

1 總則 General

目的：確保採購活動符合環境保護、社會責任和良好治理標準，並推動供應鏈永續發展。

範圍：適用於所有採購活動，包括產品、服務和供應商選擇皆適用。

Purpose: To ensure that procurement activities comply with standards of environmental protection, social responsibility and good governance, and to promote sustainability in the supply chain.

Scope: Applicable to all procurement activities, including product, service and supplier selection.

2 永續採購驅動力 Drivers for sustainable procurement

我們透過智邦的公司願景、核心價值與永續發展的政策目標及內外議題趨勢，將公司永續採購的驅動力分為七大項，包含風險管理、客戶期望、法律法規、供應鏈安全、競爭優勢、成本優化、供應商承諾等，據此發展智邦永續採購的策略與政策。

Based on Accton's corporate vision, core values and policy objectives for sustainable development, as well as internal and external trends, we have categorised the company's drivers for sustainable procurement into seven main areas, including Risk Management, Customer Expectations, Laws and Regulations, Supply Chain Security, Competitive Advantage, Cost Optimisation and Supplier Commitments, and have developed Accton's strategies and policies for sustainable procurement accordingly.

3 智邦永續採購政策與策略 Accton Sustainable Procurement Policy & Strategy

我們承諾在採購過程中整合永續性原則，以實現經濟、環境和社會效益的平衡，並制訂了永續採購策略與政策，明確我們的永續性目標和期望，以期待與供應鏈供同成長，邁向永續道路。

智邦永續採購策略與政策：<https://www.accton.com.tw/esg-home/topics/governance/supplychain/>

We are committed to integrating the principles of sustainability in our procurement process to achieve a balance of economic, environmental and social benefits, and have developed a Sustainable Procurement Strategy and Policy that articulates our sustainability goals and aspirations in anticipation of growing with the supply chain on the path to sustainability.

Accton's sustainable purchasing strategy and policy:

<https://www.accton.com/esg-home/topics/governance/supplychain/>

4 組織權責與角色

永續採購的團隊明確其管理權責，同時定期對採購部門和相關請購人員進行永續性方面的培訓，提升他們對永續採購的知識和技能，以落實永續採購的策略與政策。

The Sustainable Purchasing team clarifies its management authority and responsibility, and at the same time conducts regular training on sustainability for the purchasing department and relevant requisitioners to enhance their knowledge and skills on sustainable purchasing, in order to implement sustainable purchasing strategies and policies.

5 採購前風險評估 Pre-Procurement Risk Assessment

在採購過程前，進行全面的風險識別與評估，涵蓋環境、社會和治理方面的風險，如合規風險、環境影響和社會責任問題，以制定和實施相對應之管理計劃，以降低採購風險。

Conduct comprehensive risk identification and assessment prior to the procurement process, covering environmental, social and governance risks such as compliance risks, environmental impacts and social responsibility issues, in order to develop and implement corresponding management plans to reduce procurement risks.

6 供應商管理 Vendor Management

6.1 供應商選擇：在選擇供應商時，應考量其永續性表現，包括環境保護措施、社會責任實踐和經濟效益，相關參考 7. 供應商選擇準則進行評估，對於永續性表現較佳者，優先採用。

Vendor Survey: In selecting suppliers, sustainability performance should be considered, including environmental protection measures, social responsibility practices, and economic benefits, with relevant references to 7. Supplier Selection Criteria for evaluation, and those with better sustainability performance will be prioritised for adoption.

6.2 供應商評估：定期評估供應商的永續性績效，並鼓勵其在環境和社會方面進行改進。

Supplier Assessment: Regularly assess the sustainability performance of our suppliers and encourage environmental and social improvements.

6.3 合作關係：與供應商建立長期合作關係，支持和促進其永續發展目標。

Co-operative Relationships: To establish long-term co-operative relationships with suppliers to support and promote their sustainability objectives.

7 一般通用性永續採購準則 General General Sustainability Procurement Criteria :

■ 環境面向 Environmentally orientated:

(1) 環境管理 Environmental Management :

- 制定和實施明確的環境政策，設立環境保護目標。

Develop and implement a clear environmental policy and set environmental protection targets.

- 確保所有採購活動考慮對環境的影響，包括減少碳排放、節約資源和減少廢物。

Ensure that all procurement activities take into account the environmental impact, including reducing carbon emissions, conserving resources and minimising waste.

- 確保製造基地遵守環境管理標準，如 ISO 14001，並實施有效的污染控制措施。

Ensures that manufacturing sites comply with environmental management standards such as ISO 14001 and implement effective pollution control measures.

(2) 污染控制 Pollution control :

- 要求供應商實施污染控制措施，減少有害物質排放和廢棄物產生。

Suppliers are required to implement pollution control measures to reduce harmful emissions and waste generation.

(3) 產品壽命和回收 Product Life and Recycling :

- 選擇那些設計有更長壽命或易於維修和升級的產品，減少資源浪費。

- 選擇使用可回收和可再利用的材料，並確保產品在使用結束後可以進行適當的回收處理。

(4) 技術能力 Technical skills :

- 評估供應商在環境保護方面的技術能力，優先選擇在環境管理技術方面表現突出的供應商。

To assess the technical capability of suppliers in environmental protection and give preference to suppliers with outstanding performance in environmental management techniques.

- 確保供應商的產品或服務在使用過程中具有優良的環境性能，如低能耗和低污染。
Ensure that the supplier's products or services have good environmental performance in use, such as low energy consumption and low pollution.
- 計算並減少供應鏈中的碳足跡，推動低碳生產或或碳中和、淨零等方案。
Calculate and reduce the carbon footprint in the supply chain and promote low-carbon production or carbon neutral, net-zero solutions.

(5) 生命週期成本分析：Lifecycle cost analysis, LCC

- 評估產品或服務在其整個生命週期中的環境成本，包括維護、處理和回收成本，以確保其經濟和環境效益，降低環境衝擊。

Evaluate the environmental costs of a product or service over its entire life cycle, including maintenance, disposal and recycling costs, to ensure its economic and environmental benefits and to minimise environmental impacts.

(6) 資源分派 Resource Allocation :

- 評估供應商在資源使用上的效率，包括原材料、能源和水資源的管理。

To assess vendors' efficiency in the use of resources, including the management of raw materials, energy and water resources.

(7) 基礎設施 Infrastructure :

- 評估供應商基礎設施的環境友善，例如是否符合綠色建築標準。

Assess the environmental friendliness of the supplier's infrastructure, e.g. compliance with green building standards.

(8) 物流及服務能力 Logistics and service capabilities :

- 考慮供應商在物流和服務過程中的低碳及環保措施，如使用低排放運輸方式。

To consider suppliers' low-carbon and environmentally-friendly measures in the logistics and service processes, such as the use of low-emission modes of transport.

■ 社會面向 socially oriented

(1) 社會責任政策 Social Responsibility Policy

- 制定和實施社會責任政策，確保採購過程考慮勞工權益、公平貿易和社區發展。

To formulate and implement social responsibility policies to ensure that the procurement process takes into account labour rights, fair trade and community development.

(2) 勞工條件 Labour conditions

- 公平薪酬：確保所有供應商支付的工資至少達到最低工資標準，並且提供公平的薪酬和福利。

Fair Pay: Ensure that all suppliers pay at least minimum wage and provide fair compensation and benefits.

- 安全與健康：供應商需遵守勞工健康與安全規範，為員工提供安全的工作環境和必要的

健康保護措施。

Safety and Health: Suppliers are required to comply with labour health and safety regulations and provide a safe working environment and necessary health protection for their employees.

- 無歧視：在招聘和工作環境中實施無歧視政策，確保所有員工在性別、年齡、種族、宗教、性取向等方面獲得平等待遇。

Non-discrimination: A non-discrimination policy is implemented in recruitment and the work environment to ensure that all employees are treated equally with respect to gender, age, race, religion, and sexual orientation.

- 工會權利：尊重工人的組織權利，包括加入工會和集體談判的權利。

Trade union rights: Respect for workers' right to organise, including the right to join trade unions and collective bargaining.

(3) 社會影響 Social Impact

- 社區參與：鼓勵供應商在當地社區進行正面的參與，例如支持地方教育、健康和社會福利項目。

Community Involvement: Suppliers are encouraged to engage positively in their local communities, e.g. by supporting local education, health and social welfare programmes.

- 社會責任：評估供應商的社會責任實踐，確保其對當地社區產生積極影響，並減少對社會的不良影響。

Social Responsibility: Evaluate suppliers' social responsibility practices to ensure that they have a positive impact on the local community and minimise negative social impacts.

(4) 在地供應商 Local Vendors

- 優先選擇本地供應商，以促進地區經濟發展和減少運輸距離。

Priority will be given to local vendors to promote local economic development and reduce transport distances.

(5) 弱勢群體 Disadvantaged Group :

- 支持和聘用弱勢群體，提供公平的就業機會並支持社會包容性。

To support and employ disadvantaged groups, provide fair employment opportunities and support social inclusion.

(6) 策略合作夥伴 Strategic Partners :

- 選擇在社會責任方面表現優秀的合作夥伴，建立長期的合作關係。

To select partners with excellent performance in social responsibility and establish a long-term co-operation relationship.

(7) 客戶設計/指定供應商 Customer designed/specified supplier :

在客戶設計和指定供應商過程中，仍需考慮其社會影響，如社會責任和員工待遇。

Social impacts such as social responsibility and treatment of staff still need to be taken into account in the design and appointment of suppliers by clients.

■ 治理面向 Governance oriented

(1) 合規性和標準 Compliance and Standards :

- 確保所有採購活動遵守相關法律法規，並要求供應商遵守治理標準和認證，如 ISO

9001 和誠信經營。

Ensure that all procurement activities comply with relevant laws and regulations and require suppliers to comply with governance standards and certifications such as ISO 9001 and Operating with Integrity.

- 確保產品和服務符合相關安全標準，並對產品質量和安全性負責。

Ensure products and services comply with relevant safety standards and take responsibility for product quality and safety.

(2) 認證經營者 Certified Operators：

- 優先選擇已獲得相關治理標準和認證的供應商，以確保其遵循良好的治理實踐。

Priority is given to suppliers that have obtained relevant governance standards and certifications to ensure that they follow good governance practices.

(3) 產品或服務已取得永續性相關的標章或認證：

The product or service has obtained a sustainability-related label or certification:

- 選擇已獲得永續性相關標章或認證的產品或服務，如環保標籤和公平貿易認證。

Choose products or services that have obtained sustainability-related labels or certifications, such as eco-labelling and Fairtrade certification.

(4) 運作管理 Operational Management：

- 確保供應商擁有良好的治理結構、內部控制措施及營運持續管理能力，能夠有效管理風險和合規性。

Ensure that suppliers have good governance structures, internal controls and operational continuity management capabilities to effectively manage risk and compliance.

(5) 靈活性 Flexibility：

- 評估供應商在面對市場變化和治理挑戰時的靈活性和應對能力。

To assess the flexibility and responsiveness of suppliers in facing market changes and governance challenges.

8 專用性永續採購準則 Dedicated Sustainable Purchasing Criteria

(1) 原物料、材料採購 Raw materials, material purchases

- 無衝突礦產：避免採購來源於衝突區域的金屬，如鈮(Ta)、錫(Sn)、鎢(W)、金(Au)、鈷(Co)、雲母(Mica)等，供應商必須提供無衝突礦產證明，確保原料不涉及武裝衝突和人權侵犯。

Conflict-free metals: Avoid sourcing metals from conflict zones, such as Tantalum (Ta), Tin (Sn), Tungsten (W), Gold (Au), Cobalt (Co), Mica, etc. Suppliers must provide conflict-free metal certificates to ensure that the raw materials are not involved in armed conflict and human rights violations.

- 有害物質減少：選擇符合環保標準的原物料，避免使用含有毒有害化學物質的材料，遵守歐盟 REACH 和 RoHS 等法規，確保減少對環境和人體健康的危害。

Hazardous substance reduction: Choose raw materials that comply with environmental standards, avoid the use of materials containing toxic and hazardous chemicals, and comply with EU regulations such as REACH and RoHS to ensure the reduction of hazards to the environment and human health.

- 可再生材料：優先採購可再生、可回收的材料，減少對自然資源的過度依賴。

Renewable materials: Priority is given to the procurement of renewable and recyclable materials to reduce over-reliance on natural resources.

- 減碳材料：選擇低碳排放的原物料，供應商應提供其產品的碳足跡數據，並提出具體的減碳策略，如使用可再生能源或改進生產流程。

Carbon-reducing materials: Choose raw materials with low carbon emissions.

Suppliers should provide data on the carbon footprint of their products and propose specific carbon reduction strategies, such as the use of renewable energy or improved production processes.

- 碳中和目標：供應商應承諾推行減碳行動，並制定碳中和目標，通過改進生產技術或購買碳信用額來抵消其供應鏈中的碳排放。

Carbon Neutral Targets: Suppliers should commit to carbon reduction actions and set carbon neutral targets to offset their carbon emissions in the supply chain by improving production technologies or purchasing carbon credits.

- 採購時應考慮原料的生命週期成本（LCC），包括生產、使用及廢棄處理階段的環境影響。選擇使用壽命較長、資源消耗較少的材料，以實現長期環境效益和成本效益。

The life cycle cost (LCC) of raw materials should be considered when sourcing, including the environmental impacts of the production, use and waste treatment stages. Select materials with longer service life and less resource consumption to realise long-term environmental and cost benefits.

- 供應商應採取措施，減少原料生產過程中的廢物生成，推廣資源的高效利用和廢料再利用策略。廢棄物管理符合 ISO 14001 環境管理標準。

Suppliers should take measures to reduce waste generation in the production of raw materials and promote resource efficient use and waste reuse strategies. Waste management complies with ISO 14001 environmental management standard.

- 供應商必須遵守國際勞工組織（ILO）標準，禁止使用童工、強迫勞動及一切形式的歧視行為。所有原物料的採購必須來自遵守公平貿易的供應商，以保障勞工權益和社會正義。

Suppliers must comply with International Labour Organization (ILO) standards prohibiting child labour, forced labour and all forms of discrimination. All raw materials must be sourced from Fair Trade compliant suppliers to protect labour rights and social justice.

- 優先選擇支持公平貿易認證的供應商，尤其是來自發展中國家的供應商，確保當地工人得到公平待遇，並促進社區經濟發展。

Priority is given to suppliers that support Fair Trade certification, especially those from developing countries, to ensure fair treatment of local workers and to promote community economic development.

- 支持本地供應商，尤其是來自弱勢群體或邊緣化社區的企業，為其提供商業機會，促進當地經濟和社會的可持續發展。這有助於減少長途運輸的碳足跡，並提升供應鏈的韌性。

Support local suppliers, especially those from disadvantaged or marginalised communities, by providing them with business opportunities and contributing to the sustainable development of the local economy and society. This will help reduce the

carbon footprint of long-distance transport and enhance the resilience of the supply chain.

- 供應商必須確保其員工的健康與安全，尤其是在高風險行業中，如礦業和化學工業。供應商應為員工提供完整的安全培訓和防護設備，並制定嚴格的安全管理制度。

Suppliers must ensure the health and safety of their employees, especially in high-risk industries such as mining and chemicals. Suppliers should provide their employees with complete safety training and protective equipment, and have strict safety management systems in place.

- 供應商應具備符合國際和當地法律的透明合規管理系統，並能夠提供相關的合規證書（如 ISO 14001、SA8000 等），以確保符合環保和社會責任標準。

Suppliers should have a transparent compliance management system that complies with international and local laws, and be able to provide relevant compliance certificates (e.g. ISO 14001, SA8000, etc.) to ensure compliance with environmental and social responsibility standards.

- 供應商必須定期進行風險評估，尤其針對高風險的原材料（如無衝突金屬或有害物質），並制定應急計畫，以應對突發環境或社會問題。

Suppliers are required to conduct regular risk assessments, especially for high-risk raw materials (e.g., non-conflictive metals or hazardous substances), and have contingency plans in place to respond to unexpected environmental or social issues.

- 鼓勵供應商投資技術創新，開發能夠減少有害物質使用和碳排放的原材料生產技術。這些創新可能包括綠色製造技術、無害化學品替代品或材料生產的能源效率提升。

encourages suppliers to invest in technological innovations to develop raw material production techniques that reduce the use of hazardous substances and carbon emissions. These innovations may include green manufacturing technologies, harmless chemical substitutes, or energy efficiency improvements in the production of materials.

(2) 設備採購 Equipment Procurement

- 優先選擇具有高能源效率的設備，特別是取得能源之星（Energy Star）或類似認證的設備。設備應使用可再生或可回收的材料製造，節水裝置等以減少對環境的衝擊。

Priority should be given to equipment with high energy efficiency, especially equipment with Energy Star or similar certification. Equipment should be made of renewable or recyclable materials, and water-saving devices should be used to minimise the impact on the environment.

- 採購時應考慮設備的生命週期成本（LCC），包括生產、使用及廢棄處理階段的環境影響。選擇使用壽命較長、資源消耗較少的材料，以實現長期環境效益和成本效益。

Consider the life cycle cost (LCC) of the equipment when purchasing, including the environmental impact of the production, use and disposal stages. Select materials with longer service life and less resource consumption to realise long-term environmental and cost benefits.

- 設備廠商需提供回收服務或處置計畫，確保設備在使用壽命結束後可以安全回收或再利用。

Equipment vendors are required to provide recycling services or disposal

programmes to ensure that equipment can be safely recycled or reused at the end of its useful life.

- 要求供應商披露其供應鏈中勞工條件，避免使用不合乎道德的勞動力。
Require suppliers to disclose labour conditions in their supply chain to avoid the use of unethical labour.
- 優先考慮本地設備供應商，促進在地經濟發展並減少物流運輸的環境影響。
Prioritise local equipment suppliers to promote local economic development and reduce the environmental impact of logistics and transport.
- 確保設備符合當地和國際的環境和安全標準。
Ensure that equipment meets local and international environmental and safety standards.
- 供應商應具備 ISO 9001（質量管理）和 ISO 14001（環境管理）等相關認證。
Suppliers should have relevant certifications such as ISO 9001 (quality management) and ISO 14001 (environmental management).

(3) 人力仲介採購 Manpower Procurement

- 人力仲介公司必須確保其提供的勞動力享有公平待遇，且工資、福利和工作條件符合當地及國際勞工法規（如 ILO 國際勞工標準）。
Manpower agencies must ensure that the labour they provide is treated fairly and that wages, benefits and working conditions comply with local and international labour regulations (e.g. ILO International Labour Standards).
- 禁止任何形式的歧視、剝削、童工或強迫勞動，確保員工享有安全和健康的工作環境。
Prohibit any form of discrimination, exploitation, child labour or forced labour and ensure that employees enjoy a safe and healthy working environment.
- 仲介公司應定期審查勞工待遇，確保符合法規和社會責任標準，並為員工提供申訴管道和糾紛解決機制。
The employment agencies should regularly review labour treatment to ensure compliance with regulations and social responsibility standards, and provide employees with a channel for redress and a dispute resolution mechanism.
- 鼓勵仲介公司在招聘過程中促進多元化和包容性，積極推動不同性別、種族、年齡、弱勢群體的就業機會，確保公平招聘流程。
Encourage employment agencies to promote diversity and inclusiveness in the recruitment process, actively promote employment opportunities for different genders, races, ages and disadvantaged groups, and ensure a fair recruitment process.
- 仲介公司應採用公平、透明的面試和錄取流程，並提供適當的支持以確保不同群體的平等機會。
Intermediaries should adopt fair and transparent interview and admission processes, and provide appropriate support to ensure equal opportunities for different groups.
- 應定期檢查工作場所的安全環境，確保派遣員工不會受到不必要的職業風險和危害。
Regular inspections of the workplace safety environment should be conducted to ensure that dispatched workers are not exposed to unnecessary occupational risks and hazards.
- 應優先考慮與積極推動社會責任和弱勢群體就業的仲介公司合作。

Priority should be given to working with employment agencies that actively promote social responsibility and employment of the disadvantaged.

- 人力仲介公司必須完全遵守當地勞動法規和相關規範，確保人員招聘和派遣過程合規。
Manpower intermediaries should fully comply with local labour laws and regulations to ensure compliance in the recruitment and dispatch process.

- 仲介公司應提供透明的服務流程和收費標準，避免過度收取勞工費用，並定期披露合規數據和績效。

Intermediaries should provide transparent service processes and charging standards, avoid overcharging of labour fees, and disclose compliance data and performance on a regular basis.

- 所有派遣勞工應與用人單位簽訂清晰、透明的勞動合約，明確規定薪資、福利、工作條件以及勞工權利和義務。

All dispatched workers should sign clear and transparent labour contracts with employers, clearly stipulating wages, benefits, working conditions, and labour rights and obligations.

- 合約應包括清楚的解約條款與勞動爭議解決機制，以保障派遣員工的權益。

Contracts should include clear termination clauses and a mechanism for resolving labour disputes to protect the rights and interests of dispatched workers.

(4) 廢棄物清除處理採購 Procurement of Waste Removal and Disposal

- 優先選擇能夠在源頭減少廢棄物產生的供應商，並推動供應商採取廢物減量策略，如資源最佳化、物料再利用和高效處理技術。

Prioritise Vendors that can reduce waste generation at source, and promote the adoption of waste reduction strategies such as resource optimisation, material reuse and efficient treatment technologies.

- 供應商必須具備處理危險廢棄物的專業資質和技術，並遵守相關的環保法規，避免對環境和人體健康造成危害。

Vendors should possess professional qualifications and technologies in handling hazardous waste and comply with relevant environmental protection laws and regulations to avoid causing harm to the environment and human health.

- 供應商應定期檢查和維護危險廢棄物處理設備，並確保操作過程安全且環保。

Vendors should regularly inspect and maintain the hazardous waste treatment equipment and ensure that the operation process is safe and environmentally friendly.

- 供應商應盡量減少廢棄物處理過程中的碳排放，例如採用低能耗的處理技術或利用再生能源。

Vendors should minimise carbon emissions in the waste treatment process, for example, by adopting low energy consumption treatment technologies or using renewable energy.

- 供應商應確保廢棄物處理過程不污染水資源，並制定防止土壤污染的措施，特別是在處理危險廢棄物時。

Vendors should ensure that the waste treatment process does not contaminate water resources and put in place measures to prevent soil contamination, especially when treating hazardous waste.

- 確保供應商在廢棄物處理過程中遵守勞動法規，保障員工的工作環境安全，提供必要的職業健康和 safety 設備（如防護服和面罩）。

Ensure that the vendor complies with labour laws and regulations during the waste disposal process, safeguards the safety of the working environment for its employees, and provides the necessary occupational health and safety equipment (e.g., protective clothing and face masks).

- 確保供應商完全遵守當地和國際的環境、衛生和安全相關法律法規，如 ISO 14001（環境管理體系）或其他當地環保標準。

Ensure that the vendor fully complies with local and international environmental, health and safety related laws and regulations, such as ISO 14001 (Environmental Management System) or other local environmental standards.

- 供應商應具備處理廢棄物的所有必要許可和認證，並定期接受內部和外部的合規性審查。

Vendors should have all necessary permits and certifications for waste handling and be subject to regular internal and external compliance audits.

(5) 物流運輸採購 Logistics and Transportation Procurement

- 供應商應採用燃油效率高或低碳排放的運輸工具，如電動車、混合動力車、天然氣卡車或符合最新環保標準的車輛。

Vendors should use fuel-efficient or low-carbon emission modes of transport, such as electric vehicles, hybrid vehicles, natural gas trucks or vehicles that meet the latest environmental standards.

- 鼓勵供應商優先使用符合「低碳排放」或「綠色運輸」標準的運輸方式，如鐵路運輸、水運等，減少空運或長途公路運輸的碳足跡。

Encourage vendors to prioritise the use of modes of transport that meet 'low carbon emission' or 'green transport' standards, such as rail transport and water transport, to reduce the carbon footprint of air or long-haul road transport.

- 鼓勵供應商在物流過程中使用可重複使用、可回收或可降解的包裝材料，減少一次性塑料和非環保材料的使用。

Encourage vendors to use reusable, recyclable or biodegradable packaging materials in the logistics process, and reduce the use of single-use plastics and non-environmentally friendly materials.

- 提供回收包裝或循環利用系統，將運輸中的包裝材料回收再利用，減少浪費。

Provide recovery packaging or recycling systems to recover and reuse packaging materials in transport to reduce waste.

- 倉儲物流供應商應採用節能技術，如使用太陽能發電、智能照明及溫控設備，以減少能源消耗。

Warehouse logistics providers should adopt energy-saving technologies, such as the use of solar power, intelligent lighting and temperature control equipment, to reduce energy consumption.

- 對於冷鏈物流，供應商需採用高效冷藏技術，確保產品在低能耗條件下保持品質，並且降低冷鏈設備的碳排放。

For cold chain logistics, vendors need to adopt efficient refrigeration technologies to

ensure product quality is maintained under low energy conditions and to reduce carbon emissions from cold chain equipment.

- 供應商定期提供其運輸過程的碳排放數據，並實施碳減排策略。

Providers should regularly provide data on the carbon emissions of their transport processes and implement carbon reduction strategies.

- 物流運輸供應商必須遵守勞工法規，確保所有運輸司機和倉儲工人的工作環境安全、健康，並提供必要的職業健康與安全培訓和裝備。

Logistics and transport providers must comply with labour laws and regulations to ensure a safe and healthy working environment for all transport drivers and warehouse workers, and provide the necessary occupational health and safety training and equipment.

- 嚴禁任何形式的強迫勞動和歧視行為，供應商應保障員工享有公平待遇和合理工時。

Any form of forced labour and discrimination is strictly prohibited. Vendors should ensure that employees enjoy fair treatment and reasonable working hours.

- 物流供應商應努力減少對當地社區的負面影響，如降低噪音污染、交通堵塞等，並積極與當地政府合作，提供改善計畫。

Logistics vendors should endeavour to reduce negative impacts on local communities, such as reducing noise pollution and traffic congestion, and actively cooperate with local governments to provide improvement plans.

- 物流運輸供應商必須遵守所有當地和國際相關的環境、勞工和運輸法規，確保所有運輸過程符合規性要求。

Logistics and transport providers must comply with all relevant local and international environmental, labour and transport regulations and ensure that all transport processes meet compliance requirements.

- 供應商應具備必要的環保認證，如 ISO 14001（環境管理體系），以及遵守當地的環保標準和要求。

Vendors should have the necessary environmental certifications, such as ISO 14001 (Environmental Management System), and comply with local environmental standards and requirements.

- 供應商應定期提供透明的運輸過程報告，包括碳排放數據、交通事故率、運輸時間準確性等，以便企業監控其表現。

Vendors should provide regular and transparent reports on the transport process, including carbon emission data, traffic accident rates, transit time accuracy, etc., so that companies can monitor their performance.

(6) 清潔服務採購 Procurement of Cleaning Services

- 優先選擇使用低毒性、可生物降解和環保認證的清潔劑，避免含有害化學物質的清潔產品，減少對水資源和生態系統的負面影響。

Priority should be given to the use of low-toxicity, biodegradable and environmentally-certified detergents, and cleaning products containing harmful chemicals should be avoided to minimise negative impacts on water resources and ecosystems.

- 供應商應使用可再填充或可回收的清潔產品包裝，減少塑膠和不可降解材料的使用。
- Suppliers should use refillable or recyclable packaging for cleansing products and

reduce the use of plastics and non-biodegradable materials.

- 供應商應採用節水清潔技術，如高效水槍、蒸汽清潔設備，減少清潔過程中的水資源消耗。

Vendors should adopt water-saving cleaning technologies, such as high-efficiency water guns and steam cleaning equipment, to reduce water consumption during the cleaning process.

- 使用能源效率高的清潔設備，減少電力和水的消耗，同時提升清潔效果。

Cleaning equipment with high energy efficiency should be used to reduce electricity and water consumption while enhancing cleaning effectiveness.

- 清潔供應商應為員工提供公平的工資、合理的工時、福利保障和安全的工作環境，並遵守所有相關勞動法規。

Cleaning suppliers should provide employees with fair wages, reasonable working hours, welfare protection and a safe working environment, and comply with all relevant labour laws and regulations.

- 禁止童工、強迫勞動和一切形式的歧視行為，供應商應為員工提供平等的發展機會。

Child labour, forced labour and all forms of discrimination are prohibited, and vendors should provide equal development opportunities for their employees.

- 清潔工人應接受充分的職業健康與安全培訓，尤其是有關使用化學清潔劑的安全措施和個人防護裝備（PPE）的使用。

Cleaning workers should receive adequate occupational health and safety training, especially on safety measures regarding the use of chemical cleaning agents and the use of personal protective equipment (PPE).

- 應定期檢查清潔現場的安全環境，確保員工不會受到不必要的危害。

The safety environment of the cleaning site should be regularly checked to ensure that employees are not exposed to unnecessary hazards.

- 供應商必須遵守所有當地和國際清潔行業的法規標準，並能夠提供合規性報告，確保其運營符合環保和社會責任標準。

Vendors must comply with all local and international cleaning industry regulations and standards, and be able to provide compliance reports to ensure that their operations meet environmental and social responsibility standards.

(7) 保全服務採購 Procurement of Security Services

- 供應商應推廣綠色交通方案，如電動車或自行車巡邏，減少保全巡邏過程中的碳排放。

Providers should promote green transport options, such as electric car or bicycle patrols, to reduce carbon emissions during security patrols.

- 保全公司必須保障其員工享有公平的工資、合理的工時以及充足的福利保障，並確保所有保全人員的健康與安全。

Security companies must ensure that their employees enjoy fair wages, reasonable working hours, and adequate welfare protection, and ensure the health and safety of all security personnel.

- 禁止使用任何形式的童工或強迫勞動，確保工作條件符合國際勞工組織（ILO）規範。
- Prohibit any form of child or forced labour, and ensure that working conditions comply with International Labour Organization (ILO) norms.

- 供應商應提供全面的職業安全培訓，確保保全人員在執行任務時能夠正確應對人權及各種風險與突發事件，並具備必要的安全操作技能。

The vendor shall provide comprehensive occupational safety training to ensure that the security personnel are able to correctly deal with human rights and various risks and emergencies in the performance of their duties, and have the necessary skills to operate safely.

- 供應商應定期進行安全演練，以提升員工的應急處理能力。

Vendors should conduct regular safety drills to enhance the emergency response capability of their staff.

- 推動多元化和包容性政策，確保保全服務能夠吸納來自不同性別、種族和社會背景的員工，並為弱勢群體提供公平的就業機會。

Promote diversity and inclusion policies to ensure that the security service is able to absorb employees from different genders, races, and social backgrounds, and provide fair employment opportunities for disadvantaged groups.

- 保全公司應提供員工的長期職業發展計畫，通過定期的技能提升訓練幫助員工在保全行業中成長，並提升專業技能。

Security companies should provide long-term career development plans for their employees to help them grow in the security industry and enhance their professional skills through regular skills upgrading training.

- 保全供應商應完全遵守當地及國際安防行業法規，並定期提供合規性報告，確保其服務符合法律及道德標準。

Security providers should fully comply with local and international security industry regulations and provide regular compliance reports to ensure their services meet legal and ethical standards.

- 保全供應商應採取嚴格的資料保護措施，確保客戶的敏感信息得到充分保護，防止數據洩露或不當使用。

Security providers should adopt strict data protection measures to ensure that customers' sensitive information is adequately protected against data leakage or misuse.

- 應確保在應對潛在安防風險時具備良好的準備，並有清晰的應急應便和災害復原計畫。

Should ensure that it is well prepared to respond to potential security risks and has a clear plan for emergency response and disaster recovery.

9 採購過程 Procurement Process :

- 9.1 整合永續採購準則：在招標文件和採購合同中納入永續發展標準和要求。

Integration of Sustainable Procurement Criteria: Incorporate sustainable development standards and requirements in tender documents and procurement contracts.

- 9.2 風險評估：評估採購活動對環境和社會的潛在風險，並制定相應的風險管理措施。

Risk Assessment: Assess the potential risks of procurement activities to the environment and society, and develop corresponding risk management measures.

- 9.3 生命週期成本分析 Life Cycle Cost Analysis :

- (1) 生命週期分析：指在採購決策中，考慮產品或服務的整個生命週期，包括原材料採購、製造、運輸、使用和處置等階段。

Life cycle analysis: This refers to the consideration of the entire life cycle of a product or service, including the stages of raw material procurement, manufacturing, transport, use and disposal, in the purchasing decision.

- (2) 生命週期成本：進行生命週期成本分析，評估產品或服務的總成本，包括內部成本和外部成本。

Life cycle cost: Life cycle cost analysis is conducted to assess the total cost of a product or service, including internal and external costs.

- 內部成本：實際承擔並反映在財務報表中的成本，包含購買成本、運行成本、維護成本等。

Internal Costs: Costs actually borne and reflected in the financial statements, including purchase costs, operating costs, maintenance costs, etc.

- 外部成本：設備在社會、環境等方面造成的負面影響，通常不直接體現在企業的財務報表中，但仍可能通過法律、稅收、社會壓力等途徑轉嫁給企業或社會。

External Costs: the negative impacts of equipment on society, the environment, etc.

They are usually not directly reflected in the financial statements of an enterprise, but may still be passed on to the enterprise or society through legal, tax, and social pressures.

- 9.4 採購決策:透過生命週期成本分析，可以將內部和外部成本全面考慮，在進行採購決策時，可將生命週期成本分析結果較佳者納入優先考量，從而做出符合經濟效益和可持續發展的決策。

Purchasing decisions: Through life cycle cost analysis, internal and external costs can be considered in a comprehensive manner. When making purchasing decisions, the better results of life cycle cost analysis can be included in the priority consideration, so as to make economic efficiency and sustainable development decisions.

10 合約管理 Contract management

- 10.1 擬定合約草稿: 將永續發展承諾以正式或非正式(備忘錄、附件)方式寫入合約中。

Draft contract: A formal or informal (memorandum of understanding, annex) statement of commitment to sustainable development is included in the contract.

- 10.2 合約談判: 永續採購人員依爭端解決程序，以永續採購政策原則運用在與供應商談判、調停、調解或仲裁，來解決公司與供應商之間的任何爭議。

Contract Negotiation: Continuous Procurement personnel will apply the principles of the Sustainable Procurement Policy to negotiate, mediate, conciliate or arbitrate any dispute between the Company and a supplier in accordance with the Dispute Resolution Procedure.

- 10.3 合約審查簽訂: 合約經理(管理者) 和供應商應於各階段重新審查任何永續性風險（包括機會）分析，以制定相應的行動計畫。

Contract Review Signing: The Contract Manager (Administrator) and supplier shall review any sustainability risk (including opportunity) analysis at each stage to develop an action plan accordingly.

- 10.4 合約履行: 合約經理(管理者)應確保永續發展始終堅定地列入供應商的議事日程。

Contract Performance: The Contract Manager (Administrator) shall ensure that sustainability remains firmly on the Supplier's agenda.

10.5 合約績效管理: 合約期內應定期檢查供應商是否按照合約條款履行其 ESG 承諾，要求供應商定期提交 ESG 績效報告和相關證據，並採雙向評估作法有效的管理和促進公司與供應商之間的良好關係。當 ESG 標準或法律法規變化時應適時變更或調整合約。

Contract performance management: During the contract period, suppliers should be regularly checked whether they have fulfilled their ESG commitments in accordance with the terms of the contract, and should be required to submit ESG performance reports and relevant evidence on a regular basis, as well as adopting a two-way evaluation approach to effectively manage and promote a good relationship between the company and the supplier. When ESG standards or laws and regulations change, the contract should be changed or adjusted in a timely manner.

10.6 違約管理: 應依與供應商最初商定的合約履約承諾以及所取得的進展衡量等來確定終止與該供應商的關係。

Default Management: The termination of the relationship with a supplier shall be determined by the initial contractual performance commitments agreed with the supplier and by measuring the progress made.

10.7 合約分析: 應將分析結果記錄在文件中，以便為下一次採購和選商策略提供參考。

Contract Analysis: The results of the analysis should be documented to inform the next procurement and selection strategy.

11 申訴管道 Complaints Plumbing

11.1 申訴流程 Complaint Process

為使利害關係人能夠向公司提出議題、投訴和/或建議，並尋求補救，智邦設立透明的申訴管道，使利益相關者能夠報告供應商或內部採購過程中的 ESG 問題，通過「申訴舉報管理作業規範」(WIA-HR05001)、智邦官方網站申訴舉報流程管道進行申訴，收到申訴後，智邦會立即啟動調查程序，並提供匿名申訴選項，鼓勵舉報者提出問題而不必擔心報復。

In order to enable stakeholders to raise issues, complaints and/or suggestions to the company and seek remedies, WiseChip has set up a transparent grievance pipeline to enable stakeholders to report ESG issues in suppliers or internal procurement processes through the "Complaints and Reports Procedure" (WIA-HR05001), and Accton's official website's Grievance and Reporting Procedure Pipeline, and WiseChip will immediately initiate the investigation process upon receipt of the complaint. Upon receipt of a complaint, Accton will immediately initiate the investigation process and provide an anonymous complaint option to encourage whistleblowers to raise issues without fear of retaliation.

11.2 透明性與溝通 Transparency and Communication

定期於 ESG 報告上公開申訴處理的統計數據和案例分析，增加透明度並促進改進。並設立有效的溝通機制，保持與利益相關者的良好溝通，及時通報處理結果和整改措施。

Regularly disclose complaint handling statistics and case analyses in ESG reports to increase transparency and facilitate improvement. We have also established an effective communication mechanism to maintain good communication with our stakeholders and report the results of handling and corrective measures in a timely manner.

12 持續改進 Continuous improvement :

12.1 根據申訴處理的結果，分析根本原因，並制定改進措施以防止類似問題的再次發生。

Based on the results of grievance handling, analyse the root causes and formulate improvement measures to prevent recurrence of similar problems.

- 12.2 定期對相關人員進行申訴處理和 ESG 管理的培訓，提高問題處理能力和改進效率。
Conduct regular training on complaint handling and ESG management for relevant personnel to improve problem handling skills and improve efficiency.