

3 Partner Co-prosperity

Customer Service

Supply Chain Management

Corresponding Stakeholders

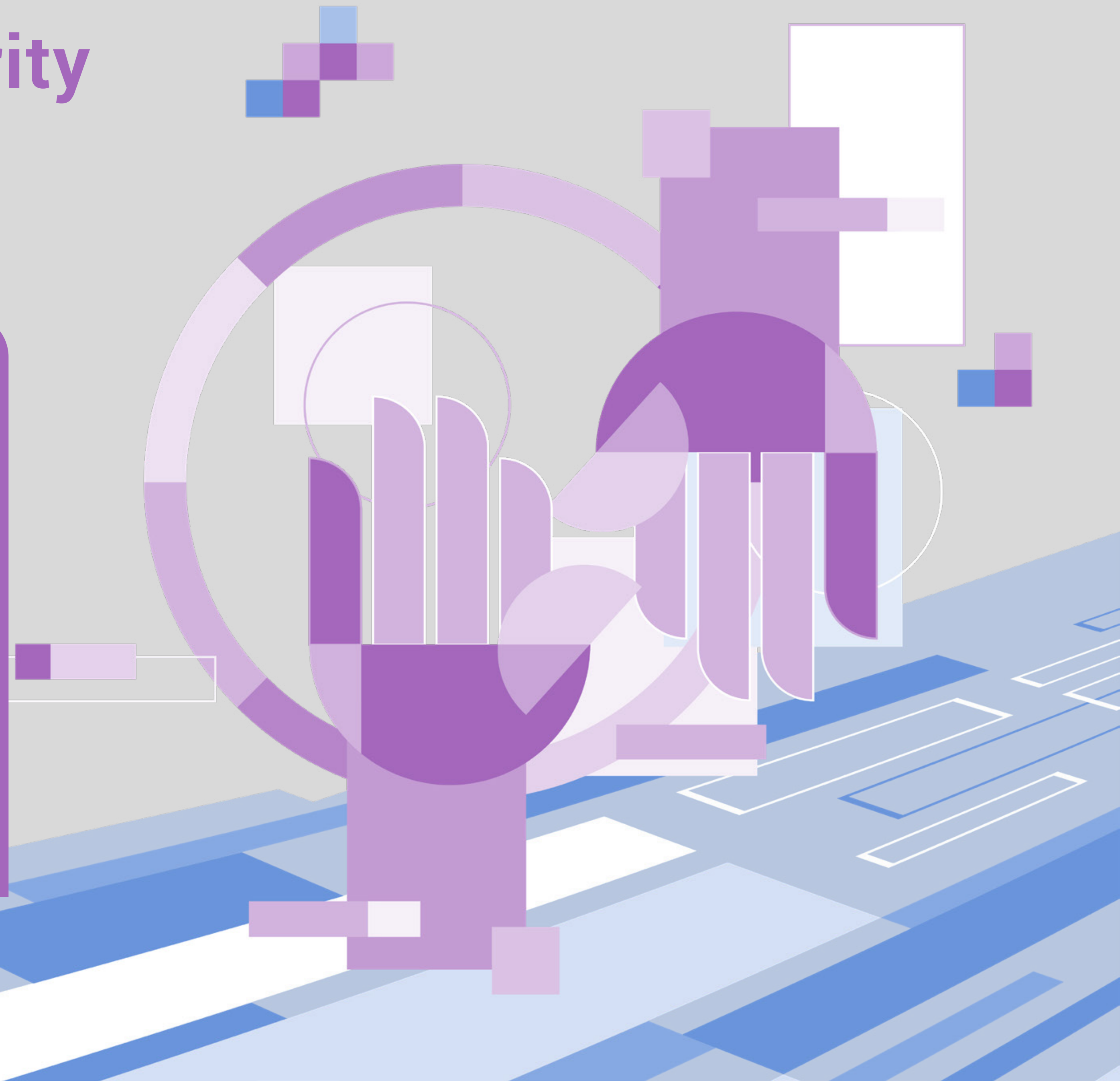
- Customers
- Suppliers

Corresponding Material Topics

- Customer Relationship Management
- Supply Chain Management

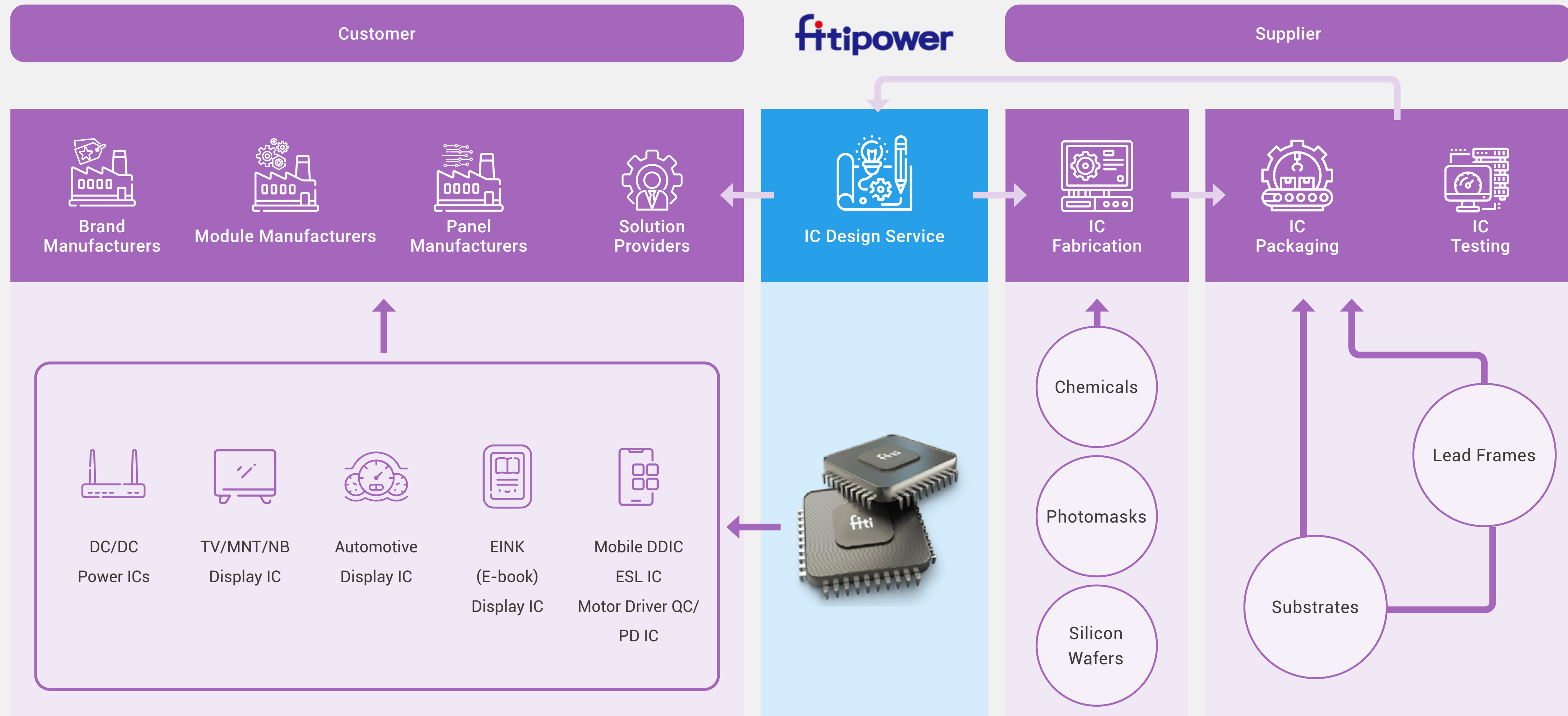
Policy and Response to SDGs

In the after-sales service, quality, and safety of products, we seek total satisfaction and recognition of both customers and users. In employee human rights, integrity and ethics, and environmental protection, we further request for the development of a sustainable partnership with ESG interdependency with the supply chain.



Fitipower Product Value Chain

Fitipower is a fabless IC design company and plays an important role as an upstream participant in the IC industry. The production of IC products generally includes IC circuit design, photomask fabrication, wafer fabrication, IC packaging, and IC testing. Compared with IC manufacturing and IC testing, fabless IC design companies typically feature low capital investment and high value output. They are mainly responsible for specification definition, layout design, sales, and after-sales service. Backend processes such as photomask fabrication, wafer fabrication, wafer testing, IC packaging, and final testing are outsourced to professional service providers, including photomask manufacturers, dedicated wafer foundries, and packaging and testing houses.



Customer Service

Targets ✔ Achieved

Short-term Goals (2025-2026)

- Customer satisfaction score > 85
- Customer complaint closure rate 100%
- Zero incidents of customer privacy violations or information leakage

Medium to Long-term Goals (2027-2030)

- Customer satisfaction score > 87
- Customer complaint closure rate 100%
- Zero incidents of customer privacy violations or information leakage

Responsibilities

- Sales unit
- Marketing unit
- R&D unit
- Engineering unit
- Quality control unit

Key Stakeholders

- Customers

Evaluation Indicators

- Customer satisfaction
- Customer complaints and handling status
- Sales amount

Communication Mechanism

- Please refer to the "[Key Stakeholders Communication Comparison Table](#)" and match it with the key stakeholders mentioned above.

Customers are Fitipower's key partners, and quality is the strongest foundation of customer trust. Guided by the principle that "integrity is our commitment to customers, innovation is our requirement for ourselves, and quality is our commitment to products," Fitipower provides comprehensive chip solutions ranging from display driver ICs to power ICs. Major product applications include displays of various sizes and power management applications for televisions, notebook computers, tablet computers, commercial displays, e-books, electronic shelf labels, and other products. Customer categories include domestic and overseas brand companies, panel makers, module makers, and solution providers. To ensure product quality and safety and to continuously provide stable and reliable product solutions, we follow the requirements of the ISO 9001 quality management system and implement our quality policy under the PDCA approach, strictly controlling the entire product process. IC products designed by Fitipower undergo electrostatic discharge (ESD) verification at the system and equipment levels to ensure strong ESD resistance, prevent charges accumulated in the environment or materials from affecting IC products, and ensure product electrostatic protection and safety. In addition, depending on product characteristics or customer needs, products may comply with other certification requirements, such as AEC Q100 and UL Product IQ. Through two-way communication channels such as online feedback, technical exchanges, in-person visits, and annual questionnaire surveys, we understand customer needs and suggestions and further improve and optimize our product portfolio. For the protection of customer sensitive information, please refer to the "[Information Security](#)" section.

Quality Policy

"Innovation" Excellent design to enhance product competitiveness.

"Quality" Superior quality to improve product stability.

"Service" Professional service to enhance customer satisfaction

ISO 9001 Certificate

Fitipower Quality Policy

Quality Management Process

Fitipower has established a quality management plan based on the belief that continuous improvement is the most important principle of quality management. In addition to covering the Company's products and services, the plan also includes all steps and support activities that enable such outputs. Fitipower's quality management plan covers the resources required to implement the quality plan, including development, production, and after-sales service, and achieves the Company's quality management objectives for continuous improvement through a series of process cycles. The Company also implements a series of quality training activities, including procedures for customer complaint management, internal audit management, and corrective and preventive action management. These measures respond to customers' ongoing requirements for high-quality products and encourage employees to uphold output quality as the first line of defense.



Development

The development support team executes market research, customer requirements, product process design, and product verification processes.



Production

The production support team executes production planning, procurement, and inventory control processes.

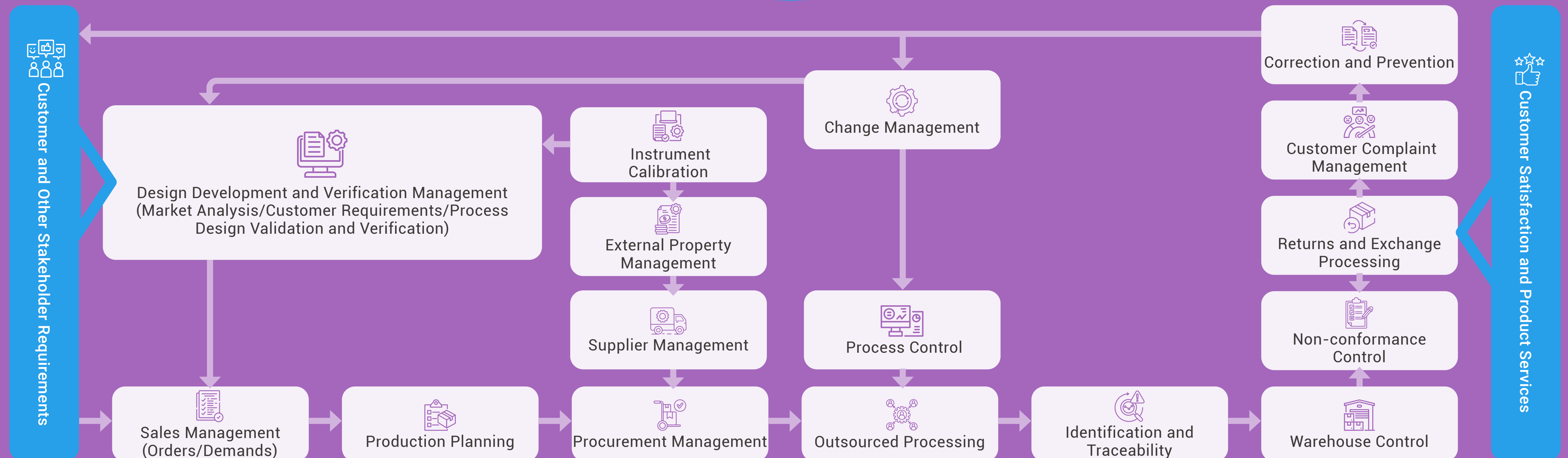


After-sales Service

The management support team executes warranty services, after-sales activities, customer feedback, non-conforming product control, and corrective and preventive measures.



Management Support (Operations/Organizational Responsibilities/Internal Audits/Document Control/Data Backup/Education and Training, etc.)



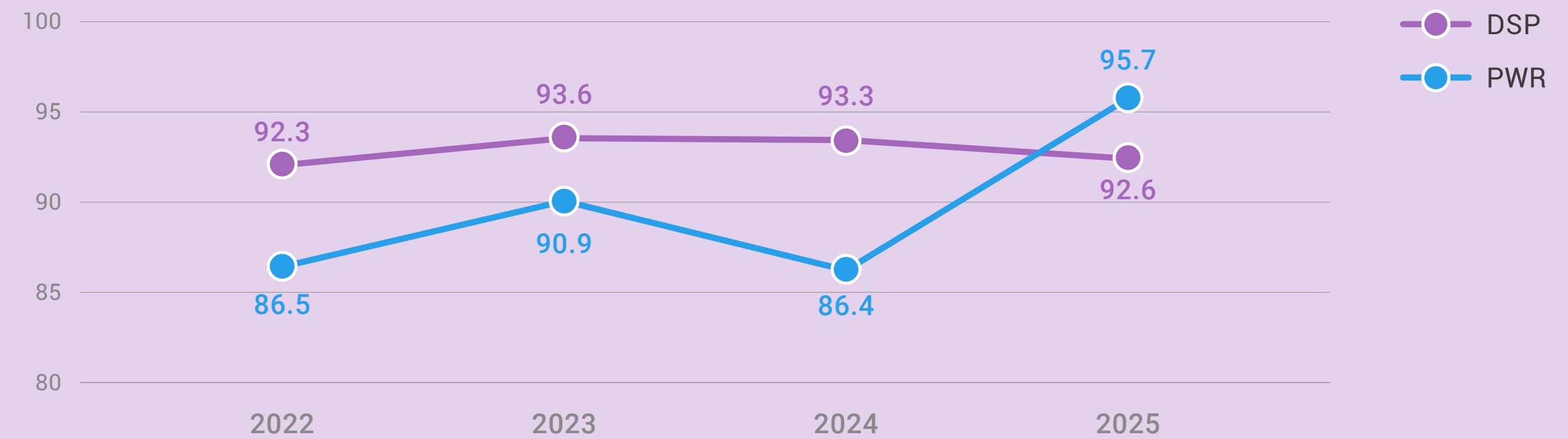
Customer Satisfaction and Feedback

To ensure that the Company's products and services can meet customers' real-time needs and expectations and maintain sustainable partnerships, we have established a comprehensive response and handling procedure. Through communication channels such as routine meetings, emails, QBRs, and satisfaction surveys, each product project team comprehensively reviews product concerns and implements improvements and optimization. Each year, we conduct customer satisfaction surveys across four major categories: sales service, technical service, customer service and complaints, and product quality. In 2025, as shown in the chart in the report, customer satisfaction results for both Fitipower and Jadard achieved the target score of 85.

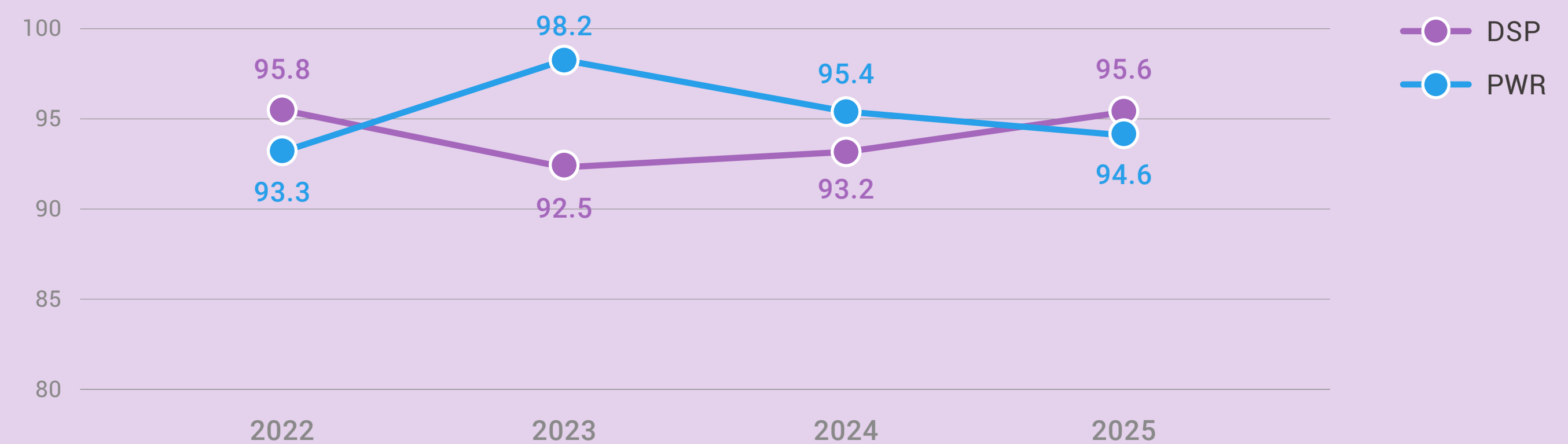
Note : DSP refers to display driver ICs; PWR refers to power management ICs.

Fitipower understands that customer feedback is an important foundation for customer relationship development. Accordingly, we have established standard operating procedures for customer complaints. These procedures apply to all activities related to the quality of products shipped by the Company, including product quality, packaging, transportation, and failures during customer use. Complaints may be submitted directly to the responsible contact window by email or telephone. Upon receiving a complaint, the Company proactively contacts the customer immediately, further clarifies the complaint, conducts defective product analysis, and proceeds with subsequent procedures. Customer complaints are handled under the principle of resolving customer issues and needs in the shortest possible time. In 2025, the Company actively communicated with customers and implemented improvements in response to feedback. All feedback cases were improved and closed, achieving a 100% closure rate. The main feedback items are summarized in the table below.

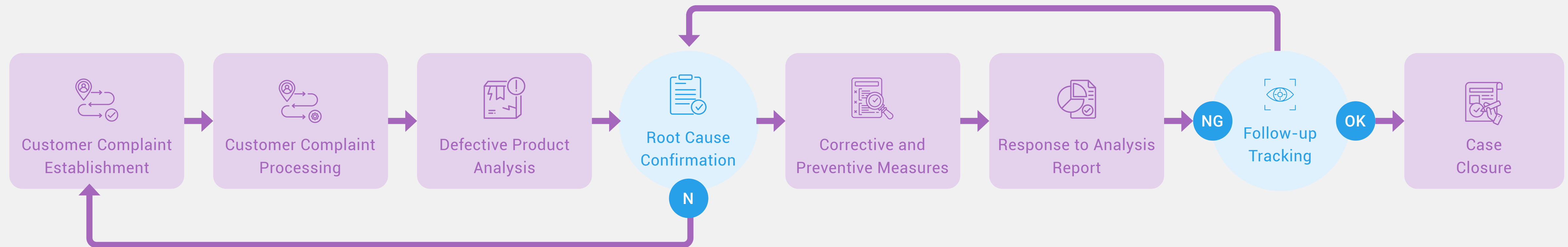
► Key Customer Satisfaction (Fitipower)



► Key Customer Satisfaction (JADARD)



► Customer Complaint Handling Process



► Major Complaint Items and Improvements in 2025

Complaint	Corresponding Improvement Measures	Improvement Benefits
Process particle improvement (Wafer manufacturing)	- Continued communication with the wafer fab and proposed a Particle CIP. - Replaced equipment structural component materials and improved equipment structure. - Developed and introduced additional fabs to diversify process risks.	Inline monitoring results showed a significant decrease.
Incoming material quality	- For issues related to insufficient IC design margin: tightened final test (FT) programs and screening criteria, and shipped products only after re-screening and confirmation to reduce abnormality risks. - For SoC compatibility issues: in subsequent product development and early-stage verification, customers are requested to provide SoCs for compatibility assessment. Measurements and verification are conducted for signal source skew under different application scenarios, such as high, medium, and low frequencies, to confirm whether phase consistency and skew margin meet requirements.	No further customer complaints occurred after the improvement measures were implemented.
Delivery delay	In response to the product functional abnormality described above, which was a derivative issue of the preceding item, the Company tightened the final test (FT) standards for existing in-house inventory. Shipments were then arranged progressively after re-screening and retesting to meet customer demand. As products had to be re-screened before shipment, delivery schedules were temporarily affected. However, the Company immediately activated response measures and continued to monitor shipment progress to reduce the impact on customer delivery.	Products have been shipped successively to meet customer demand.

Supply Chain Management

Targets

Achieved

Short-term Goals (2025-2026)

- 100% of suppliers comply with conflict-free procurement
- 100% of new suppliers sign the Sustainable Supplier Commitment, with 85% of existing suppliers sign it
- 100% of suppliers complete sustainability assessments

Medium to Long-term Goals (2027-2030)

- 100% of suppliers comply with conflict-free procurement
- 100% of suppliers sign the Sustainable Supplier Commitment
- 100% of suppliers complete sustainability assessments, including subsidiaries

Responsibilities

- Procurement unit
- Production management unit
- Engineering unit
- Quality control unit

Evaluation Indicators

- Local procurement ratio
- Supplier compliance rate for responsible mineral procurement
- Supplier sustainability assessment

Key Stakeholders

- Suppliers

Communication Mechanism

- Please refer to the "[Key Stakeholders Communication Comparison Table](#)" and match it with the key stakeholders mentioned above.

Sustainable Procurement Policy

To strengthen supply chain management and reduce operational risks, Fitipower completed and announced its Sustainable Procurement Policy before the publication of this report in 2026. The policy serves as an important basis for promoting a sustainable supply chain. It refers to ISO 20400 Sustainable Procurement Guidance and integrates the Company's policy frameworks for human rights, environment, occupational safety and health, biodiversity, business ethics, and information security. It systematically incorporates sustainability principles into procurement decisions and supplier management mechanisms. The policy applies to the Company and its subsidiaries, joint ventures, and affiliates over which it has substantive control, and extends to all outsourced suppliers, manufacturers, service providers, contractors, and other supply chain partners.

In implementation, the Company leverages its purchasing influence to incorporate environmental, social, and governance (ESG) requirements into supplier management processes. These requirements cover human rights and labor rights protection, responsible minerals management, hazardous substance control, biodiversity protection, and product carbon footprint management, and require suppliers to follow international norms and relevant standards. In addition, through supplier tiering, risk assessment, and due diligence mechanisms, the Company regularly reviews supplier sustainability performance and tracks improvements or takes necessary management measures for suppliers that do not meet requirements. At the same time, the Company has established transparent and confidential communication and grievance mechanisms, and provides education, training, and guidance resources to help supply chain partners improve their sustainability management capabilities. Going forward, Fitipower will continue to refine its sustainable procurement governance and performance management mechanisms and strengthen overall supply chain resilience and sustainable development capabilities through regular disclosure of relevant outcomes.

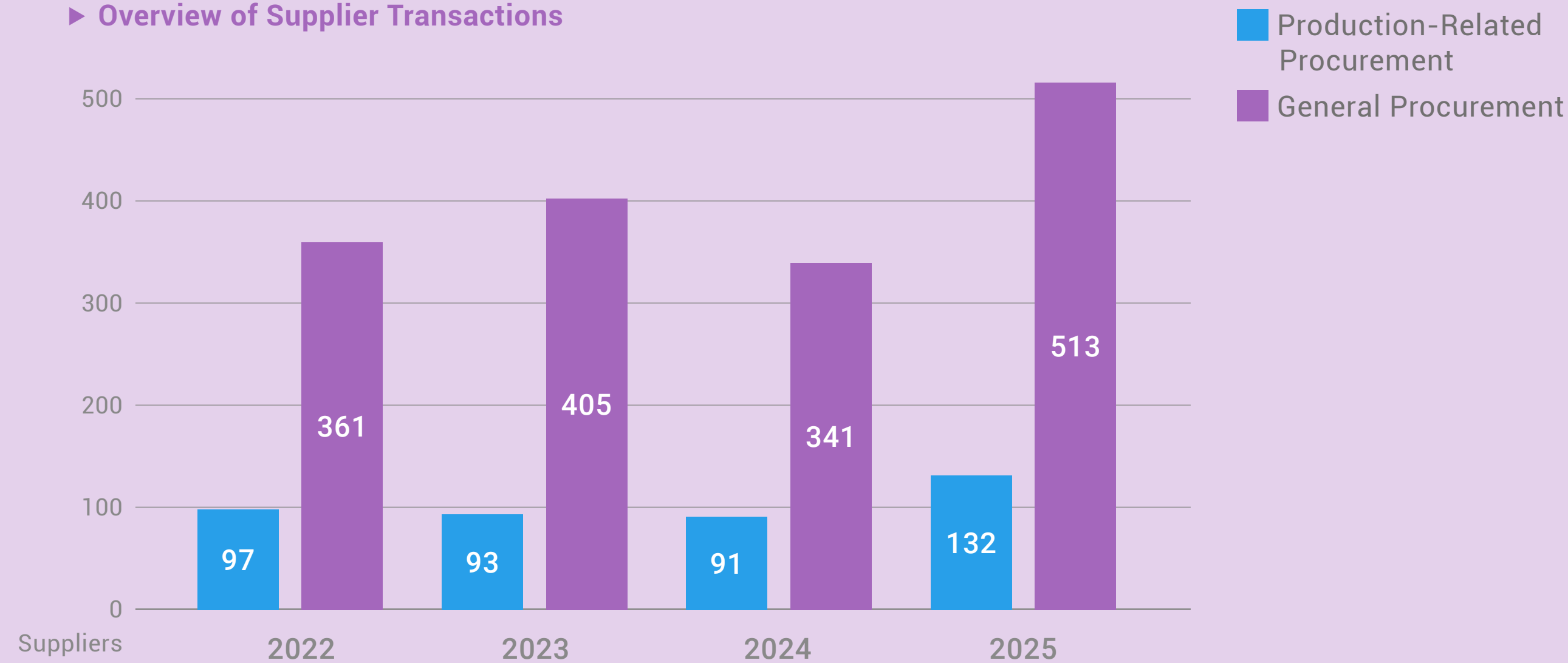
Fitipower Sustainable Procurement Policy

Procurement Practices

Fitipower's key suppliers are outsourced manufacturing, packaging, and testing service providers. For raw material management, please refer to the sections on [Responsible Minerals Procurement](#) and Green Materials. To reduce supply risks for key raw materials, Fitipower evaluates procurement negotiations based on the same specifications, quantities, delivery schedules, shipping conditions, payment terms, product quality, and delivery speed, rather than selecting the best supplier solely based on the lowest unit price. In addition to maintaining stable cooperation with existing suppliers, we actively develop high-quality new suppliers with sustainability philosophies (please refer to the [Supplier Evaluation](#) section) to avoid sole-supplier risks. Through weekly production and sales meetings, we discuss future market conditions and demand changes with business units, promptly arrange plant transfers and material preparation in the event of material shortages or wafer foundry capacity constraints,

and sign long-term cooperation agreements with suppliers such as wafer foundries and photomask manufacturers to ensure capacity and delivery schedules. Conversely, by accurately understanding customer feedback and market trends, we adjust inventory levels in a timely manner. At the same time, Fitipower is also committed to improving supply and production efficiency through local procurement, while reducing product carbon footprints and increasing local employment opportunities. In 2025, we transacted with 645 suppliers (435 for Fitipower and 210 for JADARD Group), including 513 general procurement suppliers. There were 132 production-related procurement suppliers. Total annual procurement spending was approximately NT\$13.6 billion, with local procurement accounting for 66.8%, a slight decrease from the previous year. This was mainly due to the trend of supply chain deglobalization, as the Company continued to adjust its procurement strategy to enhance operational resilience and supply diversification.

► Overview of Supplier Transactions

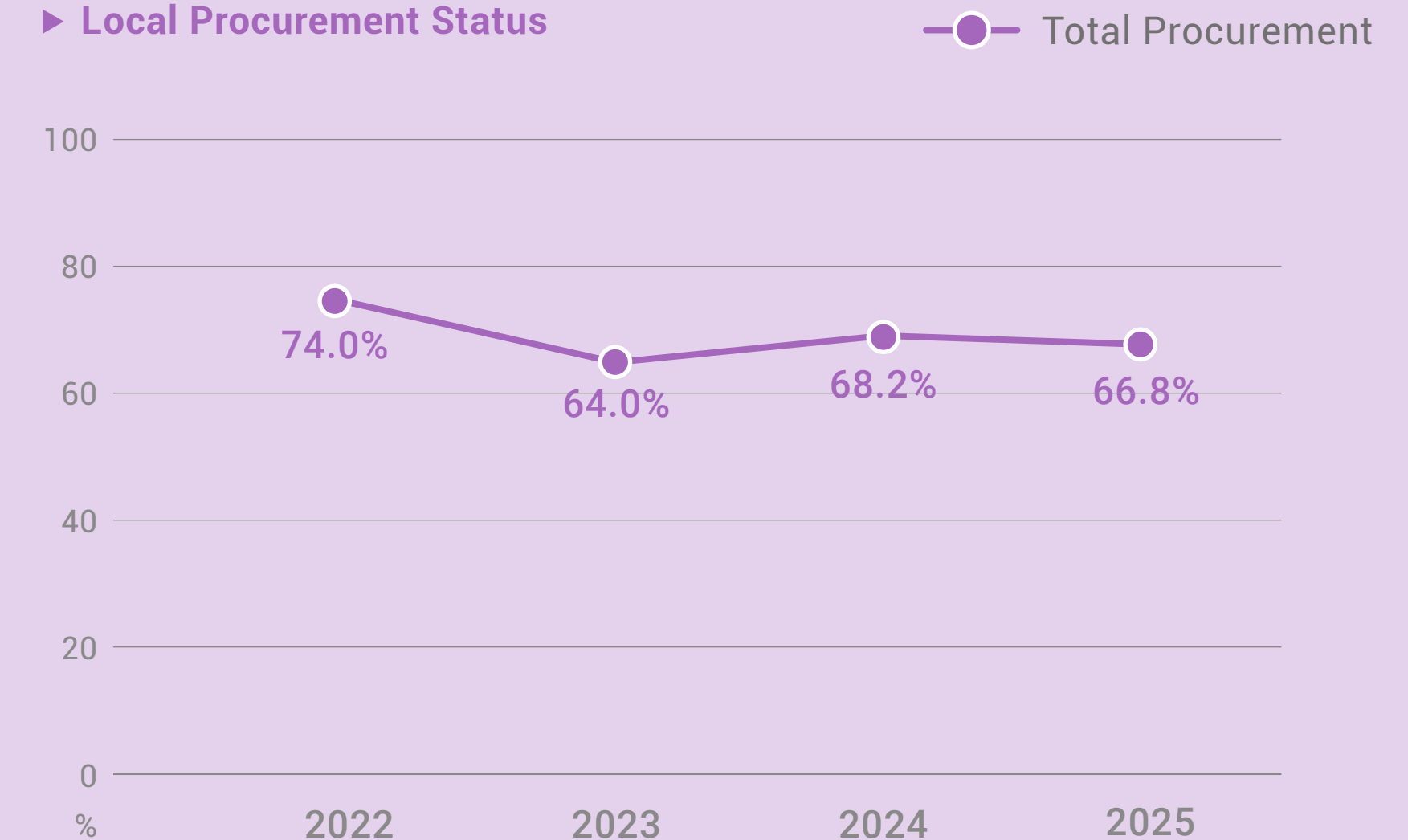


Note1 : General Procurement: Includes instruments and equipment, hardware facilities and maintenance, parts and consumables, application software, testing services, etc.

Note2 : Production-related Procurement: Wafer manufacturing, IC packaging and testing, flexible tape manufacturing

Note3 : Local Procurement: Statistical analysis based on supplier company registration location

► Local Procurement Status



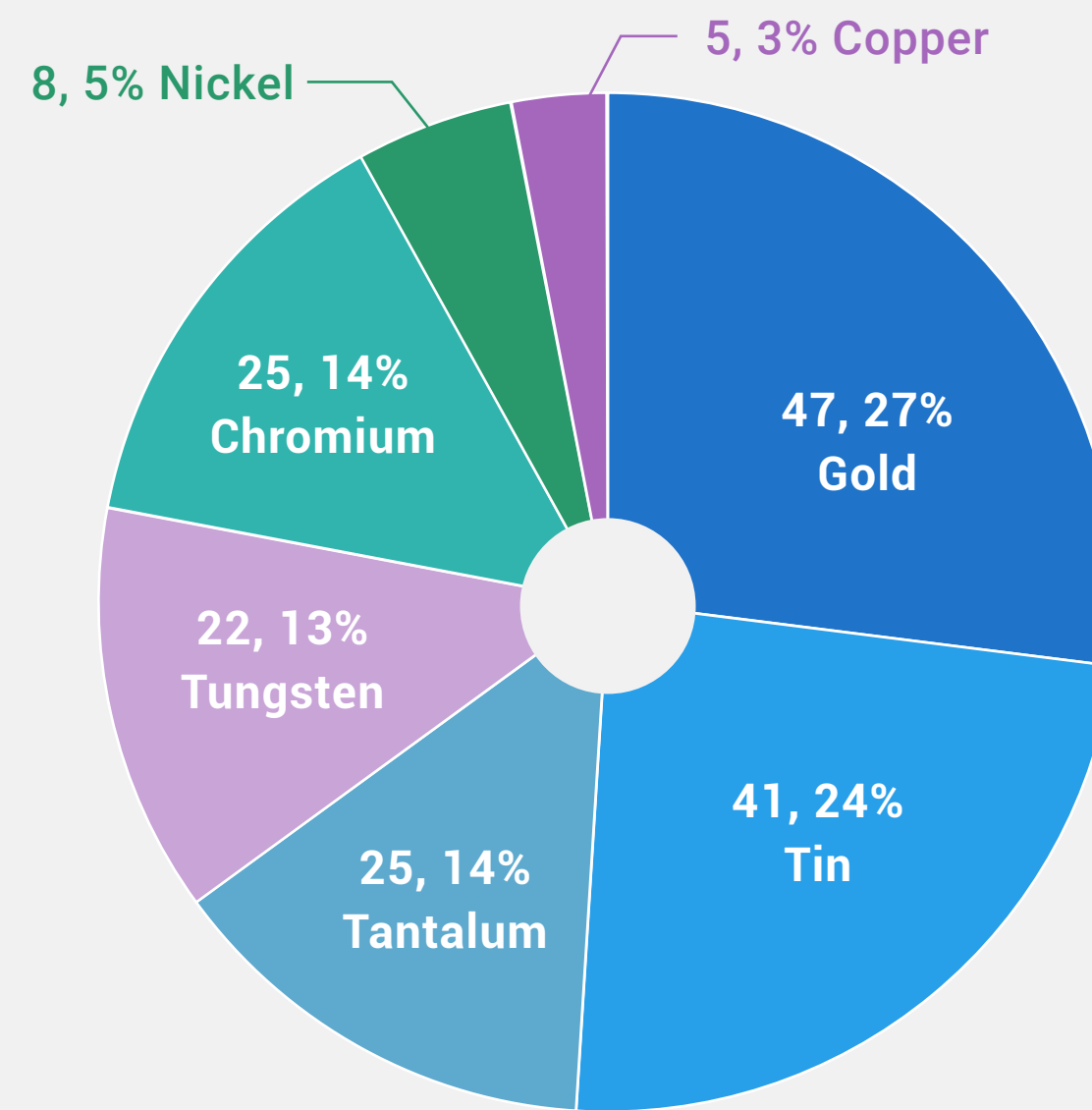
Responsible Mineral Procurement

Fitipower respects the fundamental human rights of all stakeholders. We recognize and support the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas and the Responsible Minerals Initiative (RMI). We have also issued the Sustainable Procurement Policy and Human Rights, Diversity and Inclusion Policy, and commit that product materials do not use minerals sourced from conflict-affected areas, including but not limited to gold, tin, tantalum, and tungsten. In 2025, cobalt, nickel, copper, and mica were newly included in monitoring. To understand suppliers' responsible procurement status, we require all suppliers to sign the Fitipower Sustainable Supplier Commitment Letter and submit the Conflict Minerals Reporting Template (CMRT) and Extended Minerals Reporting Template (EMRT), and to accept the Company's due diligence^{Note 1} and relevant management requirements. This strengthens the transparency and traceability of responsible mineral sources and confirms that relevant mineral sources comply with the Company's responsible procurement management principles. In 2025, we published our first Responsible Minerals Report, fully disclosing responsible minerals management and due diligence results. During the reporting year, we surveyed 66 production-related procurement suppliers (35 for Fitipower; 31 for JADARD), with a response rate of 100%. According to the survey results, 100% of suppliers used 3TG, cobalt, mica, nickel, and copper metals produced by RMI-recognized smelters, sourced from a total of 346 qualified smelters (173 for Fitipower; 173 for JADARD). For details and the list of qualified smelters, please refer to the 2025 Responsible Minerals Report.

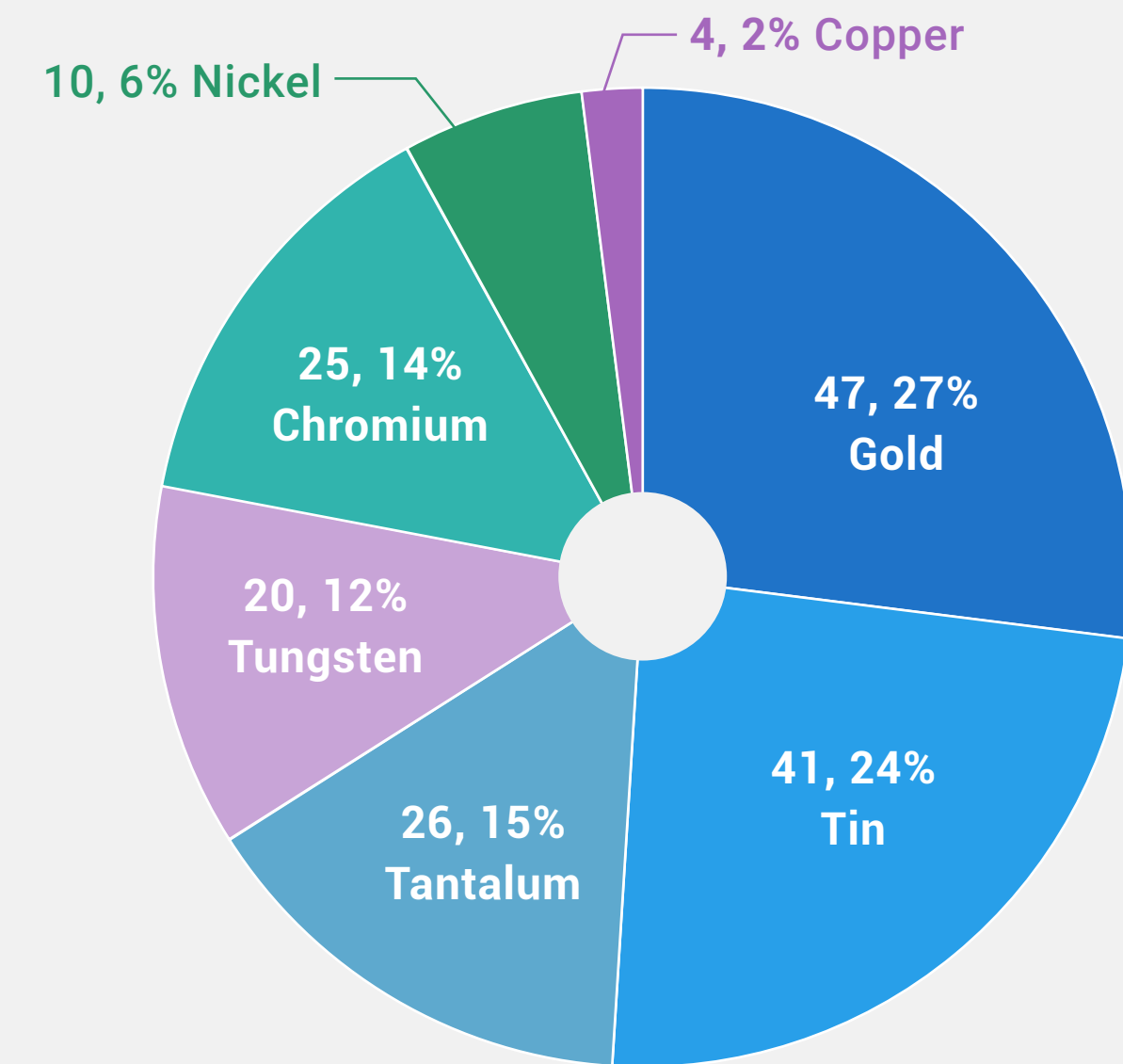
Note1 : Due Diligence: Through various control measures, risks in the supply chain are identified, verified, and assessed to ensure that conflict minerals originating from conflict-affected and high-risk areas are not used in the supply chain, thereby avoiding contribution to human rights violations, money laundering, and terrorism.

► 2025 Qualified Smelter Status

Fitipower



JADARD

[2025 Fitipower Responsible Minerals Report](#) [Fitipower Sustainable Procurement Policy](#)

Supplier Evaluation

To ensure that the quality of outsourced processes meets requirements, Fitipower has established the Supplier Management Procedure as the governing basis for supplier management. According to the procedure, Fitipower must conduct annual regular audits and ad hoc audits of suppliers and contractors. Personnel from the quality and production management departments form evaluation teams to conduct online or on-site audits. Audit items cover 13 major categories, including management systems, documents and contract content, design and material control, process and equipment control, supplier management and material control, corrective actions, human rights-related items, and green products. For cooperation with new suppliers, trial production must be qualified and the above evaluation must be passed before the supplier can be registered as a qualified supplier. No new suppliers were registered in 2025. Using new supplier evaluation as an example, evaluation results are divided into four ratings: A, B, C, and D. Suppliers rated D are considered unqualified, and the cooperation relationship is terminated. Re-certification may be conducted only after six months.

For existing supplier management, Fitipower understands partners’ internal management through supplier visits, communication, and regular evaluation surveys. Except for suppliers meeting specific conditions as described in Note 1, we conduct ongoing regular assessments annually and quarterly for qualified production-related procurement suppliers, and arrange ad hoc audits when necessary. Taking annual evaluation as an example, evaluation results are divided into three ratings: A, B, and C. Suppliers rated C are considered unqualified and the cooperation relationship will be terminated. After completing improvements, they are treated as new suppliers for re-certification. In 2025, 43 suppliers were planned for inclusion in the annual evaluation plan, including 24 for Fitipower and 19 for Jadard, with an actual completion rate of 100%. Audit and evaluation results identified no material deficiencies or high-risk situations among partner suppliers. All 43 suppliers were rated A.

Note1 : Suppliers whose average monthly outsourced production volume over the past year is less than 50% of the average monthly outsourced production volume of all suppliers using the same process, and who have not experienced any quality abnormalities, may be assessed for exclusion from the annual audit for the current year.

► Supplier audit status in recent years

Audit Method (No. of Suppliers)		Fitipower and TYW		JADARD Group	
		DDIC	PMIC	DDIC	PMIC
Paper-based Audits		0	0	0	0
On-site Audits		10	14	10	9
Online Audits		0	0	0	0
Total Audits Conducted	Grade A	10	14	10	9
	Grade B	0	0	0	0
	Grade C	0	0	0	0

Note1 : DDIC refers to display driver ICs, and PMIC refers to power management ICs.

Supplier Sustainability Evaluation

In response to international trends and social concerns, Fitipower adjusts its policies on a rolling basis to strengthen supplier sustainability management. In recent years, we have continued revising the Supplier Management Procedure to improve evaluation and management beyond quality items. In 2023, we formulated the Fitipower Sustainability Supplier Commitment Letter, Fitipower Supplier Code of Conduct, and Fitipower Supplier Sustainability Risk Assessment Form, which were released and implemented in early 2024*. We require suppliers to fully understand the Company’s Supplier Code of Conduct and sign the Commitment Letter. We also regularly use supplier sustainability assessment questionnaires to comprehensively conduct risk surveys across suppliers’ economic, social, and environmental dimensions. This allows us to continuously track suppliers’ sustainable development status and use the results as evaluation considerations in Fitipower’s supplier procurement. Supplier evaluation items also include suppliers’ ESG-related certifications and Responsible Business Alliance (RBA) requirements as procurement considerations.

Through active communication and management, in 2025, 35 suppliers signed sustainability commitments, representing 85%. The response rate for supplier sustainability self-assessment questionnaires was 100%, and no suppliers with high sustainability risk were identified. Both annual targets were achieved. Suppliers’ ESG-related certifications are shown in the table below, with improvements across all dimensions compared with the previous year.

Note : Subsidiary JADARD completed the formulation of its relevant Supplier Code of Conduct, Sustainability Commitment, and Self-Assessment Questionnaire in 2025, and will begin implementing the related requirements in 2026.

► Supplier ESG Certification Status

Dimension	Evaluation Criteria	Overall Achievement Rater for New Suppliers (%)		Overall Achievement Rater for Existing Suppliers (%)	
		Fitipower and TYW	Jadard	Fitipower and TYW	Jadard
Economic Dimension	Quality Management System (ISO 9001)	No new suppliers were registered this year		100%	97%
	Other relevant quality certifications (IATF 16949, ISO 26262, ANSI/ESD S20.20)				
Environmental Dimension	Environmental Management System (ISO 14001)	No new suppliers were registered this year		98%	100%
	Other green-related certifications (Sony GP, QC080000, ISO 14064)				
Social Dimension	Occupational Health and Safety Management System (ISO 45001)	No new suppliers were registered this year		95%	94%
	Other social responsibility-related certifications (SA 8000, RBA)				

Note1 : A supplier is included in the statistics if it has obtained any one certification under the relevant dimension.

Note2 : The statistical scope covers production-related procurement suppliers in 2025, excluding manufacturers and agents to which no direct production orders were placed.