



2023 ESG INSIGHT

SOFT-WORLD INTERNATIONAL CORPORATION

Soft-World is the largest game software distributor in Taiwan and has three core business groups: digital games, online marketing, and financial technology. Since 2020, Soft-World has issued a Sustainability Report annually. The 2023 Sustainability Report is based on GRI 2021 Standards and refers to the AA1000 Accountability Principles and Standards, Global Reporting Initiative (GRI) standards, international sustainable development trends, and peer's major items for the identification of material topics.

ENVIRONMENTAL

Soft-World has established the "Code of Practice for Sustainable Development" internal policy and the policy is resolved by the Board. The Financial Management Center is the responsible team for promoting sustainable development. It summons relevant departments to form an ESG team. The ESG team formulates strategic goals and develops specific and feasible work targets for implementation based on the major issues screening procedures and results every year.

The Financial Management Center shall report the results to the Board of Directors at least once a year. Additionally, the Board actively supervises the sustainable development and corporate governance results. Sustainability implementation results were reported to the Board on Nov 8, 2023.

Soft-World's main energy consumption comes from electricity, tap water and gasoline used in official vehicles. Although there are no direct emissions that affect the environment, Soft-World Group fully supports the government's carbon reduction policy.

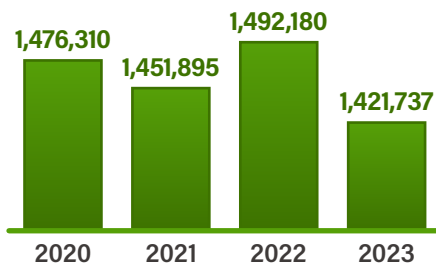
Achieved in 2023 - reduce electricity and water consumption by 1% over past 3 years.

Environmental Metrics

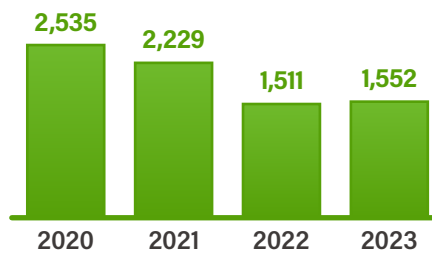
COVERAGE: 100%

Item	Unit	2020	2021	2022	2023
Electricity Consumption	kWh	2,940,857	2,892,222	2,946,613	2,844,645
	CO ₂ /kg	1,476,310	1,451,895	1,492,180	1,421,737
Water Consumption	Degrees	16,679	14,667	15,116	16,098
	CO ₂ /kg	2,535	2,229	1,511	1,552
Paper Consumption	Sheet	991,000	1,120,000	987,500	987,500
	Trees Cut	119	134	119	119
	CO ₂ /kg	17,838	20,160	17,775	17,775

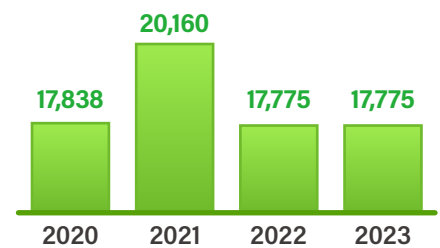
Carbon Dioxide from Electricity Usage/kg



Carbon Dioxide Produced by Using Tap Water/kg



Carbon Dioxide from Paper Usage/kg



Environmental Policy

Soft-World Group has established policies on "energy conservation, carbon reduction, greenhouse gas emissions reduction, and the management of water and other waste," outlining specific environmental protection and energy-saving measures. Soft-World Group has been actively working towards paperless operations and carbon reduction. The group has implemented an ERP system internally to minimize paper usage.

Energy Management

Committing to energy conservation and carbon reduction, our environmentally friendly practices include:

- 1. Energy control: Reduce electricity and water consumption in 3 years by 1%.**
- 2. Energy efficient products:** Priority to purchase energy-saving labels, water-saving labels, Energy Star, energy-saving facilities and other products.
- 3. Raise awareness:** Promote an energy savings and carbon reduction awareness culture.

Environmental Protection and Energy Saving Initiatives

- 1. Energy conservation management:** The Company's energy is mainly supplied by Taipower. Various energy saving measures are energy efficient equipment, such as efficient-use of air-conditioning, changing of light fixtures to LED, substantiate the practice of turning off the lights and air-conditioning when leaving the office/room.
- 2. Water conservation management:** Install automatic sensor faucets, promote water-saving measures and cultivate awareness among colleagues, and put-up slogans of "Save Water" near sinks as reminder to conserve water.
- 3. Emissions management:** Switch off car engines when in public and car parks to reduce exhaust emissions. Company vehicles are periodically serviced to adhere with exhaust standards.

Commitment to Green Products

Soft-World ensures that products purchased by the Company meets energy-saving standards, harmful substances standards and environmental protection-related control.

Waste Management

Soft-World Group promotes waste reduction and recycling initiatives, actively striving to minimize waste. In addition to raising awareness and strengthening waste management practices among all employees, the office areas are clearly marked with waste classification signs and provide ongoing education on waste sorting.





Climate Change

Following the TCFD framework, Soft-World identifies and analyzes climate-related risks and opportunities to make decisions regarding the disclosure of climate-related financial information. This approach helps mitigate operational risks and supports the Company's transition towards a low-carbon future.

GOVERNANCE

Management-level responsibility for assessing & managing climate-related risks & opportunities. General manager consults with relevant internal managers to review the Company's risk assessment and response strategies.

STRATEGY

The most direct impact on Soft-World operations from climate change is an increase in electricity bills and the carbon neutrality policy.

Soft-World actively improves energy efficiency and reduces operating costs. We are well aware that if we fail to respond to trends (regulations) and take proactive and sustainable actions, we may not be favored by the public and consumers.

RISK MANAGEMENT

Through cross-departmental discussions and risk assessment framework processes, supplemented by a risk matrix map, materiality of risks and opportunities with impact exceeding NT\$10million are included in analysis.

3 highest impact and most likely probability of occurrence risks are:

1 Typhoons

2 Carbon Neutrality & Trends

3 Corporate Reputation Risks

METRICS & GOALS

Reduce electricity and water consumption by 1% in three years.

Based on the risk identification results, management indicators related to climate change are set, and the progress of achieving goals and actual performance are regularly reviewed, while the impact of operations and potential impacts are reviewed.

Workforce

Soft-World was awarded the Gold Award in the "2023 Happy Enterprise" for the technology R&D industry by 1111 Job Bank.

2023 Employee Structure

Item		Male		Female		Total	
		Number	%	Number	%	Number	%
Total		580	52.35%	528	47.65%	1,108	100.00%
Position	Management Level	45	4.06%	18	1.62%	63	5.68%
	General Employees	535	48.29%	510	46.03%	1,045	94.32%
Employment	Full-time	560	50.54%	512	46.21%	1,072	96.75%
	Part-time	20	1.81%	16	1.44%	36	3.25%

Employees include 0.27% indigenous employees; 2.07% foreign employees and 0.9% employees with disability. Soft-World creates a friendly and caring workplace environment to employ people with disabilities. In 2023, the number of employees with disabilities complies with government regulations.

Employee Stock Ownership Trust (ESOP)

Program	Criteria	Employee Coverage
Soft-World Treasury Stock Subscription	Full-time employees of domestic and overseas subsidiaries who have worked for at least one year before the subscription cutoff date or have made special contributions approved by the Board of Directors. Contract workers are excluded.	100%
SUBSIDIARY Neweb Technologies Employee Stock Option	Full-time employees and employees of controlled or affiliated companies.	100%

Turnover

The Company will analyze and consider factors that lead to personnel resignation and develop improvement plans, which will serve as a reference for future revisions to the management charter and welfare system.

2023 Turnover Rate	Male	Female	Total	%
Newly Onboarded	93	91	184	16.61%
Resignations	126	121	247	22.29%

Human Resource Risk and Response

Risk Impact Description

The cultivation of talents, developing software design talents, and hiring are not easy, and the industry competition is fierce.

Poaching technical personnel from each other can easily lead to manpower shortages and gaps in professional capabilities.

Evaluation Result

Pay attention to how employees interact with colleagues, and review and check human capital.

Optimize recruitment pipelines and processes, pay attention to the salary and employee welfare measures, and strengthen employee care measures.

Executive employee education training improves essential learning.

Risk Management Policy

Establish a talent database to enhance employees' loyalty, recognition and work satisfaction for the Company, thereby reducing the risks of talent loss and labor disputes.



Human Rights

Soft-World voluntarily follows the "United Nation's Universal Declaration of Human Rights (UDHR)", "The United Nations Global Compact", "United Nations Guiding Principles on Business and Human Rights", "International Labor Organization (ILO)", and other internationally recognized human rights standards, to cease all violations and breaches of human rights, and to comply with labor-related laws and regulations where the Company operated.



Prohibit any form of discrimination



Prohibit forced labor and child labor



Respect employee freedom of association



Provide equitable and reasonable compensation and working conditions



Create safe, hygienic and healthy working environment

The Company actively performs specific improvement plans to mitigate human rights risks, creates an excellent working environment, and takes the following measures:

1. Human rights due diligence investigation process.
2. Human rights protection training practices: The Company promotes relevant laws and regulations for compliance at the Company's orientations, provides sexual harassment prevention courses, substantiates workplace bullying prevention briefing, and offers a complete series of occupational safety training.

Pay Equality

Soft-World selects and employs personnel according to the qualifications of each position. The salary and benefits of personnel at all levels will not be treated differently based on gender or sexual orientation, and we are committed to implementing equal pay for equal work. All employees enjoy equal development opportunities regardless of gender, age, region or class.

Gender Equality

Temporary Suspension of Employment Without Pay

To promote gender equality, Soft-World give employees the option to apply for “temporary suspension without pay” when they need to take a longer period of leave due to childcare, serious injuries, major accidents, etc. When personal or family circumstances change, employees can apply for reinstatement.

Maternity and Paternity Leave

The Company provides equal maternity leave and paternity leave for men and women. Before the child reaches 3 years old, you can apply for “parental leave without pay” in accordance with the law. When family circumstances and newborn care needs change, employees can apply for reinstatement.

Extended Leave	2021			2022			2023		
Number of Applicants	M	F	Total	M	F	Total	M	F	Total
Temporary suspension w/o pay (A)	5	8	13	2	6	8	9	5	14
Parental leave w/o pay (B)	0	8	8	2	7	9	0	9	9
Applicants reinstated to their positions (C)	2	6	8	2	5	7	5	12	16
Retention rate (C/(A+B))	40%	37.5%	38.1%	50%	38.46%	41.18%	55.56%	78.57%	69.57%

Employee Evaluation

100% of employees (full-time employees and part-time student workers) participate in the annual performance assessment and evaluation. Hourly employees (within the General Affairs unit) handling miscellaneous tasks are not subject to evaluation.

Employee Communication

We have provided employee opinion channels and hold regular labor meetings.



Employee Benefits

Available to all eligible full-time employees:

Various Bonuses

- Opening Bonus
- Dragon Boat Festival Bonus
- Mid-Autumn Festival Bonus
- Labor Day Bonus
- Christmas Bonus
- Year-End Bonus and Performance Bonus

Various Gifts

- Birthday Gift Allowance
- Wedding, Funeral, and Celebration Gift Money
- Care Packages for Illness or Injury

Meal and Travel Allowances

- Quarterly Dining Allowance
- Annual Travel Subsidy
- Annual Social Event Subsidy
- Annual Spring Banquet

Health and Well-Being

- Annual Employee Health Check-ups
- Group Insurance for Employees

Other Benefits

- Subsidies for Lunch and Vending Machine Discounts
- Parking Space Subsidy
- Employee Lounge
- Applications for Employee Skill Development Courses

Women-Friendly Workplace

- Menstrual Leave
- Nursing Rooms
- Parental Leave
- Family Care Leave



Pension

Pension System	Pension Contribution Party	Median Salary Contribution Ratio	Contribution Account	Employee Participation in Retirement Plans
Old Pension System	Employer	2%	Bank of Taiwan	100%
New Pension System	Employer	6%	Labor Insurance Bureau Employee Personal Pension Account	
Personal Retirement Fund	Employees (voluntary basis)	0~6%		

Talent Training and Development

Talent is the cornerstone and most important asset of a business. Soft-World cultivates relevant R&D and operation management talents, encourages employees to continue their studies, improves employee knowledge, overall quality and business performance, and provides colleagues with challenging project execution.



New Employee Orientation and Training

In order to allow new employees to accelerate the training arranged by the company's system and regulations.



Occupational Safety and Health Education and Training

In order to prevent occupational disasters and ensure the safety and health of workers, we handle labor health protection matters such as health management, occupational disease prevention and health and wellness promotion.



Overseas Training

The company selects personnel to participate in government law promotion seminars or training organized by external training institutions.



In-Department On-the-Job Training

At the work site, supervisors or senior colleagues will guide the execution of actual work and learn the skills and knowledge required for the work.

Employee Training and Development	Number of People	Total Time	Training Hours Per Employee
Company Provided: Orientation	136	380	2.79
Company Provided: Workplace Safety & Health	363	409	1.13
Company Provided: Department Job-specific Training	2,362	4,883	2.07
Outsourced Training	86	1,041	12.1
Total	2,947	6,712	2.28

University Collaborations

Soft-World actively participates in public associations and organizations. We are a director for the Taiwan Industry-Academia Collaboration Association. It serves as a bridge for communication and cooperation among industry, government, academia and research, and uses its own platform network and resources to promote talent and technology exchanges and the establishment of industry-university cooperation.

Soft-World has promoted an intern program every year since 2018, putting on courses in design fields such as "Game Art", "Multimedia Production", "Graphics", "Design", "Music Creation", and "Audio and Video Recording", collaborating with more than 20 universities to establish long-term industry-university cooperation.

Through a one-year solid training course, we focus on the functions required by industry talents and teach the industry in depth, including knowledge and professional skills, and enhance students' practical production and accumulate experience.

To date, the Company has trained 136 interns, with over 20% passing the completion assessments and being offered full-time positions, achieving a seamless transition from graduation to employment.

Year	2020	2021	2022	2023
Academia Industry Internships	17	17	19	9

Community - cultivating talent: Cash Prize Sponsorship

Soft-World began to sponsor all cash prizes for the digital game category of the KT Awards for technology and art creation competitions since 2014 for 9 consecutive years to encourage more talent to join the industry.

Supplier Management

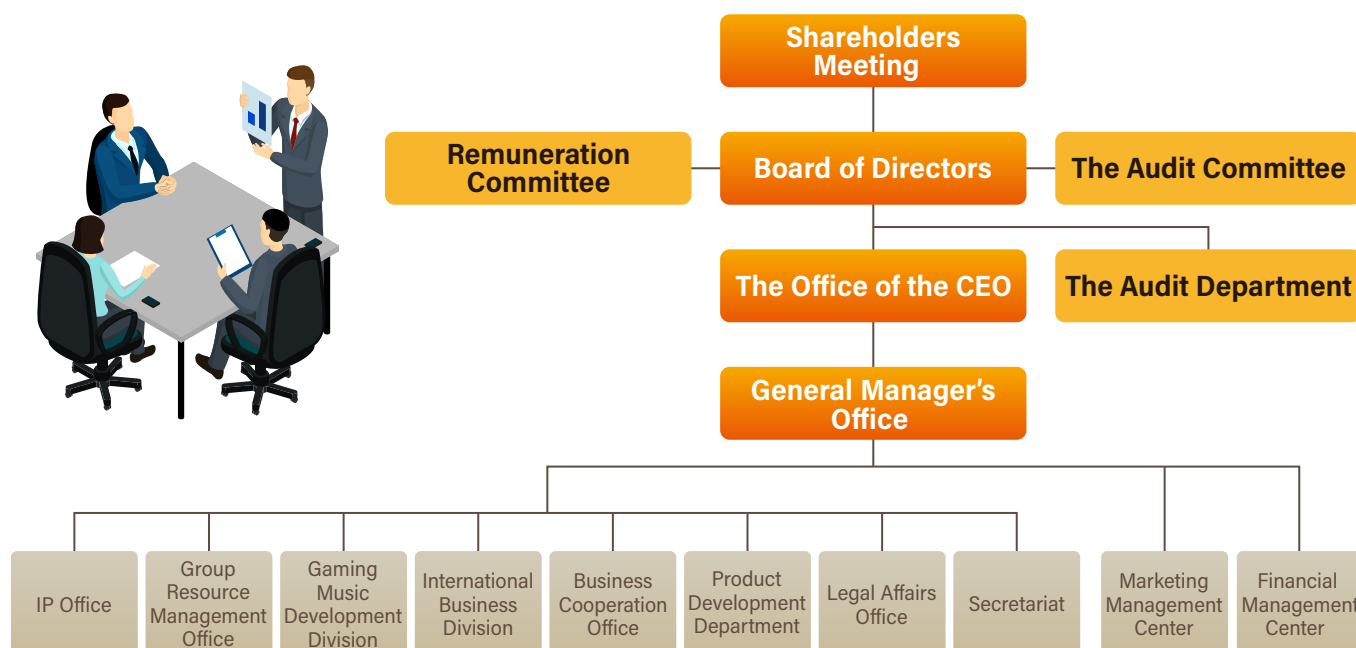
We are committed to environmental improvement and fulfilling social responsibilities, and Soft-World company members and cooperative suppliers should abide by the established "Ethical Code of Conduct" to prohibit all corruption and any form of malpractice in order to implement the purpose of operating with integrity.

When signing contracts with the major suppliers, if the Company finds that the supplier has violated its own corporate social responsibility policy, which has a significant impact on environmental protection, occupational safety and health, or labor human rights, it is proposed to have the business transactions ceased temporarily or permanently.

SCOPE OF AGREEMENT		ITEMS OF AGREEMENT
	Human Rights	<ul style="list-style-type: none"> No child labor, dangerous labor or illegal labor. Supplier employees shall have labor insurance.
	Ethics Practice	<ul style="list-style-type: none"> Policies governing ethical corporate management, dispute/complaint channels are in place as well as promotion of ethical conduct and anti-corruption with suppliers. Adhere to ethical codes and standards, regulatory policy to avoid litigation.
	Occupational Safety	<p>To reduce occupational injuries, suppliers should comply with "Occupational Safety and Health Act" and its management and enforcement rules, construction standards, and safety handbooks.</p> <p>Major incidents should be reported to labor inspection units within 24hrs.</p>
	Environment	<ul style="list-style-type: none"> Prepare action plans in response to different stages and progression of COVID and diseases. Comply with legal requirements for inspections and reporting.

GOVERNANCE

Organizational Structure



Sustainability Management

Soft-World has formulated a "Code of Practice for Sustainable Development" for colleagues to abide by. Relevant departments have established a sustainable development promotion team. Regular meetings are held to plan strategies and actions to promote ESG. The implementation of sustainable development is reported to the board of directors regularly every year.

Soft-World formulated relevant best practice principles, such as: "Corporate Governance Best Practice Principles," "Ethical Corporate Management Best Practice Principles," "Guidelines for the Adoption of Ethical Conduct," and "Corporate Social Responsibility Best Practice Principles" for the compliance of the Company's employees.

Soft-World has set a goal to include a third functional committee to oversee corporate governance and sustainability matters.

Board of Directors



**Board election
on June 24, 2024**



**40%
Independent
Directors**



**40%
change in Board
Composition**

The 11th term of board of directors was elected on June 24, 2024, comprises of 40% newly elected members and consists of 10 directors, including 4 independent directors. 2 board meetings were held since the election, with 100% attendance.

The 10th term of board of directors convened 5 times in 2023, with an attendance rate of 96%.

Position	10 th Term	11 th Term Effective Date: 2024/06/24	Gender (11 th term)	Audit Committee	Remuneration Committee	2023 Board Attendance Rate (%)
				Meetings 7	Meetings 2	Meetings 5
Chairman (President)	WANG, CHIN-PO	V	M			100%
Director	WANG, CHIUNG-FEN	V	M			100%
Director	CHIEN, CHIN-CHENG	V	M			100%
Director	CHANG, HUNG-YUAN	V	M			100%
Director	SHIH, MING-HAO	Gloria Material Technology Corp.				80%
		CHEN, CHENG-WEN	M			-
Director	WU, AIYUN	HSU, YU-JEN	M			-
Independent Director	SHYU, SO-DE	V	M	Convener	Convener	80%
Independent Director	LIN, HSUAN-CHU	V	M	■	■	100%
Independent Director	CHUANG, PI-HUA	TSAO, WEI-CHIEH	M	■	■	-
Independent Director	PAN, MING-TSAN*	WANG, CHIH-CHENG	M	■	■	-

Note: Inaugurated on June 26, 2023

The Chairman also serves as the President of the Company to improve operating efficiency and decision-making ability. The Chairman closely communicates the Company's current operations, plans, and policies to the directors to substantiate corporate governance. The Company intends to have additional independent directors appointed to enhance the function of the Board of Directors and the effectiveness of supervision.

Soft-World has the following specific measures in place:

🔹 BOARD EXPERTISE

The current directors are experts in financial accounting and operational management, and can perform supervision effectively.

🔹 BOARD EDUCATION

Every year we arrange directors to take professional director courses provided by external institutions, such as Securities & Futures Institute, to enhance the operation of the board.

🔹 EFFECTIVE DISCUSSION

Members of the Board discuss on issues thoroughly and make suggestions for reference to implement company governance.

🔹 LIMITED EMPLOYEES ON BOARD

Over half of directors among the members of the Board are not concurrently serving as employees or managers.

Diversity and Independence of the Board of Directors

The Company has adopted the candidate nomination system for the election of directors in compliance with the requirements of the Articles of Incorporation.

The overall composition of the Board of Directors shall be taken into account while selecting directors, including: Operational judgment and management ability, accounting and financial analysis ability, crisis management ability, industry knowledge, international market prospect, leadership, decision-making ability, etc., also, it shall be resolved by the Board of Directors and then submitted to the shareholders' meeting for election.

The Company values the importance of gender equality in the composition of the Board of Directors. The Company will strive to increase the proportion of female directors continuously.

Audit Committee

Notably independent directors SHYU So-De and LIN Hsuan-Chu are extensive financial experts both having PhD in Finance.

Soft-World has set a goal to increase female board representation.

Internal Audit

The purpose of the internal audit is to assist the board of directors and managers to inspect and review internal control systems and measure operating efficiency. Our internal audit unit regularly analyzes and evaluates the risk of unethical conduct (annual self-evaluation report). We formulate relevant audit plans according to the result and schedule specialized check by accountants for exceptional situation.

New addition of "Internal Control System" and Internal Audit Regulations" was approved by the Board of Directors on March 6, 2024.

Ethical Practice

Soft-World established the "Soft-World International Ethical Corporate Management Best Practice Principles", "Code of Ethical Conduct" and "Work Rules" to implement ethical corporate management and culture.

Senior management and Board members are responsible for supervision based on integrity when performing the operation to create an operating environment for sustainable development.

- Prohibit any and all forms of bribery, corruption, extortion and embezzlement.
- Prohibit illegal policy contribution.
- Prevent individual behaviors from damaging the interest and goodwill of the Company.
- Ensure compliance with related laws and regulations and the code of ethical conduct for business.
- Insiders shall abide by laws and regulations in relation to insider trading and shall not engage in securities trade with undisclosed information.

President Office of the Company instructed relevant units to promote ethical corporate management and reported the implementation results to the Board of Directors on November 8, 2023.

A total of 0 external reporting cases and 0 employee reporting cases were handled in 2023, and there was not any material unethical conduct occurring. No political contributions were made in 2023.

Ethical Training

We establish the employee training plan every year and arrange courses involving governance and ethical corporate management. In 2023, we arranged up to 379.5 hours of courses involving ethical corporate management for 136 employees.

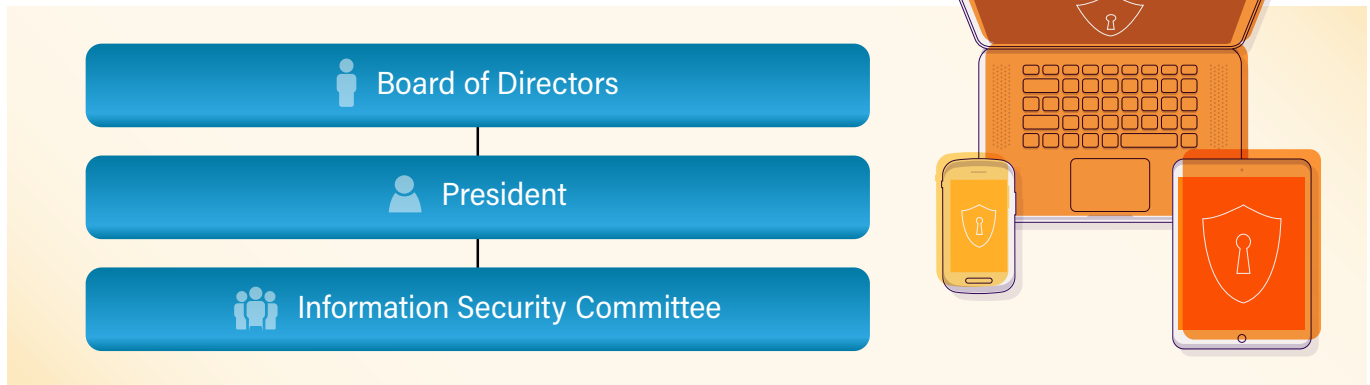
Information Security Risk Management

Management Systems

System \ Company	Soft-World	Efun International	Neweb Technologies	ezPay
ISO 27001 Information Security Management	Under Assessment	Expected 2025 Certification	Certified 2024/11 ✓	Certified 2023/7 ✓
PCI-DSS 4.0 Payment Card Industry Data Security Standard				Certified 2024/6 ✓

Information Security Committee

Responsible for planning internal information security policies, executing information security management measures, and promoting and implementing information security policies. At least two meetings are held every year. (2 meetings were held in 2023).



Audit Department

Audit unit for information security supervision and conducts audit operations according to a schedule. If any defects or risks are found, the audited unit will be asked to conduct a review and propose a specific improvement plan and schedule, and regularly track the improvement progress, to reduce information security risks and implement information security policies.

No major information security incidents in 2023.

Response Measures

Personal Information Risks



Identified Information Security Risk	Evaluation Result	Risk Management Policy
<ul style="list-style-type: none"> Risk due to leaked personal information and business secrets, malicious programs. The risk of being stolen, tampered with or plagiarized by unauthorized persons. 	<p>Membership information is subject to strict encryption and custody, the use and analysis requirements of membership lists are subject to relevant regulatory management and control, and there is a record of system data access, and regularly backed up.</p>	<p>The key items of relevant knowledge and information are included in the audit focus and inspected accordingly.</p>

Fraud Prevention

Soft-World collaborates with the police to prevent point fraud through measures like the "Care Question Pop-up Window", "Sales Monitoring System", "Member Identity Re-verification", and "24-hour Monitoring Mechanism" to protect player safety. The company also partners with the Kaohsiung City Investigation Bureau to enhance digital security. Additionally, Soft-World has re-certified member accounts with double authentication and a real-name system. Accounts with suspicious activity, such as abnormal deposits or sudden large point increases, are automatically frozen for verification to prevent fraud.

Overarching Information Security Risk Management Measure

Cyber-attacks pose risks of network intrusion, operational disruption, reputational damage, and theft of sensitive information. To mitigate these threats, we've implemented "Information Security Management Regulations" and rules for data security, alongside firewall policies and procedures to manage and control information security risks.

Protection measures for important networks and servers as follows:

1 Information security regulations and procedures:

To enforce information security management, we have established the "Information Security Management Regulations" and their enforcement rules for implementing information security management, strictly managing data utilization and maintaining security, firewall policies, application procedures, and controls to reduce company information security risk.

2 Timely enhance security protection:

Endpoint detection and response software have been deployed targeting important servers. The strengthening of inadequate protection against Advanced Persistent Threat (APT), the server's last line of defense detection and quick response and disposal can enhance the Company's information security.

3 Backup mechanism:

We have established a database backup mechanism and store backup media offsite to reduce the risk of data loss. We simulate situations and test regularly to ensure the normal operation and data security of information systems to reduce unexpected system disruption caused by natural disasters and human negligence, to comply with the planned target system recovery time.

Information security regulations and procedures

In order to implement information security management, the company formulates "Information Security Management Measures" and related operating rules, implements information work plans accordingly, strictly manages the use and security maintenance of data, firewall policies, application procedures, and controls to reduce company information security risk.

Add security protection when appropriate

Deploy endpoint detection and response software for important servers, strengthen the protection against advanced threats (ATP), detect the last line of defense for servers, and enable quick response and early processing, increasing the Company's information security.

Backup mechanism

The Soft-World information system architecture establishes a database backup mechanism and sends backup media to off-site storage to reduce the risk of data loss. Daily simulation tests are conducted to ensure the normal operation of the information system and data preservation. The risk of unexpected natural and man-made disasters as well as system interruption caused by negligence must be accounted for to ensure that the expected system recovery target time is met.

Privacy Policy

Soft-World privacy policy stipulates terms including the collection, purpose of use, period of use, location of use, sharing of user data and applications of user data. The Privacy Policy clearly states user data will only be used for the agreed services and related Soft-World internal scope, and will not be transferred to third parties or for other purposes. User data may be provided to affiliated suppliers to fulfill contractual obligations.

Subsidiary Enhancements in Security

Soft-World continues to implement leading data protection practices to enhance user data security.

Collaboration with PNPSECURE

In January 2024, Soft-World entered into agreement with Korean IT security company PNPSECURE, through Fast Distributed Cloud Computing Co., Ltd, our subsidiary that provides professional server room planning, cloud services, and IT security mechanisms.

The collaboration will see the introduction of the advanced information security system DBSAFER. DBSAFER is a series of products by PNPSECURE which provides access control management for DB, System and OS; as well as the industry's only comprehensive account management that integrates multiple OS and DBMS accounts. Its "privileged account management" technology is the standard for global information security and personal information compliance. Compliance that has satisfied and obtained international certification.

Advancements in FinTech

Soft-World subsidiary, New Technologies Co., Ltd. is engaging in a full range of digital financial services from online to offline, and strives to construct a financial payment ecosystem. The core business NewebPay qualified for the "Third Party Payment Service Capability Registration" of the Ministry of Digital Affairs last year and became the first group of domestic operators to pass the review. The Company will introduce more transaction control measures continuously in the future in order to provide convenient collection and payment services with the information security taken into consideration.

Grievance Reporting and Whistleblowing Practice

Employees can report unethical behaviors to the "suggestion box" or the "whistleblowing email" for the responsible personnel of the Financial Management Center to take over a case.

Our document and data, and the record and archive after survey, are treated as confidential documents. All staffs handled this information are responsible for full confidentiality on the process with their participation.

We ensure the non-retaliation and confidentiality of whistleblowers.

Unethical or illegal conduct due to Soft-World's operations or employees may be reported through the following channels:

Employee suggestion email	suggest@soft-world.com.tw
Sexual harassment appeal email	protect@soft-world.com.tw
Whistleblower	whistleblower@soft-world.com.tw
Taipei employee appeal line	(02) 2788-9188 ext. 229
Kaohsiung employee appeal line	(07) 8150988 ext. 261

No valid case of external or employee whistleblowing was handled and no major unethical conduct occurred in 2023.