2024

ESG Report

Category

Chapter 1: About This Report

1.01 Message from the Management

NewRetail upholds a governance philosophy of "dedication, professionalism, and discipline" and builds brand value upon the principles of "integrity, innovation, and excellence in quality," striving to become the most distinctive and representative e-commerce platform in Taiwan.

In our pursuit of corporate sustainability, we firmly believe that a company's value lies not only in the enhancement of operational performance, but also in its responsibility to society and the environment. Guided by the philosophy of "innovation, sustainability, and shared prosperity," we actively promote various eco-friendly initiatives, such as optimizing product packaging design, supporting the installation of solar power systems, and introducing smart warehousing and real-time management systems to continuously enhance resource efficiency and reduce carbon footprint. We integrate corporate social responsibility into daily operations and further embed it into the core of our corporate culture. Through consistent and tangible actions, we have transformed these values into a strong driving force for sustainable transformation, creating a lasting and positive impact on society.

Looking ahead to 2025, amid ongoing global political and economic shifts and the rapid evolution of the e-commerce industry, we are aware that only through continuous innovation and flexible strategic adjustments can we remain steady in a highly competitive market. We are stepping beyond traditional operational frameworks, strengthening collaborations with suppliers and consumers, and forming strategic alliances to offer diverse products. Together, we are building a multi-faceted consumer platform centered on a "points-based economy" with "sports and leisure" as its main theme. We aim to connect the entire consumer ecosystem through the points mechanism, enhance customer loyalty and brand value, and share the fruits of growth with our partners to achieve a win-win outcome.

This year marks the first time NewRetail has compiled an ESG Sustainability Report. In addition to disclosing current planning systems and implementation results, we sincerely invite all stakeholders to learn more about our efforts and commitments in corporate governance, employee care, supply chain management, environmental protection, and community engagement. We look forward to continuously gathering valuable feedback through transparent communication and sincere dialogue, moving together toward a more sustainable and inclusive future.

1.02 About NewRetail

In 2024, NewRetail officially became part of the Taiwan Steel Group. Its core services include e-commerce operations and logistics warehousing. Upholding the management philosophy of "dedication, professionalism, and discipline," the company continues to cultivate the market, starting from customer needs, by providing quality products and services to meet market demands and create a win-win outcome for both shareholders and society.

Item	Description
Company Name	New Taiwan Steel Retail Co., Ltd.
Company Type	OTC-listed Company (Taipei Exchange)
Industry	E-commerce
Established	1994
Paid-in Capital	NT$690,193,000
Chairperson	Ms. Yun-Chin Lee
Headquarters	6F., No. 15, Ln. 128, Xinhu 1st Rd., Neihu Dist., Taipei City, Taiwan
Main Products & Services	Online retailing and logistics warehousing services
Number of Employees	56 (as of December 31, 2024)
Subsidiaries	Jiu-Xin Logistics Co., Ltd. (Taiwan) Tokyo Fashion Co., Ltd. (Taiwan)

Operational Advantages of NewRetail
- Product Diversification
    - NewRetail offers a wide range of products, including apparel, health supplements, computer software, and team-related merchandise.
    - A points-based membership system has been established to enhance customer loyalty.
- Warehousing and Logistics Integration Capabilities
    - A warehouse is set up in Chiayi, equipped with a Warehouse Management System (WMS) to effectively control the inflow and outflow of products.
    - Collaborates with local logistics providers to achieve fast delivery and seamless integration of forward and reverse logistics, improving shipping efficiency and reducing return costs.
    - Offers highly customized picking services. Picking, packaging, and labeling can be tailored to various product requirements, flexibly meeting diverse sales demands and helping clients create a high-quality logistics experience.

1.03 Report Information

This report was compiled by the Management Department of NewRetail. All information and data were reviewed and confirmed by the report convener and department heads, and officially released upon the approval of the Board of Directors. The content of this report follows the Global Reporting Initiative (GRI) Standards and discloses NewRetail's key strategies, goals, and actions for each material topic based on GRI's reporting principles. For details, please refer to Appendix I – GRI Content Index.

1.03.1 Compilation Basis

This report is prepared with reference to the GRI Standards issued by the Global Reporting Initiative (GRI) and in accordance with the "Rules for the Preparation and Filing of Sustainability Reports by TWSE Listed Companies" published by the Taiwan Stock Exchange. Relevant indices are provided in the appendix.

1.03.2 Reporting Period and Frequency

The reporting period aligns with the company's consolidated financial statements, covering January 1, 2024 to December 31, 2024. To ensure completeness and comparability, some chapters may include information beyond this period, which will be noted accordingly.

The company publishes a Sustainability Report annually, which is made available on the company's website.
This report is scheduled to be released in August 2025.

1.03.3 Reporting Scope and Boundary

The scope of this report is consistent with the entities included in the company's consolidated financial statements, covering the Taipei headquarters and the Chiayi warehouse center. A full list of entities can be found in the consolidated financial reports published on the Market Observation Post System (MOPS).

1.03.4 Restatement of Information

There were no restatements of information in this report.

1.03.5 External Assurance

This report has not been assured or verified by any independent third-party assurance provider.

1.03.6 Contact Information for ESG Inquiries

If you have any questions regarding the content of this report, please contact:

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ESG Website: www.newretail.com.tw

Address: 6F., No. 15, Ln. 128, Xinhu 1st Rd., Neihu Dist., Taipei City, Taiwan

Chapter 2、 Sustainable Operations

2.01 Sustainability Development Strategy

Based on the three ESG dimensions—Environmental, Social, and Governance—NewRetail has established the following sustainability strategies:

Dimension	Stradegy
environmental protection	1. Choose environmentally friendly product packaging materials (such as purchasing recyclable packaging materials, choosing lighter packaging materials) 2. Recycle packaging materials (such as second-hand boxes or recycling boxes, etc.) 3. Implement energy conservation policies or use clean energy
Corporate Governance	1. Conduct training for board members and employees (e.g., anti-corruption, insider trading) 2. Strengthen internal audit and control systems 3. Enhance transparency in financial information
Social Responsibility	1. Improve employee care 2. Prioritize social involvement, including occupational safety, talent development, and community engagement

The company continues to monitor both domestic and international sustainability trends and will hold meetings periodically to adjust its sustainability strategy in line with global developments.

2.02 Mechanism for Promoting Sustainability

2.02.1 Governance Structure for Promoting Sustainability

To fulfill its ESG vision and mission, NewRetail has established a "Sustainability Development Task Force" as the company's internal ESG governance unit. This task force is led by Chairperson Ms. Yun-Chin Lee and includes department heads from across the company. It is responsible for planning, decision-making, and oversight of the company's major ESG strategies, ensuring the effective implementation of related policies and goals. Results are reported to the Board of Directors annually, enabling regular reviews and strategic adjustments when necessary.

To further enhance ESG implementation, two subcommittees have been formed under the task force:Corporate Governance Committee and Employee Care Committee

Each is led by a manager appointed by the chairperson and is responsible for:

- Identifying ESG issues relevant to company operations
- Formulating management strategies and goals
- Compiling the annual sustainability report

The heads of each subcommittee regularly evaluate performance and report progress to the chairperson to ensure the ongoing refinement and execution of the company's sustainability strategy.

Sustainability Governance Framework:

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                    ┌─────────────────┐
                    │   Chairperson   │
                    └────────┬────────┘
              ┌──────────────┴──────────────┐
    ┌─────────────────────┐       ┌─────────────────────┐
    │ Corporate Governance│       │    Employee Care     │
    │     Committee       │       │     Committee        │
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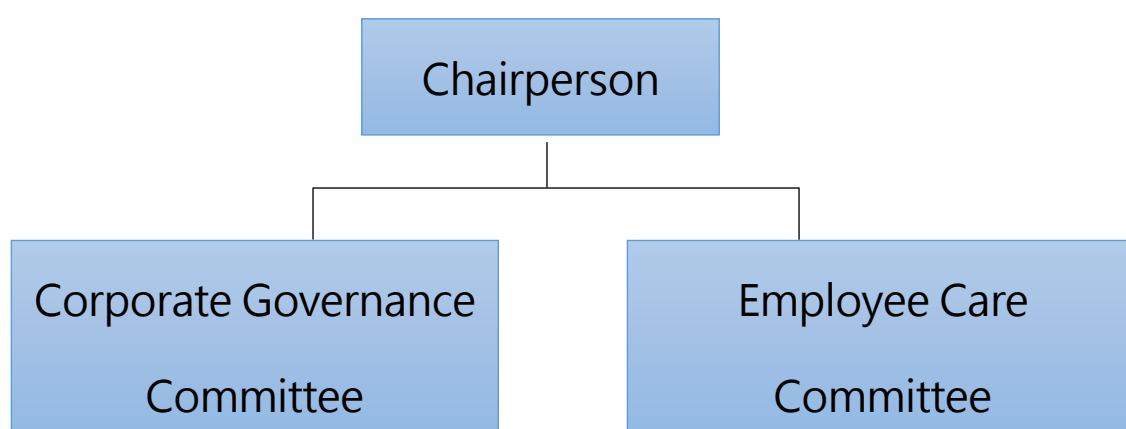
2.02.2 Operational Status

In addition to regular reports on ESG strategy execution, the Sustainability Development Task Force is required to report investigation results and response actions to the Board of Directors in the event of major ESG-related incidents—such as serious grievances or significant negative impacts. No such incidents occurred in 2024.

2.03 Board of Directors and Functional Committees

2.03.1 The Board's Role in Sustainability Governance and Achievements

2.03.1.1 Role in Sustainability Governance and Supervision

The Chairperson is responsible for providing strategic direction and oversight of long-term operations. Each year, the Sustainability Development Task Force formulates ESG strategic guidelines based on material issues and the company's vision and reports them to the Chairperson for review and approval before implementation.

The task force conducts materiality assessments annually, distributing ESG topic surveys to senior management and stakeholders to evaluate the economic, environmental, and social impacts of various ESG issues. Based on the results, the year's material topics are identified and reported to the Chairperson.

Each subcommittee under the task force is responsible for defining sustainability initiatives, performing risk assessments, and formulating corresponding responses. Meetings are held as needed to assess risk trends and project status, with updates submitted to the Chairperson.

2.03.1.2 Performance Evaluation of Sustainability Oversight

Board Performance Evaluation

To improve governance and the Board's effectiveness, NewRetail has implemented a performance evaluation system. Annual self-evaluations are conducted for the Board, the functional committees (Audit Committee and Remuneration Committee), and individual directors. These assessments cover expertise, understanding of duties, participation in operations, internal controls, and continued education. In 2024, the Board and committees were rated as "Excellent" and results were reported to the Board.

2.03.1.3 Continued Education on Sustainability

To enhance the Board's collective knowledge of governance and sustainability, the company not only provides updates on laws and regulations but also actively arranges training sessions.

In 2024, all directors completed a total of **51 hours** of training, of which **24 hours (47%)** focused on sustainability-related topics. The details are as follows:

Date	Course Title	Hours
2024/04/12	ESG Policy and Net Zero Carbon Emissions: Impact on Financial Reports	6
2024/04/16	Effective Internal Control in Sustainability Reporting	3
2024/08/06	Real Value from Circular and Low-Carbon Innovation: Understanding Circular Economy Governance	3
2024/12/05	Key Elements of ESG Reports	3
2024/12/05	Essentials of ESG Evaluation Design	3

2.03.2 Board Structure and Operations

2.03.2.1 Composition and Diversity

The current Board term is from November 26, 2024, to November 25, 2027, and includes 9 directors, of whom 4 are independent directors and 5 are women, accounting for 56% of the Board.

Details of individual members can be found on pages 2–7 of the company's Annual Shareholders' Report.

Board Diversity Summary:

ITEM	Classification	Proportion
Gender	Male	44%
	Female	56%
Age	40–50	44%
	51–60	56%
	61 and above	0%

2.03.2.2 Operational Status

The Board meets at least once per quarter. In 2024, 17 board meetings were held with a 100% attendance rate.

The Board plays a critical role in monitoring and guiding the executive team to comply with laws, enhance transparency, and ensure strategic decisions align with the company's long-term value. The management team regularly reports on operations, strategy, and key issues to maintain open and effective communication.

To strengthen governance and efficiency, NewRetail:

1. Expanded the number of independent directors to four (44% of the Board).
2. Provides directors with liability insurance to ensure their responsibilities and protect shareholder interests.
3. Appointed a Corporate Governance Officer to facilitate communication between the company and the Board.
4. Conducts annual performance evaluations for the Board and functional committees.

2.03.2.3 Nomination and Selection

The Board, as the highest governance body and decision-making entity of NewRetail, follows a candidate nomination system and promotes diversity. The qualifications of

all nominated directors—proposed by either shareholders or directors—are reviewed before elections, and key selection criteria include:

1. Decision-making capabilities, alignment with corporate values, and contribution to strategic management.
2. Relevant industry experience and skillsets.
3. A mix of expertise across strategy, accounting, finance, law, and crisis management.

For independent directors, special emphasis is placed on independence and professionalism, with the expectation that their external perspective contributes to both innovation and effective oversight.

2.03.2.4 Conflict of Interest Avoidance

The Chairperson also serves as CEO. To prevent conflicts of interest:

1. The Chair abstains from discussions and voting on proposals involving personal interests.
2. Compensation-related proposals are delegated to the Remuneration Committee.

In accordance with Article 15 of the company's Board Rules, any director with a conflict of interest must declare its nature, abstain from discussions and voting, and not act on behalf of others. All such declarations are recorded in the meeting minutes.

Conflict of interest cases in 2024 are detailed on pages 23–24 of the Annual Shareholders' Report.

2.03.2.5 Remuneration Policy

1. Director Remuneration Structure

The remuneration of directors includes fixed compensation and performance-based rewards:

Fixed Salary: Directors do not receive regular salaries, except for independent directors who receive a fixed monthly salary of NT$30,000.

Performance-Based Rewards: In accordance with the Company's Articles of Incorporation and the "Director and Managerial Remuneration Policy," directors may receive remuneration of up to 5% of annual profits, depending on company performance and each director's level of involvement and contribution. Market benchmarks are also considered when determining compensation.

2. Executive Compensation Structure

Managerial personnel receive both fixed and variable compensation:

Fixed Compensation: Includes base salary and regular bonuses.

Variable Compensation: Comprises year-end bonuses and employee profit-sharing, evaluated by the Remuneration Committee based on company-wide performance and individual achievements. Factors include key performance indicators (KPIs), individual contribution, and other quantifiable measures, and are reviewed by the Board of Directors.

For further details on 2024 director and executive compensation, please refer to the company's Annual Shareholders' Report.

2.03.3 Structure and Operation of Functional Committees

1. Remuneration Committee
- Composed of 3 members, all of whom are independent directors.
- Term: November 26, 2024 – November 25, 2027.
- Meets at least once per year; in 2024, the committee convened 8 times with a 100% attendance rate.
- Detailed member information and committee operations are disclosed in the Annual Shareholders' Report.

2. Audit Committee
- Composed of 4 members, all of whom are independent directors.
- Term: November 26, 2024 – November 25, 2027.
- Meets quarterly; in 2024, the committee convened 12 times with a 100% attendance rate.
- Member details and operational records can also be found in the Annual Shareholders' Report.

Chapter3、 Stakeholders and Material Topics

3.01 Stakeholder Engagement

NewRetail identifies its stakeholders based on the AA1000 Stakeholder Engagement Standard (AA1000 SES, 2015) using five core criteria:

Dependency, Responsibility, Tension, Influence, and Diverse Perspectives.

Based on these principles, the company recognizes stakeholders that are significantly impacted by or have an influence on its operations. The key stakeholders identified are: Shareholders/Investors, Suppliers, Customers, Employees

To understand and respond to stakeholders' concerns, the company maintains diverse and open communication channels, allowing stakeholders to provide feedback on sustainability-related issues. This helps NewRetail incorporate external expectations into its ESG practices.

Stakeholder Communication Mechanisms and Concerns:

Stakeholder	Description	Communication Channels & Frequency	Key Concerns
Shareholders / Investors	Owners of capital; rely on timely, accurate, and transparent information to build trust	Annual Shareholders' Meeting Quarterly Financial Reports Investor Hotline (real-time) Spokesperson (real-time) MOPS & Company Website	Corporate governance, integrity, Economic performance
Suppliers	Core to maintaining product quality and fulfilling CSR	- On-site visits (irregular)- Phone/email contact (as needed)	Ethical business conduct, supplier management
Customers	The foundation of revenue; trust and satisfaction drive company growth	- On-site visits (irregular)- Phone/email- Customer service hotline (real-time)- Social media (real-time)	Product integrity, information security & privacy
Employees	Key assets and partners in sustainability	- Internal system announcements- Training sessions- Grievance channels	Employee rights, compliance, privacy, talent development, diversity

3.02 Process for Determining Material Topics

NewRetail follows the four principles of accountability from the AA1000 framework—Materiality, Inclusivity, Responsiveness, and Impact—as well as GRI 3: Material Topics 2021 to assess the significance of ESG issues on the economy, environment, and society. The process is as follows:

Step 1: Understand Organizational Context
The company considers:
- Core business model and resources
- Value chain and supply chain components
- Global ESG trends and concerns of international rating agencies

From this, 16 sustainability topics were identified:
- 7 governance-related
- 5 social-related
- 4 environmental-related

Step 2: Identify and Assess Impacts
Each topic is analyzed for its actual or potential positive and negative impacts:
- Positive impact: Arises when the company effectively manages a topic and achieves outstanding ESG performance.
- Negative impact: Arises from poor or nonexistent management, potentially harming external stakeholders or the environment.

Step 3: Prioritize Impacts
Surveys were distributed to internal and external stakeholders. Results were aggregated and averaged to evaluate the importance and impact of each topic on business operations.

Step 4: Confirm Material Topics
Topics that ranked in the top six in both positive and negative impact assessments were identified as material. In addition, climate strategy was included due to its global importance.

3.03 List of Material Topics

Based on stakeholder survey feedback and materiality analysis results, the six topics with the highest impact scores were initially selected as the company's material topics. In addition, due to the importance placed on climate strategy by international sustainability rating agencies, "climate strategy" has been included as one of the company's material topics. The topics are presented in the table below:

Material Topics Table

Topic	Positive Impact Rank	Negative Impact Rank	Material Topic
Corporate Governance	1	3	V
Ethical Business Practices	3	1	V
Economic Performance	2	4	V
Regulatory compliance	7	5	
Sustainable supply chain management	9	8	
Information Security and Customer Privacy	5	2	V
Products and innovative services	4	10	
Talent Attraction and Retention	6	6	V
Talent development	8	7	
Human rights	10	9	
Employee diversity and inclusion	11	11	
Social participation	13	16	
Energy management	14	15	
Climate Strategy	16	14	V
Waste management	15	13	
Water management	12	12	

3.04 Material Topic Management

Dimension	Topic	Management Strategy & Related Chapter	Impact Summary
Environment	Climate Strategy	Ch. 6 Environmental Performance	Develops eco-friendly practices such as reduced packaging and smart logistics to enhance competitiveness and branding.
Social	Talent Attraction & Retention	Sec. 5.01.6 Talent Development	Focuses on human capital as a growth driver. Regular performance evaluations and professional training are implemented.
Governance	Corporate Governance	Ch. 2 Sustainable Operations	Enhances transparency, optimizes resource use, and enforces ethical practices for long-term success.
	Ethical Business Practices	Ch. 4.02 Ethical Management	Promotes compliance via internal policies, training, and whistleblower systems to reduce legal risks.
	Economic Performance	Ch. 4.01 Economic Performance	Strives to generate and distribute value through efficient operations and sound financial management.
	Information Security & Privacy	Ch. 4.04 Data Security & Privacy	Establishes secure systems and protocols to protect customer data and sustain trust in e-commerce.

Chapter 4、 Economic Performance

4.01 Business Performance

1. Direct economic value generated and distributed

NewRetail Three-Year Combined Operation Status		(Unit: NT$ thousand)	
ITEM	2022	2023	2024
Operating income	176,632	73,258	51,717
Operating gross profit	26,296	16,893	14,188
Operating net profit	(24,957)	(52,112)	(53,645)
Net profit before tax	(21,652)	(52,788)	(66,285)
Net profit after tax	(21,656)	(53,175)	(66,281)

Economic value distributed to stakeholders in the past three years		(Unit: NT$ thousand)	
ITEM	2022	202	2024 年
Operating costs	150,336	56,365	37,529
Employee salaries and benefits	33,357	38,779	44,900
Employee pensions - new system	2,007	2,637	2,491
Payments to investors	1,696	1,938	1,644
(interest expenses and cash dividends)	4	387	4

Dividend distribution in the last three years				
Year	After-tax profit or loss per share	Cash dividends	Earnings rights	Total
2022	(0.79)	0	0	(0.79)
2023	(1.69)	0	0	(1.69)
2024	(1.75)	0	0	(1.75)

2. Financial assistance from the government

Subsidy In 2024, the company received a total of 420,000 yuan in financial assistance from the government, mainly used for low-carbon product research and development innovation, and sustainable development-related initiatives.

Government financial subsidy records			(Unit: NT$ thousand)
Year	Subsidy Unit	Plan	Amount
2024	Ministry of Economic Affairs	Third-party warehousing e-commerce logistics management and electronic picking carbon reduction plan	420

4.02 Integrity Management

4.02.1 Integrity Management Philosophy, Policies, and Codes of Conduct

NewRetail upholds a core philosophy of integrity management and has established a comprehensive internal control system and codes of conduct, including the "Code of Integrity Management," "Code of Ethical Conduct," "Insider Trading Prevention Procedures," and "Procedures for Handling Reports of Illegal, Unethical, or Dishonest Conduct." These operational guidelines outline preventive measures against dishonest practices in business activities, requiring employees to perform daily duties legally, ethically, and with integrity. The company encourages both internal and external parties to report any dishonest or improper behavior, thereby implementing the principles of integrity management.

The "Code of Integrity Management" and "Code of Ethical Conduct" apply to directors, managers, employees, and individuals with substantial control. These individuals must not, in the course of conducting business, directly or indirectly offer, promise, request, or accept any improper benefits or engage in any behavior that violates integrity, law, or fiduciary duties to gain or maintain advantages. Benefits refer to anything of value, including money, gifts, commissions, positions, services, preferential treatment, rebates, and more, regardless of form or name.

To prevent unethical or dishonest behavior, the company has established internal and external whistleblowing channels and handling mechanisms. These systems and channels are publicly available on the company's official website. Stakeholders may submit evidence via email to report concerns.
Whistleblowing Email:legal@newretail.com.tw

The "Insider Trading Prevention Procedures" explicitly prohibit trading of NewRetail shares during blackout periods—30 days prior to the announcement of the annual financial report and 15 days prior to quarterly financial reports. During these periods, internal personnel are reminded to avoid unintentional violations. In addition, relevant legal education and training are conducted annually for internal personnel and employees.
To ensure the practice of integrity management, the Management Department is responsible for promoting the company's integrity goals. The Audit Office regularly audits legal compliance and adherence to internal systems. A complaint channel is also available for internal and external stakeholders, allowing for prompt responses,

ensuring service quality, and fostering positive interactions between the company and its stakeholders.

In 2024, the company did not experience any unethical, dishonest, or corrupt practices. We will continue to operate with rigorous standards to minimize the occurrence of violations or penalties.

4.03 Risk Management

4.03.1 Risk Management Mechanism

The company adopts a preventive approach to risk management. In addition to establishing a robust internal control system in accordance with regulations, the internal audit department conducts regular and ad hoc audits to ensure compliance.

For major cross-departmental crisis events, the chairman or a designated representative takes charge of overall command and coordination to ensure rapid and efficient response actions, minimizing potential operational impact.

4.03.2 Regulatory Compliance

In 2024, the company did not incur any regulatory violations. We will continue to operate with rigor to reduce the risk of penalties or illegal conduct.

4.04 Information Security and Customer Privacy Protection

4.04.1 Information Security Management

To ensure that the company's operational information systems align with international information security management standards, we have implemented control measures in line with ISO 27001. These measures aim to maintain and strengthen the management of various information assets, ensuring confidentiality, integrity, and availability. The company strives to reasonably reduce operational risks and create a secure and trustworthy operating environment. We have developed a comprehensive information security policy and conduct regular awareness training and drills to enhance employees' understanding of information security. These efforts also safeguard the rights and interests of internal and external stakeholders from disruption, destruction, intrusion, or other harmful actions or attempts.

Information Security Governance Structure
In 2022, the company established an "Information Security Task Force," led by a Chief Information Security Officer (CISO) appointed by the Board of Directors. The task

force follows the "Plan-Do-Check-Act" (PDCA) management cycle to improve upon audit findings. The group convenes at least once annually to discuss and review internal information protection measures to ensure the comprehensiveness and effectiveness of information security management.

Information Protection Measures

The company manages both personnel and equipment to ensure information security. All employees are required to sign a confidentiality agreement upon joining to emphasize the importance of information protection. Access to server rooms is strictly controlled and monitored with 24-hour security surveillance to ensure the safety of equipment.

Current Information Security Measures:

ITEM	Security Measure	Implementation Description
1	Regular Backups	Use of Google Drive and Email to ensure data can be quickly restored in the event of failure or accident.
2	Software and System Updates	Regular updates to OS and applications to fix known vulnerabilities.
3	VM Server System Optimization	Network packet inspection, disabling unknown servers, closing unprotected open ports, removing unnecessary admin accounts, and remote access software.
4	Taipei Server Room & IDC Cleanup	Removal of outdated firmware/software and unsupported equipment to avoid security risks.
5	Security Awareness Training	Educate employees on phishing detection, strong password settings, and proper handling of sensitive data.
6	Simulation Drills	Conducted every six months to ensure familiarity with response protocols, e.g., social engineering drills.

Planned Additional Measures for 2025:

ITEM	New Security Measure	Implementation Description
1	Regular Backups	Transition from Google Drive to local NAS. Two internal NAS units with mutual backups, snapshots, weekend backup schedule, and off-site backup NAS (depending on operations).
2	Data Center Security Enhancements	Install card access control, surveillance, water leakage prevention, temperature/humidity monitoring, and upgrade UPS for longer backup power duration.
3	Information Management Policies & Procedures	1. Portable storage device data access policy. 2. Remote access management policy. 3. Password policy. 4. System account management procedures. 5. Guest access policy for internal network.

ITEM	New Security Measure	Implementation Description
		6. Equipment return procedure for resigned/suspended staff. 7. Computer usage policy 8. NAS usage policy.. 9. Email usage policy.
4	Multi-Factor Authentication (MFA)	Enable MFA for Office 365 and NAS to reduce unauthorized access risks.
5	Regular Permission Review	Monthly audits to remove unused accounts or adjust access rights, e.g., VPN users inactive for over 3 months.
6	Enforced Password Policy	Require passwords on Office 365 and NAS to include uppercase/lowercase letters, numbers, special characters, and a minimum of 8 characters.

4.04.2 Customer Privacy Protection

To safeguard customers' online privacy, the company adheres to Taiwan's Personal Data Protection Act regarding the collection, processing, and use of personal data. Accordingly, we have implemented the Personal Data Protection Management Measures for all relevant departments to follow.

In 2024, the company did not receive any complaints regarding suspected information security concerns.

4.04.3 Information Security Incident Classification Criteria

The company has established internal control procedures and a management program for information security, which are reviewed annually to reflect the latest developments in regulations, technology, and market trends. In the event of information security incidents or organizational changes, policies will also be reviewed and adjusted accordingly to ensure the continuity of operations and services. Furthermore, the company takes into consideration the needs and expectations of internal and external stakeholders and management to review the direction and long-term objectives of information security management annually.

If a security incident or abnormal event occurs, the company follows the designated Information Security Incident Reporting Procedure to handle the situation.

Information Security Incident Classification Criteria

Level	Description
Level 1 Controllable Incident	• Leakage or tampering of general-level data • Non-core business operations affected or briefly interrupted
Level 2 Needs Attention	• Limited leakage of internal-use data • Minor tampering of core business systems or internal-use data • Decreased system performance, but restored within the tolerable downtime
Level 3 Serious Impact on Business Operations	• Significant leakage of internal-use data • Major tampering of core systems or data • System interruption that cannot be recovered within the tolerable downtime
Level 4 Catastrophic Incident	• Leakage of sensitive data • Tampering of core systems or sensitive data • Critical IT infrastructure affected or system outage that cannot be recovered within tolerable downtime

Information Security Incident Response Mechanism

Level	Response Mechanism
Level 1 & 2	The IT unit assists the affected department in handling the incident and reports the results to the CISO and the responsible supervisor of the incident-originating unit. If, during the handling process, it is discovered that the impact exceeds the initially assessed level, the CISO and responsible supervisor must be notified immediately, and the event should be reclassified based on the actual impact.
Level 3 & 4	The IT unit evaluates the incident resolution time. If the estimated resolution exceeds the tolerable downtime, the CISO must be notified, and the General Manager and Chairman must be informed to determine whether to initiate the Business Continuity Plan and whether to seek external assistance.

In 2024, the company did not experience any major information security incidents.

4.05 Participation in Industry Associations

The company does not participate in any business-related trade or industry associations.

4.06 Supplier Management

1. Value Chain

The company's business operations cover both e-commerce and warehousing/logistics services, with major suppliers categorized into two main groups: product vendors and logistics service providers.

(1) **E-Commerce**:

The company does not operate its own factories. All products are sourced through a rigorous supplier selection process. Once the items are procured, they undergo inspection to ensure quality compliance before being listed on our e-commerce platform. Current product offerings include apparel, health supplements, packaged computer software, and cultural & creative products.

(2) **Logistics Services**:

The company operates a logistics warehouse located in Chiayi, providing services such as inventory storage, picking, and both forward and reverse logistics. Upon receiving a shipping notification from a customer, the warehouse team picks and packs the products, and hands them over to partnered logistics companies for delivery.

2. Procurement Spending Ratio

In 2024, the company procured goods from a total of 21 suppliers, all of which are located in Taiwan. This results in a 100% local procurement rate.

3. Sustainable Supply Chain Management

To align with international ESG trends, the company is enhancing the sustainability of its supply chain through the following two strategies:

(1) Gradually establishing a supplier management system to evaluate supplier performance in areas such as environmental protection, labor rights, occupational safety, and regulatory compliance, with the goal of jointly fulfilling corporate social responsibility alongside our partners.

(2) To reduce the environmental impact of transportation, the company prioritizes collaboration with logistics providers that have implemented carbon management strategies or green transportation policies. In addition, we have adopted an intelligent warehouse management system for real-time, data-driven operations, minimizing resource waste and achieving the dual goals of operational efficiency and environmental sustainability.

Chapter 5、 Social Aspects

5.01 Human Capital Development

5.01.1 Human Rights Policy and Commitment

1. Human Rights Commitment

Upholding a people-oriented philosophy, the company strictly abides by local labor laws and prohibits discrimination based on race, gender, age, marital status, religion, political affiliation, or disability. This aligns with global trends in environmental, social, and corporate governance (ESG) development and ensures the protection of fundamental human rights for employees, suppliers, partners, and other stakeholders.

The company supports and follows the UN Guiding Principles on Business and Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work, and the UN Universal Declaration of Human Rights, striving to create a workplace that is both diverse and inclusive.

The company strictly prohibits the employment of children under the age of 16. The hiring of foreign workers complies with the labor export age requirements of their home countries. We do not use violence, coercion, confinement, bonded labor, trafficking, or any illegal means to recruit workers. Forced labor or related coercive measures—including corporal punishment, threats, verbal abuse, withholding of wages or personal documents—are strictly prohibited to ensure the basic human rights of foreign workers are protected from unreasonable restrictions.

2. Scope of Application

This human rights commitment applies to all employees of the company and its subsidiaries.

3. Training

To raise awareness of human rights protection, the company plans to conduct human rights education and training beginning in 2025 to reduce the risk of human rights violations. Additionally, we plan to incorporate the human rights policy into supplier management documentation to ensure implementation.

4. Communication Platform, Mitigation, and Remediation Measures

In 2024, the company did not identify any significant risks of child labor or forced labor, nor were there any incidents of child labor, forced labor, violations of indigenous rights, workplace discrimination, or penalties from competent authorities

Issue	Working Hours	Sexual Harassment	Labor Disputes	Anti-Discrimination
Goal	No overtime-related penalties	Zero sexual harassment or illegal infringement cases	Fewer than 3 labor disputes	No discrimination cases (including, but not limited to, race, skin color, gender, religion, politics, nationality, social origin, or any related stakeholder discrimination)
Mitigation & Improvement Plan	Recruit sufficient staff to avoid overtime due to labor shortages. Use work hour management systems to monitor overtime; system alerts are triggered upon reaching legal limits.	Conduct human rights training and awareness. Establish sexual harassment complaint and handling procedures. Track reported cases to ensure the effectiveness of counseling and disciplinary measures.	Evaluate through internal audits, complaints channels, and internal management procedures.	Evaluate through internal audits, complaints channels, and internal management procedures. Departments with past incidents will be prioritized for future audits.
Performance Evaluation	0 cases	0 cases	0 cases	0 cases
Target Achievement Rate	100%	100%	100%	100%

To ensure the full implementation of our human rights commitment, the company has established a whistleblowing email channel and adopted the "Measures for Prevention of Sexual Harassment and Complaint & Disciplinary Procedures", which clearly define complaint and handling procedures and provide solutions for potential human rights incidents. No human rights violations occurred in 2024.

5.01.2 Workforce Composition

5.01.2.1 Employee Structure

1. Workforce Composition

As of the end of 2024, the group employed a total of **56 employees**. The breakdown is as follows:

By Position Level

2024	Position		
	Management	Staff	Total
Male	5	13	18
Female	4	34	38
Total	9	47	56

By Employment Type

2024	Employment Type				
	Full time	Part time	Regular	Temporary	Total
Male	18	0	18	0	18
Female	38	0	38	0	38
Total	56	0	56	0	56

5.01.2.2 Non-Employee Workforce

Some business functions are outsourced to staffing agencies or contractors, such as security, cleaning, cafeteria services, dormitory management, and transportation. There has been no significant change in the number of non-employee workers in the past two years.

Non-Employee Workforce

2024	Dispatched Staff
Male	1
Female	0
Total	1

5.01.3 Diversity, Inclusion, and Equal Opportunity

The company is committed to protecting human rights, personal privacy, and ensuring non-discrimination and protection against sexual harassment in the workplace, offering equal employment opportunities and a fair working environment. Recruitment is based on fairness, impartiality, and integrity. The recruitment policy reflects diversity, equality, and inclusiveness, and candidates are selected solely based on professional

qualifications and job suitability, regardless of gender, age, race, nationality, marital status, religion, disability, political affiliation, or sexual orientation.

A variety of recruitment channels are used to enhance visibility and reach. Interviews are conducted both in-person and online to help achieve annual hiring goals.

Employee Diversity Indicators

Category	Subgroup	Headcount	percentage
Gender	Male	18	32.14%
	Female	38	67.86%
	Sum	56	100%
Age group	≦30	8	14.28%
	31-50	38	67.86%
	≧50	10	17.86%
	Sum	56	100%
Special Identity	Indigenous Peoples	0	0%
	Persons with Disabilities	4	7.14%
	Sum	4	7.14%
Nationality	ROC (Taiwan)	56	100%
	Foreign Nationals	0	0%
	Sum	56	100%

In 2024, the company underwent strategic business and organizational restructuring, which led to workforce streamlining efforts to enhance productivity and resource quality. A total of 21 new hires and 28 departures were recorded. All departures followed Taiwan's Labor Standards Act, ensuring employee rights. The company is committed to enhancing employee benefits and compensation in line with future profitability and operational stability, fostering a win–win relationship between labor and management.

New Hires and Departures

2024	New Hires	Percentage	Depatures	Percentage
Male	11	19.64%	11	19.64%
Female	10	17.86%	17	30.36%
Sum	21	37.50%	28	50.00%
≦30	5	8.92%	10	17.86%
31-50	14	25%	14	25%
≧50	2	3.57%	4	7.14%
Sum	21	37.50%	28	50.00%

5.01.4 Employee Rights and Benefits

Open Communication Channels

The company values and respects the diverse voices of its employees and firmly believes that a healthy labor-management relationship enhances corporate culture and organizational atmosphere. To safeguard employee rights, the company has established diverse one-way and two-way communication channels and holds regular labor-management meetings to discuss employee concerns such as working hours, leave, and benefits, as well as other operational issues and feedback.

To address employee needs in a timely manner, the Administration and Management Department provides appropriate assistance and referral services. It also shares information on mental health, stress management, and communication skills on an irregular basis to promote psychological well-being, aiming to retain talent. Since the company's establishment, labor relations have been harmonious, with no labor disputes, violations of freedom of association, or collective bargaining rights in 2024 that resulted in penalties from competent authorities.

In the event of major operational changes, the company complies with the minimum notice period required by law, particularly in situations involving layoffs or termination under the Labor Standards Act.

Benefits Program

In addition to statutory benefits such as labor and health insurance, pension contributions, and various types of leave, the company offers a comprehensive range of employee benefits, including:

- ★ Holiday bonuses for Dragon Boat Festival, Mid-Autumn Festival, and year-end (depending on business performance and individual results)
- ★ Compensation system including annual salary adjustments, performance bonuses, project-based bonuses, and R&D patent incentives
- ★ Two-day weekends and a 0.5-hour flexible arrival time
- ★ Three days of advance special leave from the first day of employment
- ★ One day of birthday leave during the birth month
- ★ Free group insurance coverage for employees
- ★ Regular employee health checkups

Retirement System

Employees in Taiwan are enrolled in the government-managed defined contribution pension plan under the Labor Pension Act. Employers contribute 6% of the employee's monthly salary to their personal account with the Bureau of Labor Insurance as retirement funds.

Parental Leave and Retention

2024	Male	Female	Total
Employees eligible for parental leave	2	1	3
Employees who applied for parental leave	1	1	2
Expected to return from parental leave (A)	1	0	1
Actually returned from parental leave (B)	0	0	0
Return Rate (B/A)	0%	0%	0%
Returned from leave in previous year (C)	0	0	0
Retained for more than 12 months after return (D)	0	0	0
Retention Rate (D/C)	%	%	%

Gender-Based Annual Salary Ratio by Job Level

2024	Female : Male
Management (Taiwan)	1.00：0.87
Non-Management (Taiwan)	1.00：1.01

5.01.5 Collective Agreement

The company has not established a labor union and does not have a collective agreement. However, quarterly labor-management meetings are held, and the resolutions of these meetings apply to all employees.

5.01.6 Talent Development and Training

1. Performance Evaluation

To support employee growth, the company conducts regular performance reviews and evaluations. We emphasize gender equality and equal opportunities for promotion, with a gender-neutral salary structure and a fair and impartial performance appraisal and hiring system. Performance evaluations are conducted semi-annually and are not influenced by gender. Employees on probation, on unpaid leave, or on leave exceeding three consecutive months are excluded from evaluation.

The evaluation system is based on Key Performance Indicators (KPIs), which are determined through discussions between managers and employees to align individual goals with the organization's objectives. Progress is monitored through regular check-ins, enabling dynamic adjustments. Mid-year and year-end performance reviews help management understand employee career development plans. Evaluation results are used for promotion and salary adjustment decisions, with year-end reviews subject to final approval by the highest-level executive based on performance results.

2. Education and Training

Employee learning and development is a key focus of the company's human resource management. Based on core competencies, the company has developed a training blueprint aligned with business strategy and professional capabilities. Various training

formats, including internal knowledge sharing and external courses, are used to implement talent development initiatives.

The company has established a comprehensive "Education and Training Management Policy" that encourages participation in internal and external learning activities and provides financial support for continuing education. Training and development are integrated with performance management to encourage employees to reach their full potential and contribute to the company's business objectives.

Training Statistics for 2024:

Gender	Management		Non-Management		Total	
	Headcount	Hours	Headcount	Hours	Headcount	Hours
Male	2	34	3	7	5	41
Female	1	20	7	66	8	86
Total	3	54	10	73	13	127

Chapter 6、 Environmental Aspect

6.01 Climate Change

1. Climate Supervision and Governance Structure
   The company has established a Sustainability Development Task Force responsible for formulating sustainability strategies and promoting ESG-related initiatives. The task force regularly performs climate risk and opportunity assessments in accordance with the TCFD framework. Identified risks and opportunities are reported annually to the Board of Directors. The task force also coordinates relevant departments to assess operational risks based on the requirements of the Paris Agreement, the 2050 net-zero emission target, and the "Climate Change Response Act" set by competent authorities.
   Identification, Assessment, and Management of Climate-Related Risks

   To effectively manage climate-related risks and opportunities, the Sustainability Development Task Force incorporates climate-related risks into its evaluation and tracking scope. The task force continuously monitors climate risks that may impact company operations, including international regulations and extreme weather events. Using the TCFD framework, the company evaluates risks and opportunities across the following areas:

   A. Governance
   The company places high importance on the potential impact of climate change on operations and finances and integrates climate risk management into its corporate governance system. The Board of Directors regularly reviews ESG progress and climate-related risks. The Sustainability Development Task Force, chaired by the Chairman, is responsible for overseeing and implementing sustainability policies and objectives.

   B. Strategy

   Referring to the IPCC AR6's five climate scenarios, the company adopts the SSP5-8.5 (4.5°C increase) scenario to examine potential risks and opportunities:

Opportunities/Risks	Risk Items	Summary
Physical Risks	Logistics Disruption	Extreme weather (typhoons, heavy rain, flooding) affecting shipments, power, and daily operations

Opportunities/Risks	Risk Items	Summary
ransition Risks	Cost Increase	Rising costs of electricity, packaging, products, and transportation impacting operational costs
	Customer Behavior	Customers prefer eco-friendly suppliers, potentially reducing market share and revenue
	Regulations & Policies	Implementation of carbon taxes and electricity regulations increasing operational costs
Opportunities	Sustainable Logistics	Use of eco-friendly packaging and reduced packaging materials; development of inventory management systems to minimize resource waste and improve efficiency and brand image
	Low-Carbon Products	Rising environmental awareness drives the development of low-carbon products and services, expanding market share and profitability

C. Risk Management

Currently, there are no dedicated risk management policies or committees for climate issues. Risk assessments and mitigation measures are reported directly to the Chairman, who determines the preventive action plans for approval by the Board. The Sustainability Development Task Force is responsible for identifying climate-related risks and opportunities, re-evaluating their impact annually, and developing appropriate response strategies and targets. Results are reported to the Chairman each year.

D. Metrics and Targets

The company has established the following key environmental indicators and carbon reduction targets to evaluate the effectiveness of its climate risk management:

Item	Indicator	2030 Target
Reduce Carbon Emissions	Scope 1 & Scope 2 Carbon Emissions	10% reduction compared to base year (2024)
Green Packaging	Use of eco-friendly packaging materials	All orders use environmentally friendly packaging
Reduce Packaging Waste	Average packaging material weight reduction	35% reduction compared to base year (2023)

6.02 Greenhouse Gas Management

6.02.1 Strategies, Methods, and Targets for GHG Management

1. GHG Management and Reduction Target

In 2024, the company conducted its first carbon inventory, using the results as the base year. The company is committed to energy conservation and carbon reduction, aiming to reduce carbon emissions by 10% by 2030.

2. GHG Strategy and Action Plan

To promote energy conservation and carbon reduction, the company adopts the following strategies:

1. Solar Panel Installation

    The logistics center provides space for solar panel installation, currently covering approximately 5,076 m² with a total capacity of 957 kWp. This generates about 1.07 million kWh of clean energy annually, equivalent to a reduction of approximately 507 metric tons of CO_2 emissions (based on data from the Ministry of Environment).

2. Smart Warehouse System

    In 2024, the company implemented a Warehouse Management System (WHMS) to provide real-time inventory data to clients, allowing for precise restocking and reducing fuel consumption and carbon emissions. As of the end of 2024, the estimated reduction in carbon emissions reached 9.2 metric tons.

3. Green Packaging

    To ensure safe delivery and minimize environmental impact, the company has adopted eco-friendly packaging since 2023 in accordance with the "E-commerce Packaging Reduction Program" initiated by the Ministry of Environment. The strategy includes packaging reduction, use of eco-friendly materials, and reusable packaging. These efforts have significantly reduced packaging material consumption and its environmental impact.

4. Energy Conservation
    - All lighting fixtures in the group have been replaced with LED bulbs.
    - Employees are encouraged to turn off lights when not in use.
    - Grass lawns are planted around the logistics center to improve greening.
    - Paper-saving initiatives include double-sided printing and digital documentation.

6.02.2 GHG Emissions

2024 was the company's first year of carbon inventory and is set as the base year. The scope covers the Taipei office and the Chiayi logistics center. Emissions are calculated in accordance with ISO 14064-1:2018 and the latest "GHG Emission Factors" announced by the Ministry of Environment.

UNITS：tCO_2e

GHG Emissions	2024	Notes
Scope 1	0	No manufacturing processes or company vehicles
Scope 2	111.6870	
Scope 3	0	Scope 3 not yet calculated
Total Emissions	111.6870	

2024 Utility Consumption

Category	Usage	Notes
Water	789 m³	No water drawn from high or extremely high water stress regions
Electricity	225,175 kWh	All electricity sourced from the grid; no use of renewable energy

7、 **Appendix**

7.01 **Appendix I: GRI Content Index Table**

GRI Code	Disclosure Item	Corresponding Section		Page	Notes
General Disclosures					
GRI 2: General Disclosures 2021					
2-1	Organizational details	1.02	About NewRetail	5	
2-2	Entities included in the organization's sustainability reporting	1.03.3	Report Boundaries and Scope	6	
2-3	Reporting period, frequency, and contact point	1.03.2	Reporting Period and Frequency	6	
2-4	Restatements of information	1.03.4	Restatements of information	6	
2-5	External assurance	1.03.5	External Assurance	6	
2-6	Activities, value chain, and other business relationships	1.02	About NewRetail	5	
2-7	Employees	5.01.2.1	Employee Structure	27	
2-8	Workers who are not employees	5.01.2.2	Non-employee Structure	27	
2-9	Governance structure and composition Nomination and selection of the highest governance body	2.02.1	Governance Structure for Promoting Sustainability	8	
		2.03.2.1	Composition and Diversity	11	
2-10	Chair of the highest governance body	2.03.2.3	Nomination and Selection	11	
2-11	Role of the highest governance body in overseeing the management of impacts	2.03.2.4	Conflict of Interest Avoidance	12	
2-12	Delegation of responsibility for managing impacts	2.03.1.1	Role in Sustainability Governance and Supervision	9	
2-13	Role of the highest governance body in	2.02.01	Governance Structure for Promoting Sustainability	8	

GRI Code	Disclosure Item	Corresponding Section		Page	Notes
	sustainability reporting				
2-14	Workers who are not employees	1.03	Report Information	6	
2-15	Conflicts of interest	2.03.2.4	Conflict of Interest Avoidance	12	
2-16	Communication of critical concerns	2.02.2	Operational Status	9	
2-17	Collective knowledge of the highest governance body	2.03.1.3	Continued Education on Sustainability	10	
2-18	Evaluation of the performance of the highest governance body	2.03.1.2	Performance Evaluation of Sustainability Oversight	10	
2-19	Remuneration policies	2.03.2.5	Remuneration Policy	12	
2-20	Process to determine remuneration	2.03.2.5	Remuneration Policy	12	
2-21	Ratio of annual total compensation	5.01.4	Employee Rights and Benefits	29	
2-22	Statement on sustainable development strategy	1.01	Message from the Management	4	
2-23	Policy commitments	4.02.1	Integrity Management Philosophy, Policies, and Codes of Conduct	19	
		5.01.1	Human Rights Policy & Commitment	25	
2-24	Communication of critical concerns	5.01.1	Human Rights Policy & Commitment	25	
2-25	Processes to remediate negative impacts Mechanisms for seeking advice and raising concerns	4.02.1	Integrity Management Philosophy, Policies, and Codes of Conduct	19	
		5.01.1	Human Rights Policy & Commitment	25	
2-26	Compliance with laws and regulations	4.02.1	Integrity Management Philosophy, Policies, and Codes of Conduct	19	
2-27	Membership in associations	4.03.2	Regulatory Compliance	20	

GRI Code	Disclosure Item	Corresponding Section		Page	Notes
2-28	Approach to stakeholder engagement	4.05	Participation in Industry Associations	23	
2-29	Collective bargaining agreements	3.01	Stakeholder Engagement	14	
2-30	Processes to remediate negative impacts	5.01.5	Collective Agreement	30s	
Material Topics					
GRI 3: Material Topics 2021					
3-1	Process to determine material topics	3.02	Process for Determining Material Topics	15	
3-2	List of material topics	3.03	List of Material Topics	16	
3-3	Management of material topics	3.04	Material Topic Management	17	
Economic Topics					
GRI 201: Economic Performance 2016					
201-1	Direct economic value generated and distributed	4.01	Economic Performance	18	
201-2	Financial implications and other risks and opportunities due to climate change	6.01	Climate Change	32	
201-3	Defined benefit plan obligations and other retirement plans	4.01	Economic Performance	18	
		5.01.4	Employee Rights and Benefits	29	
201-4	Direct economic value generated and distributed	4.01	Economic Performance	18	
GRI 204: Procurement Practices 2016					
204-1	Proportion of spending on local suppliers	4.06	Supplier Management	24	
GRI 205: Anti-corruption 2016					
205-1	Operations assessed for risks related to corruption	4.02.1	Integrity Management Philosophy, Policies, and Codes of Conduct	19	

GRI Code	Disclosure Item	Corresponding Section		Page	Notes
205-2	Communication and training about anti-corruption policies and procedures	4.02.1	Integrity Management Philosophy, Policies, and Codes of Conduct	19	
205-3	Confirmed incidents of corruption and actions taken	4.02.1	Integrity Management Philosophy, Policies, and Codes of Conduct	19	
Environmental Topics					
GRI 305: Emissions 2016					
305-1	Direct (Scope 1) GHG emissions	6.02	Greenhouse Gas Emissions	34	
305-2	Energy indirect (Scope 2) GHG emissions	6.02	Greenhouse Gas Emissions	34	
Social Topics					
GRI 401: Employment 2016					
401-1	New employee hires and employee turnover	5.01.3	Diversity, Equity & Inclusion	27	
401-2	Benefits provided to full-time employees	5.01.4	Employee Rights and Benefits	28	
401-3	Parental leave	5.01.4	Employee Rights and Benefits	28	
GRI 404：訓練與教育 2016					
404-1	Average hours of training per employee	5.01.6	Talent Development and Training	30	
404-2	Programs for upgrading employee skills and transition assistance	5.01.6	Talent Development and Training	30	
404-3	Percentage of employees receiving regular performance and career development reviews	5.01.6	Talent Development and Training	30	
GRI 405: Diversity and Equal Opportunity 2016					
405-1	Diversity of governance bodies and employees	2.03.2.1	Composition and Diversity	11	
		5.01.3	Diversity, Equity & Inclusion	27	
405-2	Ratio of basic salary and remuneration of women to men	5.01.4	Employee Rights and Benefits	28	

GRI Code	Disclosure Item	Corresponding Section		Page	Notes
GRI 406: Non-discrimination 2016					
406-1	Incidents of discrimination and corrective actions taken	5.01.1	Human Rights Policy & Commitment	25	
GRI 408: Child Labor 2016					
408-1	Operations and suppliers at significant risk for child labor	4.06	Supplier Management	24	
GRI 409: Forced or Compulsory Labor 2016					
409-1	Operations and suppliers at significant risk for child labor	4.06	Supplier Management	24	
GRI 418: Customer Privacy 2016					
418-1	Substantiated complaints concerning breaches of customer privacy and data loss	4.04.2	Customer Privacy Protection	22	

Explanation of GRI Content Index

Declaration of Use	This report has been prepared in accordance with the GRI Standards. Reporting period is from January 1 to December 31, 2024
Applied GRI 1	GRI 1: Foundation 2021
Applicable GRI Sector Standards	None

7.02 Appendix II: Climate-Related Information

Item	Content	Corresponding Section		Page
1	Explanation of the Board of Directors and management's oversight and governance of climate-related risks and opportunities.	6.01	Climate Change	32
2	Explanation of how identified climate risks and opportunities impact the company's business, strategy, and financial planning (short-, medium-, and long-term).	6.01	Climate Change	32
3	Description of the financial impacts of extreme climate events and transition actions.	6.01	Climate Change	32
4	Explanation of how the processes for identifying, assessing, and managing climate risks are integrated into the overall risk management system.	6.01	Climate Change	32
5	If scenario analysis is used to assess climate resilience, disclose the scenarios, parameters, assumptions, analytical factors, and major financial impacts used.	6.01	Climate Change	32
6	If a transition plan exists to manage climate-related risks, disclose the plan content, as well as indicators and targets used to identify and manage physical and transition risks.	6.01	Climate Change	32
7	If internal carbon pricing is used as a planning tool, explain the basis for setting the price.	6.01	Climate Change	32
8	If climate-related targets are set, disclose the activities covered, GHG emission scopes, planning period, and annual progress; if carbon offsets or renewable energy certificates (RECs) are used to achieve the targets, disclose the source and volume of offsets or RECs.	6.01	Climate Change	32
9-1-1	Greenhouse gas inventory information for the past two years.	6.02.2	GHG Emissions	35
9-1-2	Assurance information for the greenhouse gas inventory for the past two years.	6.02.2	GHG Emissions	35
9-2	GHG reduction targets, strategies, and specific action plans.	6.02.1	GHG Management Strategies, Methods, and Targets	34

7.03 Appendix III: SASB Content Index Table

The Company discloses in accordance with the SASB standards for the E-Commerce industry.

Topic	Indicator Code	Indicator Description	Corresponding Section		Page
Hardware Infrastructure and Water Management	CG-EC-130a.1	(1) Total energy consumption (2) Percentage from grid electricity (3) Percentage from renewable energy	6.02.2	GHG Emissions	35
	CG-EC-130a.2	(1) Total water withdrawal (2) Total water consumption and percentage sourced from areas with high or extremely high water stress	6.02.2	GHG Emissions	35
	CG-EC-130a.3	Description of how environmental considerations are integrated into data center strategic planning	To mitigate environmental risks and avoid data damage or loss due to extreme weather events, the Company has implemented the following strategies: 1. Off-site backup of databases. 2. Use of cloud service providers with robust business continuity and disaster recovery capabilities.		
Data Privacy and Freedom of Expression	CG-EC-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	4.04.2	Customer Data Protection	22
	CG-EC-220a.2	Number of users whose information is used for secondary purposes	No such occurrence		
Data Security	CG-EC-230a.1	Description of approach to identifying and addressing data security risks	4.04.3	Information Security Incident Classification Standards	22
	CG-EC-230a.2	(1) Number of data breaches (2) Percentage involving	No such occurrence		

Topic	Indicator Code	Indicator Description	Corresponding Section		Page
		personal information (3) Number of users affected			
Employee Recruitment, Inclusion, and Performance	CG-EC-330a.1	Employee engagement as a percentage	No employee satisfaction survey conducted		
	CG-EC-330a.2	(1) Voluntary turnover rate (2) Involuntary turnover rate	5.01.3	Diversity, Inclusion, and Equality	27
	CG-EC-330a.3	Percentage of: (a) Senior executives, (b) Non-senior executives, (c) Technical staff, and (d) All other employees by (1) gender and (2) minority group representation	5.01.2.1	Workforce Structure	27
	CG-EC-330a.4	Percentage of technical employees who require work visas	No such occurrence		
Product Packaging and Distribution	CG-EC-410a.1	Total greenhouse gas (GHG) footprint of product transportation	The Company does not operate its own delivery fleet; all deliveries are outsourced to third-party vendors.		
	CG-EC-410a.2	Discussion of strategies to reduce the environmental impact of product delivery	6.02.1	GHG Management Strategies, Methods, and Targets	34