

Role in Sustainability - Product Innovation

Innovation management is used to establish a strong corporate brand image, create competitive advantages, align with the evolving market economy, and enhance the company's competitiveness, serving as a foundation for sustainable development.



3.1 Innovation Management

3.2 Product Quality

3.3 Customer Service and Management

3.1 Innovation Management

Management of Intellectual Property Rights and Trade Secret

Establish policies for the application, maintenance, and management of intellectual property rights, including patents and trade secrets. Through a stringent confidential information protection system, the Company ensures the comprehensive protection of its intellectual assets.



↑ Exceeded
✓ Achieved
⬇ Missed Target
 Note: Due to the adjustment of expected targets, the target numbers for trade secrets and patent R&D from 2026 to 2030 have been revised upward.

Communication Channels : Research and Development OrganizationESG@viseratech.com



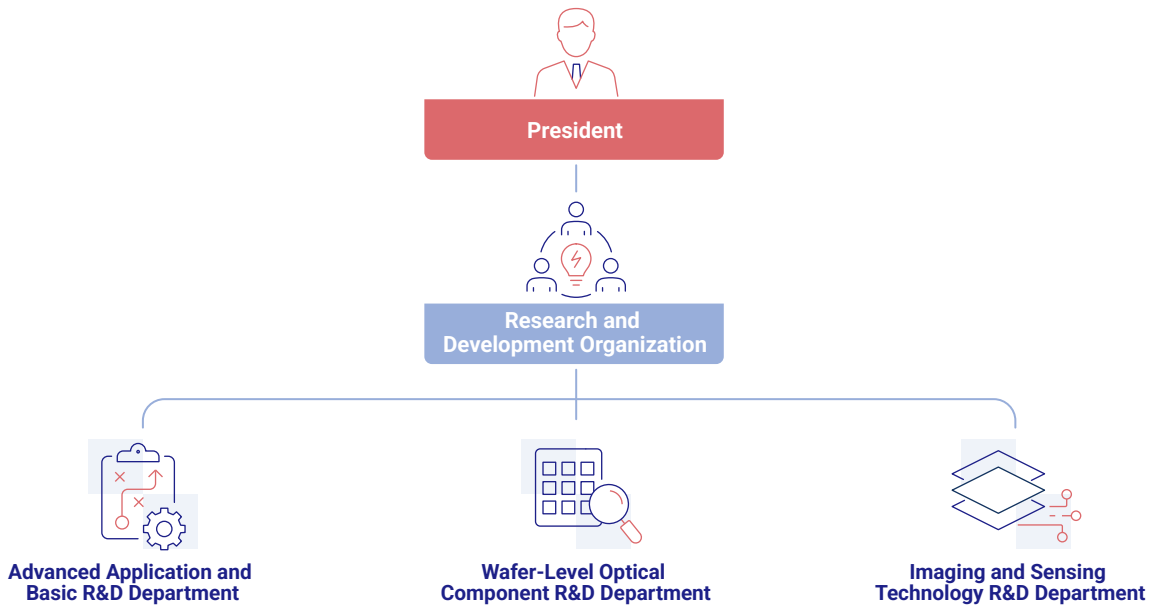
3.1.1 R&D Management

R&D Management Strategy

In order to comprehensively enhance the strategic development and energy of innovation management, VisEra's ESG Committee established a Value Innovation Team. In addition to continuing to invest in the R&D of advanced technologies and processes to maintain technological leadership while balancing green design and manufacturing, we will strengthen cross-border cooperation between industry and academia and actively cultivate an innovative culture to create a work environment conducive to innovation. This will effectively enhance the competitiveness of the enterprise. Furthermore, the Company has put in place mechanisms to encourage employees to actively practice diverse forms of innovation in their daily work, thereby continuously strengthening the organization's overall innovation capacity.

Research and Development Management Framework

VisEra Company boasts a professional management and R&D team with extensive experience in product strategy and positioning. We continuously monitor industry information and trends in raw material prices, maintaining close communication with customers to stay abreast of industry dynamics. This enables us to continuously develop new technologies and products. The management and R&D departments regularly convene meetings to ensure that the R&D direction is aligned with the Company's business development strategy, while continuously enhancing R&D capabilities, thereby strengthening our company's competitiveness.

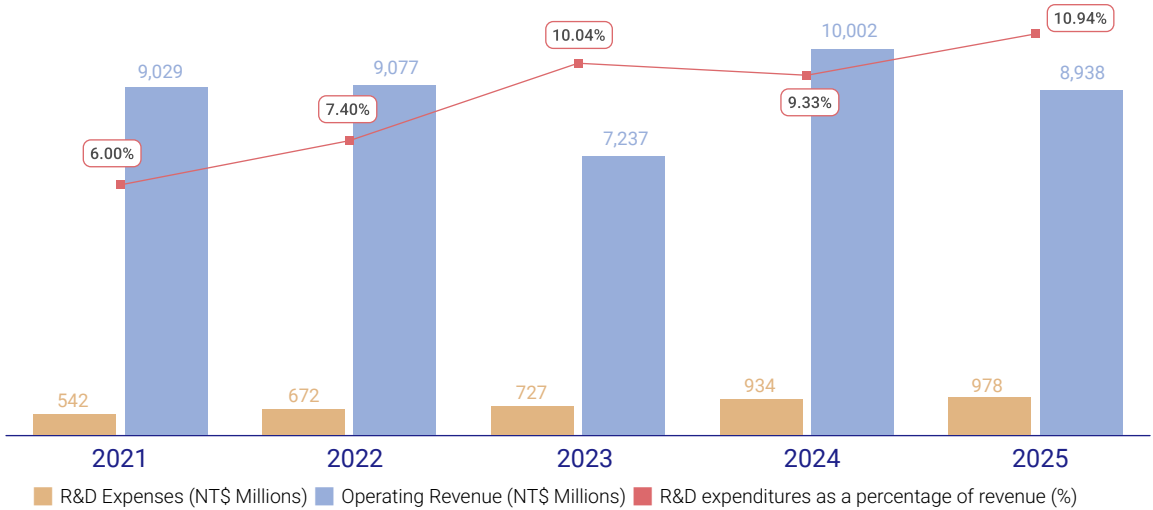


Investment in Innovative Research and Development

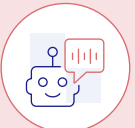
VisEra is committed to technological innovation and R&D of proprietary technologies. In 2025, it invested approximately NT\$970 million in R&D, accounting for 10.94% of revenue. Over the past three years, R&D expenditure has increased steadily each year to develop key technologies and consolidate our leading edge. Annual product innovation achievements and applications, please refer to VisEra's official website, Dedicated Optical Foundry/[Main Product/Application](#).

Investment in Innovative Research and Development	2021	2022	2023	2024	2025
R&D Expenses (NT\$ Millions)	542	672	727	934	978
Operating Revenue (NT\$ Millions)	9,029	9,077	7,237	10,002	8,938

Investment in Innovative Research and Development



Product's Contribution to Society

Image Sensors			Light Sensors				
1.	By utilizing color filters, microlenses, and nano-optical pillars, sensitivity is increased by 20%-40% , high color saturation is ensured, and clear night images are achieved.		2.	Furthermore, through highly sensitive ambient light sensing, it reduces power consumption by approximately 10% .			
 Smartphones	- Through high-resolution and small-pixel technology, we not only restore the world's details but also extend human visual senses, making digital images a bridge connecting reality and perception. - Image recognition technology through the barriers of language and information (e.g., real-time translation and search), reduces the digital divide, and makes technology a capable assistant for the public to understand their surroundings and enjoy a convenient life.	 Smart Wearable Devices	Used for capturing images of the surrounding life, combined with AR glasses for personal or commercial applications, virtual information is superimposed onto the real environment to enhance convenience and allow users to interact with the digital world intuitively, thus creating a new smart life where information is readily available.	 Smartphones	- Through precise backlight adjustment technology, we ensure screen brightness changes smoothly with ambient light, thus reducing blue light stimulation and enhancing user visual comfort. - The automatic screen-off function for mobile phones extends battery life, conserves energy, and provides the market with green consumer electronic products.	 Smart Wearable Devices	When users are immersed in the AR/VR virtual world, our light sensors protect the user's visual health in reality. By dynamically adjusting screen brightness and color temperature according to the environment, we solve problems related to visual fatigue and dizziness.
 Self-driving Cars	To safeguard road safety, machine vision detection technology is leveraged for automotive image sensors to build a protective shield for both drivers and pedestrians amidst complex road conditions and blind spots, ultimately reducing traffic accidents and casualties.	 Technological Medicine	Bringing the warmth of technology to marginalized needs, our high-precision eye-tracking technology opens a window to the soul for ALS and critically ill patients. When the body is constrained, the movement of the eyes becomes their sole bridge to communicate with the world.	 Self-driving Cars	- We enhance intelligent driving functions, such as automatically turning on headlights in low-light conditions and activating windshield wipers upon rain detection. - We reinforce passenger comfort and safety through the intelligent integration of interior temperature regulation and airbag systems (detecting passenger physique and position).	 Technological Medicine	In medical wearables, LED lights are used for light sensors to illuminate blood vessels and measure blood changes and hemoglobin spectra to sense heart rate and blood oxygen levels, thereby detecting changes in physical characteristics to achieve proactive alerts and prevention.
 Internet of Things (IoT) Devices	Combined with AI image analysis, it assists in building more responsive smart cities, such as improving traffic flow to reduce idling emissions and precise tracking to improve security efficiency, thus helping society improve operational order.	 Robotics	Serving as the "eyes of robots," this technology elevates machines from automation to autonomy, and enables features such as navigation, hand-eye coordination, and intelligent vision.	 Internet of Things (IoT) Devices	- We apply light-sensing technology to air and environmental monitoring to assist in real-time tracking of pollution indices to improve quality of life. - Intelligent energy control systems automatically adjust energy consumption based on sunlight and usage habits, to help households and cities reduce unnecessary waste.	 Robotics	Light sensors are one of the key technologies enabling highly autonomous operation in robots. Through the perception of space, light, and micro-environments, they help end-use applications achieve benefits in energy conservation, carbon reduction, safe collaboration, and yield improvement.

3D Sensors		Augmented reality optical waveguides and micro-displays		Bio-Medical Chips	
3	By using advanced optical thin-film technology to increase the signal-to-noise ratio by 3dB , we ensure precise identification under strong light while reducing laser intensity by 50% , thus achieving energy conservation and eye protection while pursuing ultimate performance.	4	To enhance the display efficiency and brightness of Micro-OLED and Micro-LED systems, we integrate Surface Relief Grating (SRG) waveguides to further optimize visual performance. This advancement extends the battery life of micro-display systems by up to approximately 50% .	5	By leveraging the economies of scale in semiconductor chip mass production, we reduce inspection costs by 30% , while enabling 15% of patients globally to afford and enjoy the life-saving opportunity of early detection and precision treatment.
Smartphones	By integrating 3D sensing into mobile facial recognition and optical fingerprint authentication, this technology elevates user privacy and financial security. It transforms tedious verification and unlocking processes into intuitive, seamless experiences, while bolstering consumer trust in mobile payments.	Smart Wearable Devices	- By developing high-chroma micro-displays that feature elevated refresh rates and superior color performance, we significantly minimize user discomfort in virtual environments and reduce visual strain. - Combined with a lightweight, ultra-compact design, this display technology seamlessly integrates into wearable devices, offering a more comfortable, long-wear experience that allows technology to blend naturally into everyday life.	Technological Medicine	- Optical biological detection technology provides test chips for markets to perform chromosomal prenatal examination, cancer carrier analysis, or rapid screening of infectious diseases. This enables precise healthcare, paving the way for personalized medicine and portable diagnostic devices. - It enhances diagnostic efficiency for medical personnel and reduces waiting times for patients.
Self-driving Cars	Utilizing LiDAR to construct 3D environmental maps significantly enhances a vehicle's peripheral perception capability. This not only optimizes system performance but also enables early recognition of potential hazards, thereby elevating driving safety.	Technological Medicine	By leveraging miniaturized, high-brightness display technologies, we develop near-eye display applications that empower visually impaired individuals to enhance their environmental perception. This technology also integrates digital information directly into their field of view to significantly expand the possibilities of everyday usage scenarios.		
Internet of Things (IoT) Devices	Furthermore, combining gesture control with 3D sensing technology expands applications from touchless public health solutions to health-monitoring scenarios, thus helping to improve everyday health management and individual safety.				

Silicon Photonics Technology

6.

Through semiconductor manufacturing processes, we miniaturize the volume of optical components by more than **50%**, freeing up computational space and floor space efficiency; at the same time, we reduce transmission power consumption by **30%**, contributing to the rapid global development of AI.



AI Photonic
Computing

Leveraging silicon photonics technology to enhance data transmission efficiency gradually replaces conventional copper wire architectures, thus driving data centers toward optical transmission. By optimizing transmission efficiency, this technology helps lower power consumption and signal latency while boosting overall computing performance, thereby addressing the energy demand challenges arising from growth in AI computing and advancing toward a more energy-efficient computing architecture.



Self-driving
Cars

Through silicon wafer optical processes, we integrate automotive LiDAR into miniaturized, low-power chips, to lower the barrier to adoption. By promoting the widespread use of safety technologies, we enhance comprehensive protection for drivers.

Focus Case VisEra Colleague Awarded 2025 SEMI 20 Under 40 Awards

The SEMI Taiwan held its inaugural “SEMI 20 Under 40 Awards” this year to recognize young talents under the age of 40 who have demonstrated outstanding contributions to the semiconductor industry. The awards evaluate candidates based on four dimensions: “innovation, leadership, technology, and industry contribution” and aim to affirm the strength of the new generation, encourage young talent to continue developing in the industry, and promote the birth of new ideas and breakthrough technologies, thereby creating innovative momentum in the semiconductor field.

Ives Chang, an employee of VisEra’s R&D organization, was awarded in the Innovation Capability category, affirming his outstanding performance and continuous contributions in professional fields such as advanced material R&D.

SEMI Global Chief Marketing Officer and President of SEMI Taiwan, Terry Tsao, expressed his hope that the winners would continue to break through with innovation, demonstrate leadership influence, refine technical strength, and commit to industry and sustainable development in the spirit of “selflessness, innovation, and sharing” to become the most trustworthy force in Taiwan’s semiconductor industry.



The convener of the Innovation Capability category, Huang, I-Yu, Dean of the College of Semiconductor and Advanced Technology Research at National Sun Yat-sen University (left), presented the award to VisEra’s Ives Chang (right).

3.1.2 Management of Intellectual Property Rights and Trade Secret

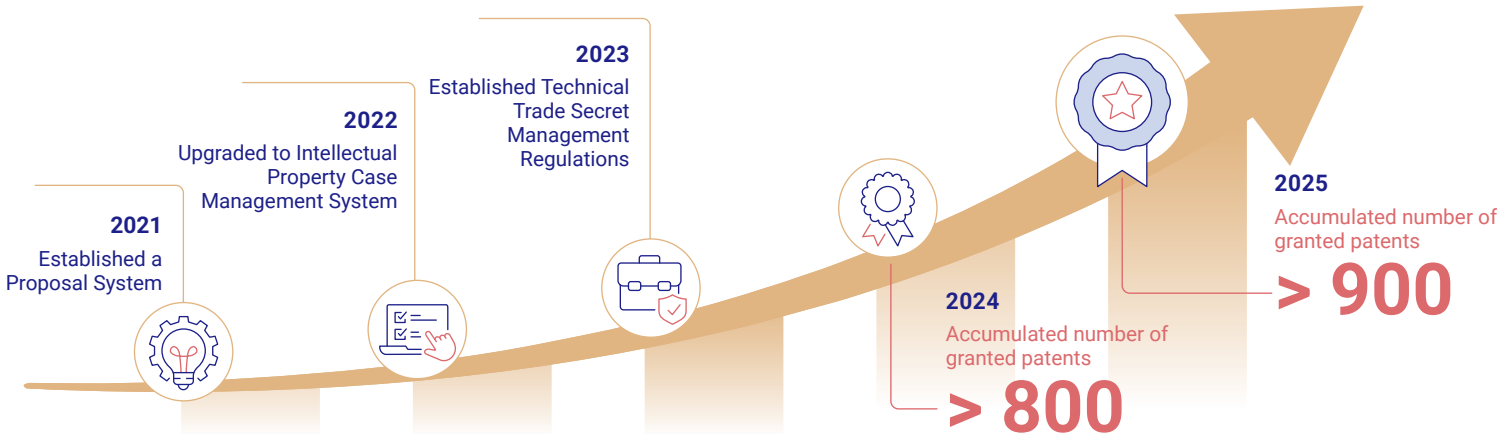
VisEra has been dedicating itself to technology innovation, in order to maintain its hard to reach R&D results of advanced technology and to improve competitiveness, through encouraging R&D innovation and other incentive system, together with patent portfolio planning which is in line with our business objectives, we have created a virtuous R&D innovation circle and corporate culture which serves as a firm basis for our sustainable management.

VisEra actively promotes intellectual property right (IPR) management plans, has established regulations governing the application, maintenance, and management of IPR that relates to patents and trade secrets, and prevents the leakage of R&D achievements and critical technologies through a stringent confidential information protection system, so as to comprehensively protect the Company's intellectual properties.

The Company implements strict confidentiality protection in accordance with the PIP Policy for the R&D results in all stages. We established detailed regulations on the use of related information. This includes detailed regulations on the use of relevant information, such as restricting the carrying of image, sound capture, or storage media devices, and the protection of confidential data sent to external units, to prevent unauthorized disclosure or infringement of intellectual property. If the development of a technology meets the requirements for patent application, it will be submitted to the Invention Review Committee for a technical review. If approved, a patent application will be filed immediately.

For the protection of patents, VisEra established the Patent Management Regulations to serve as an incentive system to encourage R&D personnel to actively apply for patents for their R&D results. R&D achievements deemed unsuitable for patent protection are considered trade secrets. We maintain confidentiality and protection measures in accordance with the aforementioned PIP Policy, and we established a trade secret management system which also provides an incentive system to encourage R&D personnel to present such R&D results to the Invention Review Committee. After results are reviewed and approved by the Committee, we award the R&D personnel with incentives based on the level of technology. We also implement a unified storage mechanism and assign dedicated personnel to manage in order to prevent unauthorized disclosure or infringement of such information. As of 2025, technology invention-related incentives have been awarded over 300 times. Additionally, since 2024, VisEra has presented the "Best Technology Invention of the Year" award to outstanding R&D personnel. This initiative not only establishes corporate role models but also inspires other employees to strive for excellence.

VisEra has set patent strategies in countries including the United States, Taiwan, Mainland China, and Japan. Since the organization of the Company, we have obtained more than 900 patents and the number continues to increase. At the end of each year, the management team evaluates R&D status, future business strategies, and patent strategies for each country to set intellectual property key performance indicators for the following year, thereby incentivizing the Company's R&D momentum. At least once a year, the head of R&D or the head of legal affairs also reports on the current R&D progress and future R&D plans at the board meeting for the Directors to learn about the Company's plans for intellectual property rights. The report on the Company's intellectual property management plan was provided at the board meeting in the second quarter of 2025. The achievement progress of major goals over the last five years is shown in the figure below:



3.1.3 Industry-Academia Research Collaboration

While pursuing technological leadership, we also uphold our corporate social responsibility. We collaborate with various universities and professional research units. Through long-term and diverse industry-academia partnerships, we not only leverage the research and development capabilities of academic institutions but also contribute to nurturing outstanding talent for the industry.

Industry-Academia Research Collaboration

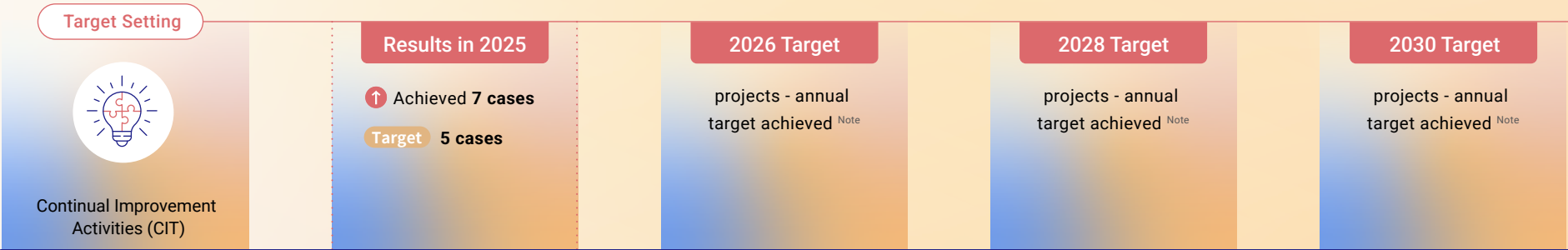
School Name	Collaboration Project	Application
National Yang Ming Chiao Tung University (NYCU)	Micro-Optical Component Design	3D sensing, wearable device sensors, and high-speed electromagnetic simulation technology.
National Taiwan University (NTU)	Wafer-Level Multilayer Film Coating Design	3D sensing, wearable device sensors, and AR/VR.
Industrial Technology Research Institute (ITRI)	Silicon photonics component measurement platform and testing development.	Component module development for 3D sensing, wearable sensing, optical communication, LiDAR, etc.
National Central University (NCU)	Optical Parameter Measurement System for Lens Modules	Image sensors and Nano Light Pillars.

3.2 Product Quality

Product Quality Management

Policy Commitment Statement:

We will continue to incorporate improvement activities into sustainable management goals to promote quality refinement, process optimization, and the enhancement of long-term corporate value.



 Exceeded  Achieved  Missed Target

Note: To comprehensively evaluate the effectiveness of quality culture promotion, 0.5% of the total number of company managers and professionals is used as the annual target count for continuous improvement projects.

Communication Channels : Quality Assurance Department ESG@viseratech.com



3.2.1 Product Quality

VisEra has established, implemented and maintained a quality management system in accordance with the requirements of IATF 16949, ISO 9001 and ISO 13485 quality standards, and ensures and improves product quality by continuously improving the effectiveness of the quality management system. Complying with the aforementioned quality management system requirements proves that the Company has the capability to stably provide products that meet customer needs and comply with regulatory requirements. At the same time, customer satisfaction can be enhanced through the effective application of the quality management system, including continuous improvement and prevention of non-conformities.

Assisting customers in completing product development and introducing it to mass production is an important task for VisEra. Services include product design consultation, project development assistance, and professional technical support. We establish good communication channels with customers and provide the highest level of protection for their confidential information. We are committed to serve as the most reliable partner for our customers.

VisEra focuses on multi-faceted, continuous quality improvement in pursuit of comprehensive customer satisfaction. If any defect or inconvenience is found, we communicate with customers immediately and implement relevant measures to isolate the event. VisEra upholds the following quality policy:

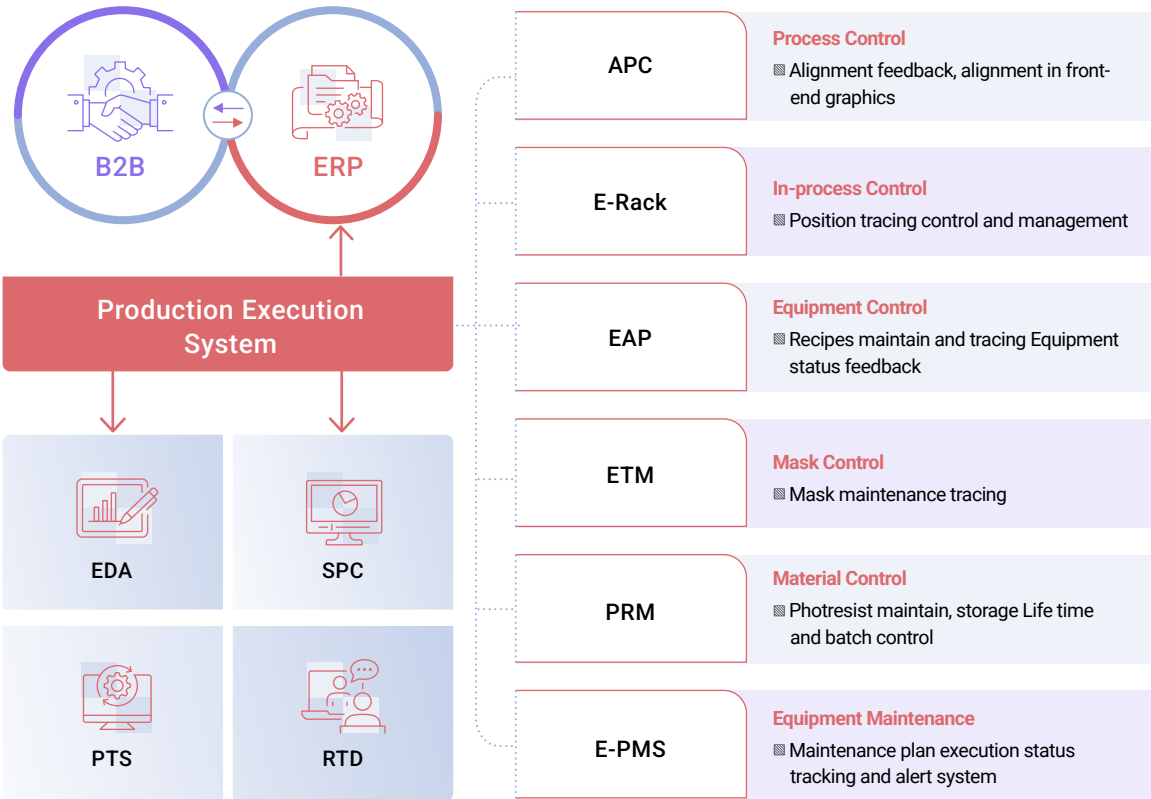
Adopt a customer-centric approach to ensure complete customer satisfaction.	Service		Cost Improve efficiency and productivity and reduce production costs.
Implement continuous improvements to provide customers with satisfying products.	Quality		Delivery Implement timely production planning to meet customer needs.



Since the establishment of our Hsinchu plant in 2006, we have been committed to the establishment and implementation of ISO 9001 and IATF 16949 (formerly TS 16949) automotive quality management systems, and launched the Enterprise Resource Planning (ERP) system to integrate resource management for processes, batch control, equipment, masks, raw materials, and project control. In addition, we implemented advance preparation by obtaining the ISO13485 certification for the medical supply chain in 2019. The Company pursues continuous quality improvements to enhance competitiveness and achieve quality improvements across the board. With the expansion of business and to provide customers with more complete services, the Company launched the production bases of Zhongli Plant and Longtan Plant in 2017 and 2022, respectively. Each plant also successfully completed the establishment of the ISO 9001 system in the same year and has continued to maintain it to date. Following the demand of the automotive market, the Longtan Plant also passed the IATF 16949 automotive quality management system certification in 2025.

To strengthen VisEra's quality culture, the Quality Assurance Department organizes general quality courses for all employees each year and promote the use of the Eight Disciplines Problem Solving as the basic framework for the problem-solving steps of the Company. Our aim is to increase employees' awareness of quality and their use of quality assurance tools. We hope that through the use of quality tools, we can assist colleagues in finding improvement opportunities at work and proposing effective countermeasures with value. We offered 71 digital courses and reading courses for quality management in 2025 for 2,148 person-times who passed the courses with 1,127 total training hours. In addition, VisEra encourages all employees to actively participate in continual improvement programs. We organize the Continual Improvement Team Conference (CIT Conference) each year to provide a platform and rewards for exchanging ideas. We hope to create a corporate culture of high quality and continual improvement based on the spirit and activities for continual improvement.

Results of VisEra's CIT activities in the last five years



VisEra's Continual Improvement Activities (CIT)

VisEra's Continual Improvement Activities (CIT)		
	CIT competitions (number of cases)	Total number of participants
2021	9	112
2022	9	108
2023	10	110
2024	8	95
2025	7	74

3.2.2 Green Design of Products

Product Green Design aims to minimize the environmental impact throughout the product design process while ensuring the product's quality, functionality, and performance. Its core concept is based on environmental protection and advancing eco-friendly product development and sustainable development by selecting green materials, reducing energy consumption, minimizing pollution emissions, and designing for recyclability and sustainability.

At VisEra, the approach to Green Design (Design for Environment) adopts a comprehensive Life Cycle Thinking (LCT) perspective. This encompasses all stages from raw material procurement, manufacturing processes, product transportation, product usage, to waste disposal. The design, process management, and continuous improvement efforts focus on seven key aspects: energy efficiency, greenhouse gas emissions, material reduction, conflict minerals, hazardous substances, waste reduction, and water resource conservation. The company has been dedicated to developing advanced, efficient, and environmentally friendly products. This includes ongoing collaboration with customers to design low-consumption, high-performance products and exerting influence over suppliers for conflict minerals management and hazardous substance control. In efforts to continuously enhance environmental friendliness, VisEra has established environmental safety and health performance indicators and actively promotes projects aimed at reducing waste, recycling resources, and lowering greenhouse gas emissions. Through green design, the Company expects to reduce production costs, improve product quality, and strengthen brand image, thereby meeting the environmental protection needs and expectations of customers and consumers and achieving sustainable development goals.

VisEra Company Green Design Matrix

	Material Procurement	Production and Manufacturing	Product Transportation	Product Usage	Resource Recycling
Energy Efficiency	■	■	■	■	
Greenhouse Gases	■	■	■	■	
Material Reduction	■	■	■		
Conflict Minerals	■				
Hazardous Substances	■	■			■
Waste Reduction		■	■		■
Water Resource Reduction		■			■

3.2.3 Hazardous Substance Management

VisEra's management of hazardous substances is built upon the QC 080000 hazardous substance management system. For substances that may affect human health or pollute the environment, the Company adheres to the principle of avoiding use whenever possible and minimizing use when unavoidable. Products comply with international regulations and customer requirements regarding hazardous substances. In addition, VisEra continues to promote the process raw material hazardous substance substitution plan. We require suppliers of raw materials to provide declarations ensuring their products do not contain internationally banned substances harmful to the environment. This guarantees compliance with customer demands and international regulations such as the EU RoHS and REACH directives. By not using perfluorooctanoic acid (PFOA) and its related substances, N-methyl-2-pyrrolidone (NMP), and perfluorohexanoic acid (PFHxA), we have achieved 100% compliance with regulations related to the reduction/elimination of hazardous substances in products. VisEra completed the assessment and adoption of PFOA and NMP substitute materials in 2020. Since 2021, PFOA and NMP have not been used. Since 2022, we have continued evaluating and implementing alternatives for perfluorohexanoic acid (PFHxA). By 2024, 27 photoresists have been introduced with a substitution rate of 64%, and we completed the 100% adoption of PFHxA substitute materials (covering 42 photoresists) in 2025 as scheduled.

The use and management of chemicals are closely related to environmental protection and sustainable development and have long been a key focus of various international sustainability indicators. VisEra is committed to environmental sustainability and, adhering to the principle of sustainable operation, continuously optimizes production process technology to reduce the unit consumption of chemicals. By the end of 2025, the Company has completed a photoresist reduction plan, achieving an average reduction of approximately 41% in chemical usage.

Product hazardous substance management procedures

Hazardous substance management system / Quarterly management review / No non-conformities





Meet or exceed product hazardous substance management requirements in international regulations

International regulations / customer requirements	Summary of requirements and restrictions	Regulatory compliance description
EU RoHS Directive (EU RoHS)	Product content restrictions include lead, cadmium, mercury, hexavalent chromium, polybrominated biphenyls (PBBs), polybrominated diphenyl ethers (PBDEs), diethylhexyl phthalate, diisooctyl phthalate (DEHP), benzyl butyl phthalate (BBP), dibutyl phthalate (DBP), and diisobutyl phthalate (DIBP). Please refer to the EU website for relevant regulations.	VisEra provides lead-free packaging processes for customers. However, certain customers still require the use of minute amounts of lead in bumps due to product characteristics. They are currently part of the EU RoHS exemptions, and VisEra does not use any other EU RoHS substances in its production processes.
Product halogen-free requirements.	Bromine: 900ppm Chlorine: 900ppm Bromine + Chlorine: 1,500ppm	All VisEra products meet requirements.
Control the use of perfluorooctane sulfonic acid (PFOS) and perfluorooctanoic acid (PFOA) on the manufacturing process.	PFOS : 1,000ppm PFOA : 1,000ppm	VisEra has completely banned the use of materials that contain PFOS and PFOA and no product contains the two substances.
EU REACH Annex XVII - List of Prohibited and Restricted Substances.	Please refer to the EU website for relevant substance control regulations.	All VisEra products meet requirements.
EU REACH Substances of Very High Concern (EU REACH SVHC).	Please refer to the EU website for relevant substance control regulations.	All VisEra products meet requirements.
Waste Electrical and Electronic Equipment Directive (WEEE).	Please refer to the EU website for regulations on the waste recycling rate of electronic and electrical equipment and products (e.g., computers and mobile phones).	The products manufactured by VisEra are wafer semiconductors, which form parts of electronic and electrical equipment components and are not directly governed by this regulation.

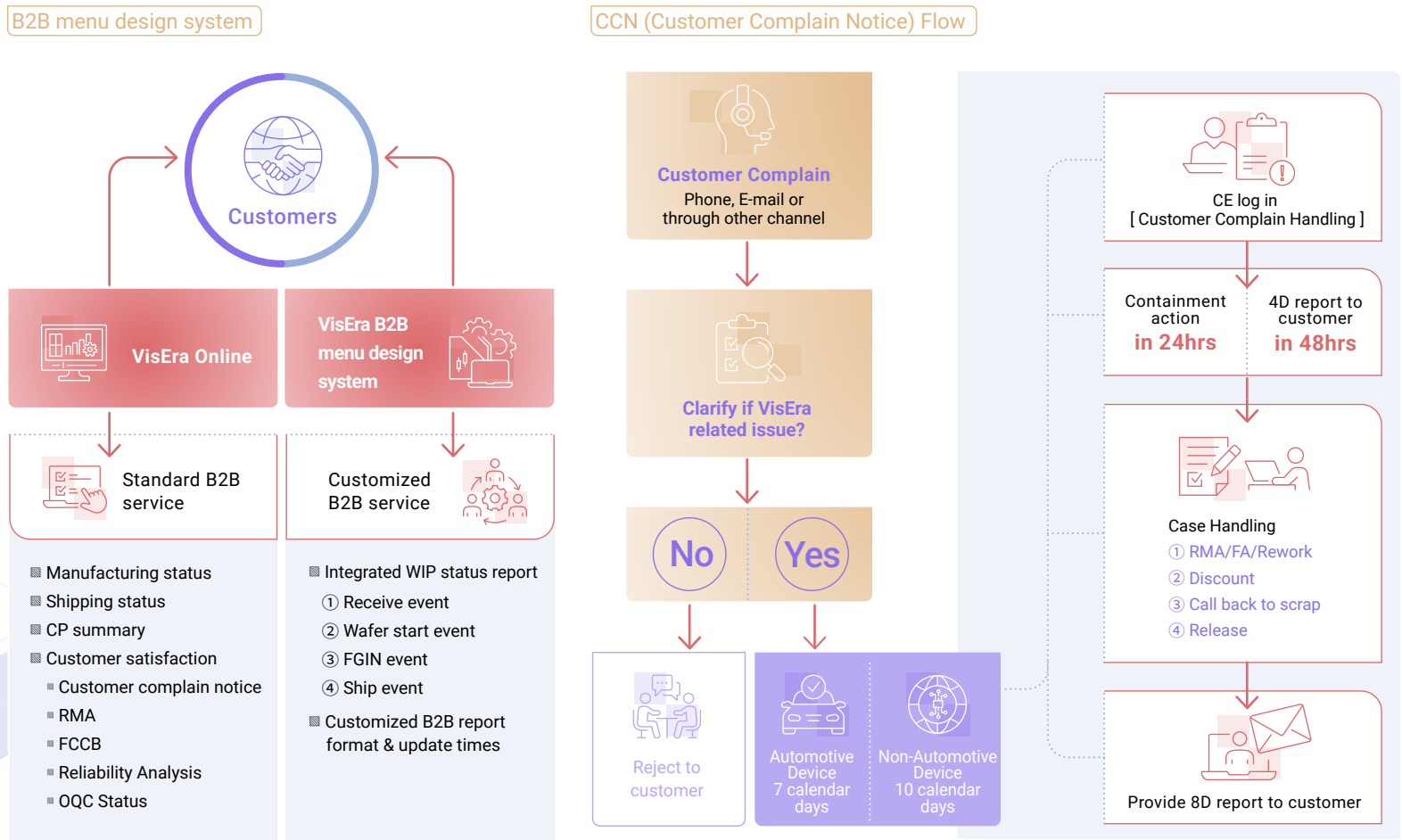
3.3 Customer Service and Management

With the expansion of the customer base and business scope, as well as the increase in customized requirements, VisEra has internally developed the “B2B Menu design system,” the “VisEra Online” platform. This platform provides customers with accurate and real-time production information online, allowing them to easily keep abreast of information such as product production progress, estimated delivery dates, and finished goods warehousing and shipping. With this system, personnel of the Production Planning Unit can create standardized B2B templates in the “B2B Menu design system” based on the customer’s customized fields and formats which cover all incoming and outgoing processes of the product. The information includes the basic transaction records such as delivery of materials, production, completion and inventory, and shipment. It can also be customized based on the customer’s preferred points in time and transmission method for receiving B2B reports to meet the customer’s needs. It helps customers keep track of the production status and reduces system tracking and inquiry time. It has also shortened the operation time for customized B2B information transmission from an average of one month to within one week.

In addition, VisEra values the development of sustainable, equitable, and mutually beneficial relationships with customers. If customers have any comments or recommendations, they can contact the Company by telephone, email or the Company website. The Company established the Customer Project Management Unit as the dedicated unit for processing customer complaints. We also formulated control procedures for processing customer complaints to protect the rights and interests of customers and improve the quality of customer services. In 2025, there were no substantiated complaints concerning (major) breaches of customer privacy and losses of customer data.

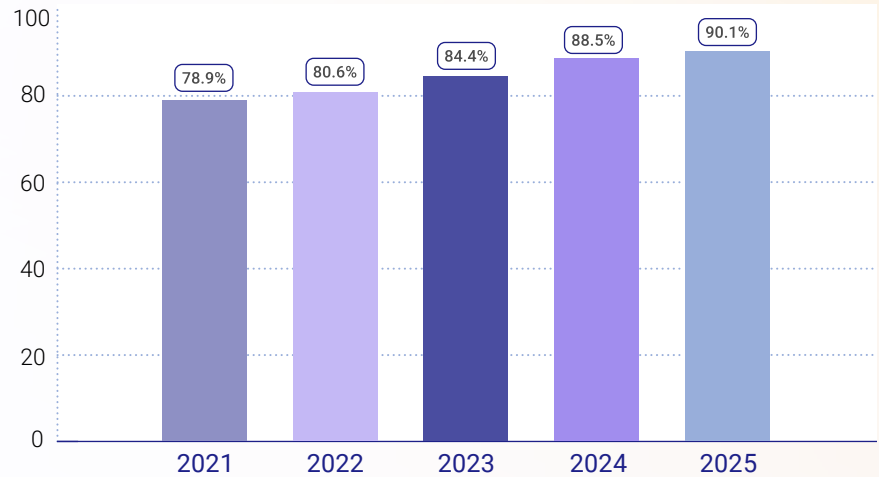


In terms of the procedures for processing customer complaints, we adopted the Eight Disciplines Problem Solving (8D) (i.e., a team-oriented problem-solving approach) in which a dedicated customer complaint handling unit receives related feedback and immediately registers it in the system for case management and tracking. It is required to take preventive measures within 24 hours, submit the root cause analysis report to the customer within 48 hours, and implement relevant improvement measures. The case must be closed within 7 days for automotive products and within 10 days for non-automotive products by reaching a consensus with the customer. We received 2 non-automotive customer complaints in 2025. (Not related to substantiated complaints concerning breaches of customer privacy and losses of customer data). After internal investigations and improvements to process monitoring methods, customer complaints were resolved through communication with customers to ensure that the improvement actions were recognized and supported by the customers. The customers agreed to continue shipments and the cases were successfully closed.



VisEra conducts quarterly business technology review meetings with customers to provide products and services of the highest quality and to ensure that customers' needs are fully understood and provided with support. We also carried out an annual customer satisfaction survey for the Company's top ten customers (covering over 95% of revenue in 2025). Methods such as email or phone consultations are used, and the survey covers items such as the price/performance ratio, service, delivery, technical service, and future development. The specific implementation method is defined in the Company's customer satisfaction evaluation procedures. We use the VOC (Voice of Customer) system and the NRTD (New/Re Tape out) system to effectively learn about customer requirements and provide rapid response to customers to increase customer satisfaction. To focus on the importance of customer voice, we use a weighted average to more accurately reflect customers' actual evaluation of our services. Customer satisfaction rate reached 90.1%, in 2025, which exceeded the target for the year and showing an upward trend year over year. In terms of business technology review, customer Program Management Department schedules quarterly meetings based on the varying needs of customers. These meetings focus on reviewing quality, technical service, delivery, price/performance ratio, service and get customer feedback. Customers are invited to participate in the assessment process. In 2025, the average business technology review score was 91%.

Customer satisfaction survey results



Customer quarterly business evaluation score

