development solve to product quality and customer relations  3-3 Management of Material Topics Identification of material topics and implementation process 15-16  416-2 Violations of health and safety regulations related to products and services 1-7 Product Quality and Customer Relationship 38-41  Dic: Corporate governance 3-3 Management of Material Topics Identification of material topics and implementation process 15-16  405-1 Diversity of governance units and employees 3-1 Human Rights Protection 54-58  405-2 Ratio of female to male basic salary and remuneration 3-1 Human Rights Protection 54-58  Dic: Agency brand and marketing management 3-3 Management of Material Topics Identification of material topics and implementation process 15-16 | 404-1 Annual average hours of training per employee and development reviews and implementation process and implementation and employees and remuneration and employees and remuneration and employees and remuneration and r | 404-1 Annual average hours of training per employee  404-3 Percentage of employees receiving regular performance and career development  3-2 Talent recruitment and development  59-61  403-3 Occupational safety and health services  GRI 403: Occupational health services  Occupational safety and health occupational | A04-1 Annual average hours of training per employees receiving employees receiving employees receiving employees receiving a 3-2 Talent recruitment and development development and development development reviews   3-2 Talent recruitment and development reviews   3-3 Talent recruitment and development reviews   3-4 Occupational Safety and Health   3-3 Sworker training related to occupational safety and health   3-4 |

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| GRI<br>guidelines                       | Disclosure item  | Report chapters/remarks                          | Page  |
|---|--|--|-------|
| GRI 305:                                | 305-2 Energy indirect (Scope 2) greenhouse gas emissions                                   | 2-2 Energy and Greenhouse Gas<br>Management      | 49-50 |
| Emissions<br>2016                       | 305-4 Greenhouse gas emission intensity  | 2-2 Energy and Greenhouse Gas<br>Management      | 49-50 |
| Society                                 |  |  |       |
| GRI 418:<br>Customer<br>Privacy<br>2016 | 418-1 Substantiated complaints about breaches of customer privacy or loss of customer data | 1-7 Product Quality and<br>Customer Relationship | 38-41 |

# TCFD comparison table

| Category               | Disclosure content  | Corresponding chapter or description | Page  |
|------------------------|---|--------------------------------------|-------|
| Governance             | <ul><li>a.The board's oversight of climate-related risks and opportunities.</li><li>b.The role of management in assessing and managing climate-related risks and opportunities.</li></ul>   | 2-1 Response to Climate<br>Change    | 45-48 |
| Strategies             | <ul> <li>a.Short, medium and long-term climate-related risks and opportunities identified by the organization.</li> <li>b.The impact of climate-related risks and opportunities on the organization's business, strategic, and financial planning.</li> <li>c.The organization's strategic resilience takes into account different climate-related scenarios (including 2°C or more severe scenarios).</li> </ul> | 2-1 Response to Climate<br>Change    | 45-48 |
| Risk management        | <ul><li>a.The organization's process for identifying and assessing climate-related risks.</li><li>b.The organization's process for managing climate-related risks.</li><li>c.How the process of identifying, assessing, and managing climate-related risks is integrated into the organization's overall risk management system.</li></ul>  | 2-1 Response to Climate<br>Change    | 45-48 |
| Indicators and targets | <ul><li>a.Disclose the metrics used by the organization to assess climate-related risks and opportunities in accordance with its strategy and risk management process.</li><li>b.Describe the objectives used by the organization to manage climate-related risks and opportunities, and the performance implementation of the objectives.</li></ul>  | 2-1 Response to Climate<br>Change    | 45-48 |

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# Climate-related information of TWSE/TPEx listed companies Risks and opportunities caused by climate change to the Company and relevant response measures taken by the Company

| Item   | Chapter                           | Page   |
|--|-----------------------------------|--------|
| 1. Describe the supervision and governance of climate-related risks and opportunities by the Board of Directors and management.  | 2-1 Response to<br>Climate Change | 45-48  |
| 2. Describe how the identified climate risks and opportunities affect the Company's business, strategy, and finance (short-term, medium-term, long-term).  | 2-1 Response to<br>Climate Change | 45-48  |
| 3. Describe the financial impact of extreme climate events and transformational actions.   | 2-1 Response to<br>Climate Change | 45-48  |
| 4. Describe how climate risk identification, assessment, and management processes are integrated into the overall risk management system.  | 2-1 Response to<br>Climate Change | 45-48  |
| 5. If scenario analysis is used to assess the resilience to climate change risks, the scenarios, parameters, assumptions, analysis factors, and main financial impacts used shall be described.  | 2-1 Response to<br>Climate Change | 45-48  |
| 6. If there is a transition plan for managing climate-related risks, describe the content of the plan, and the indicators and targets used to identify and manage physical and transition risks. | 2-1 Response to<br>Climate Change | 45-48  |
| 7. If internal carbon pricing is used as a planning tool, the basis for setting the price shall be stated.   | No internal carbon pricing yet    | -45-48 |

| Item   | Chapter  | Page |
|--|--|------|
| 8. If climate-related targets are set, information should be provided on the covered activities, greenhouse gas emission scopes, the planned timeline, and the annual progress achieved. If carbon offsets or Renewable Energy Certificates (RECs) are used to meet the targets, the source and quantity of the carbon offset, or the number of RECs used should be explained. | Please refer to the<br>greenhouse gas<br>reduction goals,<br>strategies and specific<br>action plans | 74   |
| 9. Greenhouse gas inventory and assurance.   | Please refer to<br>greenhouse gas<br>inventory and<br>assurance status                               | 74   |

# Greenhouse gas inventory and assurance in the last two years

# 1. Greenhouse gas inventory information

| Basic information   | According to the Roadmap for Sustainable Development for TWSE/TPEx Listed |  |
|---|---|--|
| ✓ Companies with a capital of more than NTD 10 billion, the steel industry, | Companies, at least the following shall be disclosed:                     |  |
| and cement industry   | ✓ Inventory of the parent company   |  |
| Companies with a capital of more than NTD 5 billion and less than NTD 10    | ☐ Inventory of subsidiaries in the consolidated financial statements      |  |
| billion   | ✓ Assurance of the parent company   |  |
| Companies with capital below NTD 5 billion                                  | Assurance of subsidiaries in the consolidated financial statements        |  |

|         | 2022   |   | 2023   |   |
|---------|--|---|--|---|
|         | Total emissions<br>(Metric tons CO <sub>2</sub> e) | Intensity (Metric tons CO <sub>2</sub> e/NTD million) | Total emissions<br>(Metric tons CO <sub>2</sub> e) | Intensity (Metric tons CO <sub>2</sub> e/NTD million) |
| Scope 1 | 182.45   | 0.06  | 271.98   | 0.10  |
| Scope 2 | 3,154.87   | 1.10  | 3091.36  | 1.15  |
| Scope 3 | Not audited  | Not audited   | 616.06   | 0.23  |
| Total   | 3,337.32   | 1.16  | 3,979.40   | 1.48  |

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# 2. Greenhouse gas assurance information

| Year | Scope of assurance  | Assurance institution | Assurance<br>standard              | Assurance opinion   |  |  |
|------|---|-----------------------|------------------------------------|---|--|--|
| 2022 | No mandatory verification was conducted in the current year                   |                       |                                    |   |  |  |
| 2023 | All emission<br>sources within<br>the Company's<br>organizational<br>boundary | SGS Taiwan            | ISO14064-1:2018<br>ISO14064-3:2006 | For Category 1 and Category 2, the material difference thresholds are not violated, and the level of reasonable assurance recognized by the competent authority is met.  Categories 3 to 6 are limited warranty levels. |  |  |

# Greenhouse gas reduction goals, strategies, and specific action plans

**Short-term goal:** Completed the first greenhouse gas inventory of the parent

company in 2023.

Complete the ISO 14064-1 greenhouse gas inventory and

assurance of the parent company in 2024.

Medium-term goal: Complete the consolidated company's greenhouse gas

assurance by 2027.

Projected 15% reduction in greenhouse gas emissions by 2030.

**Long-term goal:** 30% reduction of greenhouse gas by 2040.

Reduce greenhouse gas emissions by 50% and achieve carbon

neutrality by 2050.





### **Greenhouse Gas Verification Opinion**

The inventory of Greenhouse Gas emissions in year 2023 of

#### Ruentex Industries Ltd.

Ran 9 Rane Road

13F., No. 308, Sec. 2, Bade Road, Taipei

has been verified in accordance with ISO 14064-3:2019 as meeting the requirements of

#### ISO 14064-1:2018

Direct emissions
271.9799 tonnes of CO<sub>2</sub>e
Indirect emissions
3,707.4275 tonnes of CO<sub>2</sub>e
Direct emissions and indirect emissions
3,979.407 tonnes of CO<sub>2</sub>e
Authorized by



Stephen Pao Businoss Assurance Director Date: 20 August 2024 Version 1

IGP563-15-1 2404 SGS Taiwan Ltd. No. 136-1, Wu Kung Road. New Taipel Industrial Park, Wu Ku District, Now Taipel Gity 24803, Taiwan 1/02) 22993279 1/02/22999453 www.sqs.com





This Statement is not valid without the full varification scope, objectives, or tana and findings available on the Statement.

# **CPA's limited assurance report**

### Deloitte.

#### 勤業眾信

東京学術製作会制の連合所 110016 音楽地信の表表性第100端記機

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.c (vs5012) 2/21 5965 as: C3012(4051-5656 veetible (14-167) Rv

#### 會計師有限確信報告

湖春全线凝价有限公司 公鄉:

國泰全球教務有限公司民國 112 年慶水發程時書、集團本會計部計計劃 基金線及務有限公司所應定之賴效私模執行礎信程序城事、透出具有限確信 報告。

#### **哒信標的資訊與適用基準**

凋黍全球投份方限公司所通定之绩效指德(以下商额操约等款)疾通用 基準: 精锌附件一「破饮夹牙囊绕表」。

#### 管理階層之責任

管理階層之責任係依照多跨遊乘交易所「上市公司結散與中報水積報告 實作業辦法」、全球水積計報告協介(Global Reporting Initiative、GRI)会 布之適用作則、行業無則及主應率別及瑕器令球股份有限公司自行設計之基 存端製填的資訊,具維持根構的資訊與更有關之必要內部控制,以確保等的 資訊来与有等因的無料或組銀之重大不能表達。

#### 會計師之責任

本會計劃之實存係依照確信學到 3000 效 到累歷史性財務實計直接收施 例之確信案件。規劃及執行有限確信案件。基於所執行之程序學所護取之證 該一實權的資訊《詳明母一》是否未存有重大不實表達取得有限時信。逆出 具有限時信報告。私數於合理確信案件,表限時也要但所執行程序之性實及 请閱不同。其範圍亦較小一數於有限確信案件所取得之樣信於展布明插係於 合理確信案件戶取得案。

本會計解係基於專業判斷規劃及執行確信程序。以後取消關係的責訊之 實限效信證據,具任何內部控制均受有先天限制,因此未必能受引所有意己 存在之重大不實表達。本會計劃決行確信程序包括;

- 1 -

# 對參與總規模的資訊之管理階層及相談人員進行查詢、以聯解編集補的資訊之及報、總程、例如控制及資訊系統、以辦部可编存有重大不會表達之管施;

 對報的資訊應取選本進行檢查、較準、觀察及分析性程序等程序、以取等 希腊時位之辦據。

#### 先天限制

內於諸多確信項目係名非財務負訊,相較於財務資訊之稅信受弃更多先 大限制、數據等資訊之档案性、重大計解正確構之斯釋可能涉及更多管理形 歷之支大判斷、假設與終經、不同利害領係人對該等資訊亦可能有不同之解 於。

#### 獨立性及品質管理規範

立會計解及於較屬合計部等務所已認證會計解撰實態規範申有關獨立 性及其他道德規範之規定, 據黑觀之為本廣則為正藍、公正祭覧、專其能力 及專實上應有之法意、供證與專案行為。

本全於部所隸屬今計師事務所這門品質管理學則 1 就「會計部事務所之 品質管理」、該品質管理學則現定會對新牽務所設計、付證實行及執行品實管 理制定,包分與邊循環實通禮規範,每案學則及所適用法令有關之政員或程 亦。

#### 確信結論

依按照執行之短序與所獲數之諮詢,本實計部追求發線標的資訊在所有 重大方面有未依照適用數學編集而紹介修正之論事。

#### 其绝事项

本格伦报告出具值,测容今现取份有限公司处任何政信标均覆訊或適用 基温之智度,本會計解標不良說與等資訊重解執行確信工作之實証。



Ruentex Industries Co., Ltd. 2023 Sustainability Report

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