



ESG



佳醫健康事業
Excelsior Medical

2024

Sustainability Report

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Message from the Chairman

According to studies by the United Nations, global greenhouse gas emissions have reached an all-time high in recent years, with new records being set constantly. This means that the responsibility for risk mitigation does not rest on one individual, one enterprise, or one country, but rather on all people around the world as a whole. From the perspective as of enterprise, the crisis also tests the resilience of enterprises. Only timely and dynamic adjustments are sufficient to respond to the impacts of evolving international circumstances and environmental changes, underscoring the value of corporate sustainability.

In 2023, Excelsior completed its first ISO 14064-1 greenhouse gas inventory, specifically measuring carbon emissions. It voluntarily reduced carbon emissions through replacement with energy-saving lighting and energy-saving appliance certification, among other things, while promoting energy saving and carbon reduction through education and training, to deeply implant the concept of carbon reduction in the minds of its employees; the Sustainable Development Committee under the Board of Directors leads the corporate governance task force to promote sustainable development plans in many aspects to strengthen the ESG functions and management mechanisms, with the in-depth examination of the challenges faced by the Company from the aspects of Environment (E), Social (S), and Governance (G), and formulate its managerial countermeasures accordingly to align with international standards.

Excelsior is a company in the biotech medical industry, operating in equipment and consumables for hemodialysis and surgery, blood bags, ostomy, and health appliances. All its medical products have been reviewed and approved by the Ministry of Health and Welfare for sale, ensuring that they are safe with stable quality, while also complying with the Good Distribution Practice (GDP) for medical and pharmaceutical products and the international ISO 13485 certification. Since its foundation, the Company has provided comprehensive services to the healthcare industry based on product quality and safety, and has established long-term partnerships with suppliers and customers to ensure the sustainability and integrity of its products and services.

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Excelsior has always paid attention to its social responsibility. Through the Excelsior Healthcare Foundation, care is provided to the disadvantaged in society. We promote the “daily life with practical care,” and create a society of “co-tolerance and inclusion.” The Company donates supplies to schools in rural places, offers scholarships to encourage students with nephropathy for further study, organizes lectures in communities to promote health care concepts, promotes home care and day care centers, offers recycling, cleaning and disinfection of assistive devices for those in need to reuse the devices, and encourages our employees to participate in volunteer activities so that the elderly can be properly cared for. Blood donation events are also held regularly in response to employees’ enthusiastic participation in the campaign of “donating a bag of blood is saving a life.”

To ensure the confidentiality, integrity and availability of corporate information, Excelsior has been certified with ISO 27001 information security, and it emphasizes corporate governance and ethical management, continuously strengthens internal corporate governance, and takes effective measures to reduce carbon emissions to ensure a high-quality environment, to create a better future for employees, communities and the environment by working with more partners in ESG.

傅 輝 東

Excelsior Medical Co., Ltd.
Chairman Fu Hui-Tung



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Editorial Policy

To pursue sustainable operations and enhance information transparency, Excelsior Medical Co., Ltd. (“Excelsior”) has issued its 2024 Sustainability Report (the “Report”). Through the Report, we explain to stakeholders the Company’s ongoing measures and performance in building ethical governance, implementing environmental and occupational safety measures, and improving employees’ remuneration and benefits under the goal of sustainable operations. Excelsior hopes that stakeholders will continuously pay attention to us and provide valuable advice, empowering the Company to move forward ambitiously on the path to sustainable operations.

Report Boundaries and Scopes

The Report discloses the business information from January 1st, 2024 to December 31st, 2024. The data covers the operating locations of Excelsior in Taiwan, excluding subsidiaries.

Basis of Preparation and Information Verification Approaches

The Report is based on the internationally recognized GRI Standards Version 2021 published by the Global Sustainability Standards Council (GSSB), while complying with the requirements of the “Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies” and adopting the Task Force on Climate-related Financial Disclosures (TCFD) and Sustainability Accounting Standards Board (SASB) Standards, with the Index of GRI Standards, Index of SASB Standards, and Climate-Related Information Index of TWSE Listed Companies for stakeholder reference in an Appendix to the Report.

The financial data disclosed in the Report have been audited and attested by KPMG Taiwan pursuant to the International Financial Reporting Standards (IFRSs), and the calculation unit is NT\$ thousand. The data including environmental protection, employees, and occupational safety are compiled by the responsible departments on their own and verified by the department heads, presented in the indicator calculation methods internationally recognized. Where some of the contents cover the operations spanning different years or regions, separate explanations are provided in the Report. Of which, the greenhouse gas emissions referred in the Report are the ISO 14064-1 GHG inventory data verified by an external third party.

Any change in the Report from the previous version is also noted in the related contents.

The Report is also verified by Great International Certification Co., Ltd., assured with the Type 1 Moderate Assurance through AA1000 AS. The Statement of Assurance is attached to the Report.



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Issuance Frequency

This is the third ESG report issued by Excelsior. In the future, Excelsior will issue the Report annually. To enhance the transparency and accessibility to information disclosed in the Report, the electronic file of the complete report can be downloaded from the Market Observation Posting System and ExcelsiorWebsite, without hardcopies being printed.

Date of the current release: August 2025

Date of next release: August 2026.

Feedback

For any advice or recommendation regarding the Report, please contact us.

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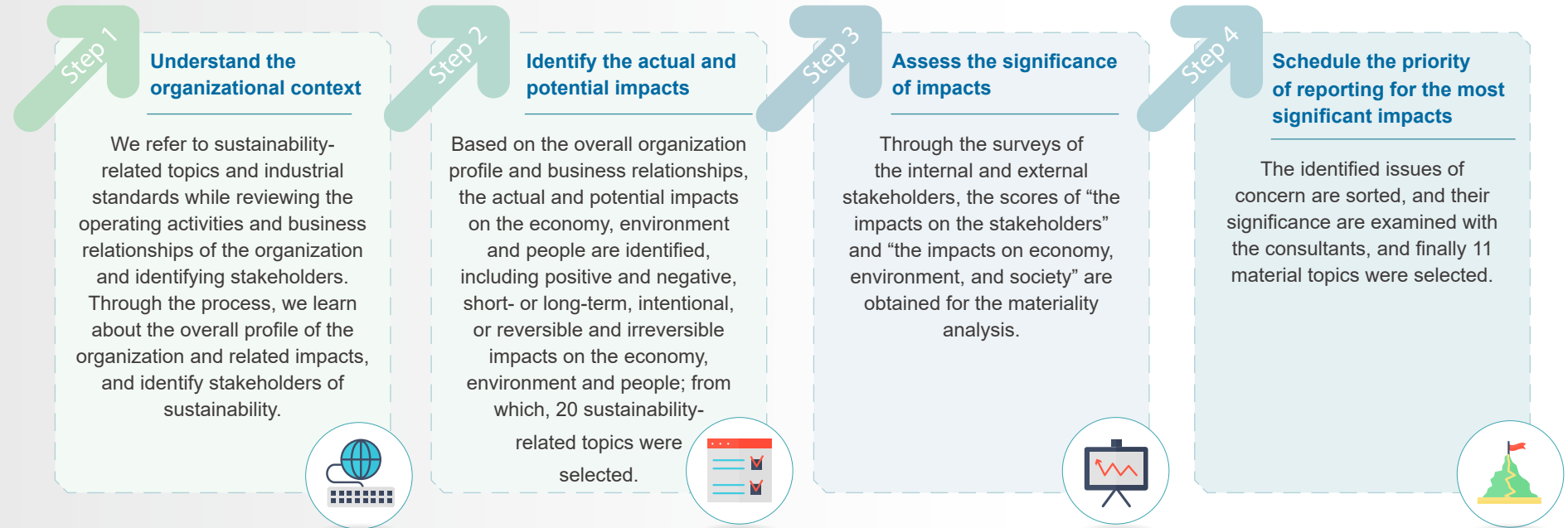


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- 1.2 Stakeholder Communication Channels and Issues of Concern
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1. Identification of Stakeholders and Material Topics

Process for identifying stakeholder and material topics



1.1 Identifying the Stakeholders

The stakeholders are the groups that influence Excelsior. Each department initially screens the types of stakeholders they contact through routine business dealings. Based on the frequency of interaction with each stakeholder, the degree of mutual influence, and their importance to each other, six key types of stakeholders important to Excelsior were ultimately selected through discussions in internal meetings and references to peers’ situations. These stakeholders include government agencies, shareholders/investors, customers, suppliers / contractors, employees, and banks.

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Identifying the key stakeholders



through the routine business dealings, contacts with stakeholders



through discussions of internal meetings and reference to the peers' situation



six types of key stakeholders were identified

1.2 Stakeholder Communication Channels and Issues of Concern

Due to the diverse identities of Excelsior's key stakeholders, different types of stakeholders have varying issues concerning Excelsior. The task force in each department continues to actively engage in positive interactions with stakeholders through diverse channels, ensuring that those monitoring Excelsior understand the Company's operating profile in a timely manner. Meanwhile, Excelsior also understands the demands and expectations of the Company's stakeholders through timely responses. Every year, the Company reports the communication status with the key stakeholders to the Board.

Each department collects the issues of concern raised by key stakeholders during routine business for the Sustainability Committee to aggregate. They refer to the GRI Standards 2021 Version and the ESG reports of peers to identify sustainability issues encompassing economic, environmental, and social aspects, ensuring that the sustainability information disclosed by Excelsior meets the requirements of completeness and diversity under the GRI Standards.



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Key Stakeholder	Importance for the Company	Topics of concern	Communication channel / frequency	Section of the report with response
Shareholders/ investors	Shareholders are the investors of the Company. The Company shall protect the interests of shareholders and treat all shareholders fairly, ensuring that they enjoy the right to be fully informed, participate, and make decisions regarding the material matters of the Company.	<ul style="list-style-type: none"> · Economic performance · Corporate Governance · Risk Management · Legal Compliance 	<ul style="list-style-type: none"> · Contact channel: spokesperson / deputy spokesperson · General shareholders' meeting / annual · Investor conferences / quarterly · Investor Section on the official website/ monthly · MOPS/ from time to time 	<ul style="list-style-type: none"> II. About Excelsior III. Ethical Governance IV. Sustainable Environment V. Social Care
Customers	Customers are the main source of the Company's revenue, and the Company considers the quality and safety of products and the after-sales service as its highest commitment to customers. Maintaining high customer satisfaction with the Company will help the Company continuously strive for customers' recognition.	<ul style="list-style-type: none"> · Corporate Governance · Legal Compliance · Operational Performance · Innovation and R&D · Green products · Product liability · Customer Relationship · Protection of information security 	<ul style="list-style-type: none"> · Contact channel: sales units · Customer meetings/monthly · when required/from time to time · Business visits/monthly · Customer satisfaction survey/annual · Telephone and e-mail 	<ul style="list-style-type: none"> III. Ethical Governance IV. Sustainable Environment
Suppliers/ contractor	The Company maintains long-term positive interactions with our supplier partners, and our products and services rely on the quality products supplied stably by numerous suppliers. In addition, we leverage the Company's influence in the industry to work together with our supplier partners to avoid environmental pollution and human rights violations.	<ul style="list-style-type: none"> · Economic performance · Corporate Governance · Risk Management · Legal Compliance 	<ul style="list-style-type: none"> · Contact channel: product development units · Business discussion meetings with suppliers/ annual · Telephone and e-mail 	<ul style="list-style-type: none"> IV. Sustainable Environment V. Social Care

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Key Stakeholder	Importance for the Company	Topics of concern	Communication channel / frequency	Section of the report with response
Employees	The employees are an integral part of the Company's operations, and the Company is committed to providing a healthy and diverse workplace environment for the employees, so that the employees work without concern.	<ul style="list-style-type: none"> Operating performance Remunerations and benefits Labor relations Occupational health and safety 	<ul style="list-style-type: none"> Contact channel: human resource units Employee-employer meetings / quarterly The complaint-filing channel of the employee / from time to time Telephone and e-mail 	V. Social Care
Banks	Banks are one of the key sources of working capital in the Company's operations, and it is necessary to work with many banks to diversify the risks for the Company's operations.	<ul style="list-style-type: none"> Legal Compliance Operational Performance Risk Management 	<ul style="list-style-type: none"> Contact channel: financial units Visit and meetings,telephone, fax, and e-mail 	II. About Excelsior III. Ethical Governance
Government agencies	Government agencies supervise and audit the legal compliance practices of the Company with various regulations.	<ul style="list-style-type: none"> Corporate Governance Legal Compliance Risk Management 	<ul style="list-style-type: none"> Contact channel: legal / product development units/finance units Official letter exchanges / from time to time Promotional seminars and workshops by the competent authority / from time to time ail 	III. Ethical Governance

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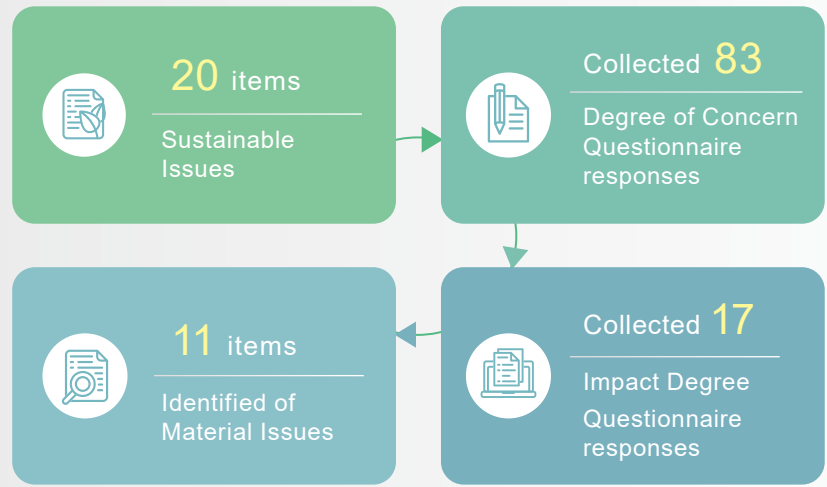
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1.3 Identification of Material Topics

Process for identifying material topics



Aspect	Sustainability issues
Environment aspect	Sustainable supply chain management, raw material management, energy saving and carbon reduction, climate change management, water resource management, and waste management.
Social aspect	Remunerations and benefits, labor–management communications, occupational safety and health, talent cultivation, equal opportunity and non-discrimination for employees, customer health and safety, product quality, product and service labeling, and participation in public welfare.
Economic aspect	Operating performance, ethical management, information security, customer relationships, protection of trade secrets and transaction security.

Excelsior’s Sustainability Committee identified 20 sustainability issues and sent online questionnaires to key stakeholders. A total of 83 valid questionnaires were collected, covering all types of stakeholders. The scores of concern levels assigned to each sustainability issue by the key stakeholders were obtained. The separate online questionnaires were sent to 17 executives of the Company to provide their impact level scores for each sustainability issue at Excelsior. The scores were compiled to create the material topic matrix. Upon discussion by the Sustainability Committee, the top 10 sustainability topics with the highest scores in environmental, social, and economic aspects were selected as the Company’s material topics for the year. The top 10 material topics in the environmental, social, and economic aspects for Excelsior to prioritize for disclosure this year are operating performance, product quality, customer relationships, remuneration and benefits, information security, talent cultivation, product and service labeling, protection of trade secrets and transaction security, sustainable supply chain management, and ethical governance. In addition, energy saving and carbon reduction were voluntarily included as material topics for disclosure, bringing the total to 11 material topics. The Sustainability Promotion Committee discussed the positive, negative, actual, and potential impacts of each topic with experts. The Report details the Company’s managerial guidelines and related disclosure items for each material topic.

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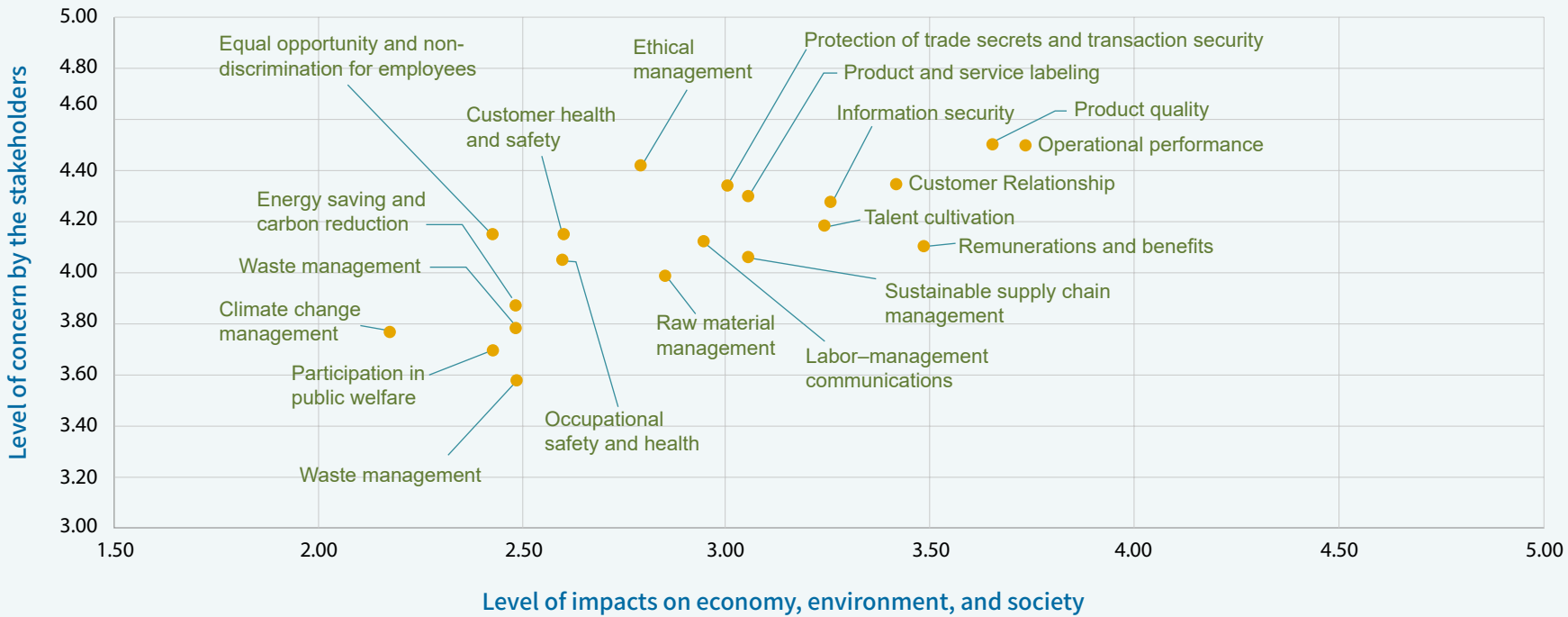
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Compared to 2023, the changes in the material topics are as follows. For each material topic, the responsible department proposes the implementation program and short-, mid-, and long-term targets for regular performance reviews.

Ranking	Material Topics of 2023	Material Topics of 2024	Comparisons
1	Product Quality	Operational Performance	↑ 1
2	Operational Performance	Product Quality	↓ 1
3	Customer Relationship	Customer Relationship	-
4	Remunerations and benefits	Remunerations and benefits	-
5	Information Security	Information Security	-
6	Talent Cultivation	Talent Cultivation	-
7	Product and Service Labeling	Product and Service Labeling	-
8	Sustainable Supply Chain Management	Trade Secret Protection and Transaction Security	↑ 2
9	Labor–Management Communication	Sustainable Supply Chain Management	↓ 1
10	Trade Secret Protection and Transaction Security	Ethical Governance	Added
11	Energy Saving and Carbon Reduction (Customized)	Energy Saving and Carbon Reduction (Customized)	-

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Define the material topics and boundaries

Aspect	Material Topics	Positive / Negative Actual / Potential	Impact Description	Internal Boundaries	External Boundaries			Corresponding GRI Standard	Report Disclosure
				Company	Suppliers	Customers	Local Community		
Economy	Operational Performance	Positive and actual	The Company made profits in 2024, and grew from 2023, helping the investors to continuously invest.	•	•	•	–	GRI 201 Economic Performance: 2016	3.4 Operational Performance
	Product Quality	Negative actual	In 2024, one recall of a drug was initiated due to the original manufacturer's notification of an excess of impurities in certain batches, but without medical disputes.	•	•	•	–	Custom Themes	3.5.1 Product quality and safety
	Customer Relationship	Positive and actual	Satisfaction achieved the target in 2024 with an average of 96 points.	•	–	•	–	Custom Themes	3.5.2 Customer relations
	Information Security	Positive and potential	In 2024, there was no information security incident in the Company. The ISO 27001 information security system verification was also obtained to implement the information security protection.	•	–	•	–	Custom Themes	3.6 Protection of Information Security
	Ethical Governance	Positive and actual	In 2024, there was no corruption, insider-trading incident and related complaints.	•	•	•	–	GRI 205: Anti-Corruption 2016	3.1.4 Ethics and integrity

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Aspect	Material Topics	Positive / Negative Actual / Potential	Impact Description	Internal Boundaries	External Boundaries			Corresponding GRI Standard	Report Disclosure
				Company	Suppliers	Customers	Local Community		
Social	Remunerations and benefits	Positive and actual	The median salary of non-executive employees in 2024 is above the average salary of the biotechnology industry.	●	-	-	-	GRI 401 Labor Relations: 2016	5.2.1 Remunerations and benefits
	Talent Cultivation	Positive and actual	The average training hours in 2024 were 17 hours, higher than that in 2023.	●	-	●	-	GRI 404 Training and Education: 2016	5.2.2 Talent cultivation
	Product and Service Labeling	Positive and actual	There was no violation arose from product labeling and advertisement in 2024. Our commitment to legal compliance and safety is the promise to our customers.	●	-	●	-	GRI 417: Marketing and Labeling 2016	3.5.1 Product quality and safety
	Trade Secret Protection and Transaction Security	Positive and actual	No customer experienced information leakage due to the Company's data retention in 2024.	●	-	●	-	GRI 418: Customer Privacy 2016	3.6 Protection of Information Security
Environment	Sustainable Supply Chain Management	Positive and potential	The existing suppliers are all major international brands with established management models; there is currently no major violation.	●	●	-	-	GRI 308: Supplier Environmental Assessment 2016 GRI 414: Supplier Social Assessment 2016	4.3 Supply Chain Management
	Energy Saving and Carbon Reduction	Negative and potential	For the net zero carbon emissions required by the government, while Excelsior has introduced ISO 14064-1, the Group's subsidiaries have been gradually building the relevant inventory mechanism.	●	-	●	-	GRI 305: Emissions 2016	4.1 Greenhouse Gas Management

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1.4 Sustainable Development Goals

The Sustainable Development Goals (SDGs) of the United Nations are a program launched in 2015, proposing 17 goals and 169 sub-goals as guiding principles for the implementation of sustainable development by member states and global enterprises before 2030.


Integrating its sustainability goals into the Company’s business strategy, Excelsior expands its focus from solely economic performance to include environmental protection. The Company aims to reduce wastewater discharge and greenhouse gas emissions while inviting suppliers to collaborate on improving the environment and ensuring legal compliance. Additionally, it seeks to enhance employee packages to retain top talent and eliminate various inequalities in the workplace. Looking to the future, Excelsior can continuously contribute more to the SDGs and fulfill its corporate social responsibility.



1 ELIMINATION OF POVERTY

1.4 Ensure equitable rights and access to economic resources for all men and women, especially the poor and disadvantaged groups.

- Provide remuneration conditions better than regulations and market-competitive, as well as comprehensive benefit measures, to enable employees to work with dignity and improve their economic standard of living for themselves and their families.
- The salaries of employees are adjusted appropriately based on the Company’s profit performance to increase the loyal of the employees toward the Company.




3 GOOD HEALTH AND WELL-BEING

3.4 Reduce deaths from non-infectious diseases and promote mental health through prevention and treatment.

3.d. Enhanced early warning, risk reduction, and the national’s management capability for health risk.

- Provide quality medical devices to protect the health of consumers.
- All medical devices are certified with ISO 13485 Medical Device Quality Management System and approved by TFDA.
- The Excelsior Medical Health Foundation cares for the socially disadvantaged and promotes the concept of health care.



4 QUALITY EDUCATION

4.5 Eliminate educational gaps and ensure access to all levels of education and vocational training for disadvantaged families, including people with disabilities, indigenous people, and disadvantaged children.

4.7 Promote the sustainable development education, sustainable lifestyle, human rights, gender equality, peace and non-violence.

- Arrange the employees with different job attributes to undergo functional training to ensure that every employee has the opportunity to receive professional training.
- Encourage the employees to participate in programs such as sustainable development, workplace gender equality and labor rights.

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- 5.1 Eliminate all forms of discrimination against women.
- 5.4 Acknowledge and emphasize women and family care through social protection policies.

- Gender is not considered in the recruitment and promotion of employees.
- Provides the right to apply for parental leave without pay of both male and female employees.



- 8.4 Improve energy use and production efficiency.
- 8.5 Achieve full employment with productivity to provide good jobs for all men and women, including young people and people with disabilities, and ensure equal treatment for equal work and equal pay.
- 8.7 Prohibit child labor and eliminate oppressed labor.
- 8.8 Protect the labor rights and promote the safety of the working environment, especially women and workers engaged in hazardous works.

- Gender is not considered in the recruitment and promotion of employees.
- The salaries of employees are adjusted appropriately based on the Company's profit performance to increase the loyal of the employees toward the Company.
- Respect labor rights, including the prohibition of child labor and the prohibition of any form of workplace discrimination.
- Adjust job descriptions for female employees as appropriate, in accordance with laws aimed at reducing workload and practically protecting them.
- Implement the occupational safety and health management systems to effectively improve employees' workplace safety.



- 10.2 Promote the socio-economic integration, regardless of age, gender, disability, religion, economy or other identity and status.
- 10.3 Ensure equal opportunities and reduce inequalities, including practices to eliminate discrimination.

- The Company's recruitment, appraisal and promotion mechanisms do not take the physiological or psychological differences of employees into account.
- The employee whistleblowing channel is provided, with a comprehensive whistleblowing process to protect whistleblowers.



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12.5 Significantly reduce waste generation through prevention, volume reduction, recycling and reuse.

- The suppliers are required to continuously provide ESG-compliant products, improve production processes and reduce waste output.



- 13.2 Integrate the climate change measures into policies, strategies and planning.
- 13.3 Improve education, raise awareness, and empower people and institutions on climate change mitigation, adaptation, impact reduction and early warning.

- A greenhouse gas inventory and verification report were conducted in 2024; the carbon emission reduction plan was formulated based on the report, to demonstrate the progress in reducing carbon emissions.
- The material risks were determined based on issues such as climate change, with the responding measures for climate change risk and opportunity formulated.



- 16.6 Develop the effective, accountable and transparent systems at all levels.
- 16.7 Ensure that decision-making at all levels responds the public opinions, and inclusive, participatory, and representative.

- Strengthen the corporate governance, ensure that practitioners comply with the Company's regulations through internal controls and have independent whistleblowing channels and a comprehensive whistleblowing process.
- Through communications with stakeholders, their demands and expectations for the Company were understood and reported to the Board of Directors regularly.



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2.1 Company Profile

Excelsior Healthcare Group was founded in 1988. In its early stage, it was an agency to sell hemodialysis equipment and consumables, and then gradually transformed into an integrated distributor of medical products and services. In 2001, it was listed on TPEX as “Dongmao International Co., Ltd.” Combining years of experience in medical channel services and the strategy of diverse operation, Dongmao International officially transferred to TWSE in 2007 and was renamed “Excelsior Medical Co., Ltd.” in 2009.

With years of accumulated core competitiveness, Excelsior Healthcare Group continuously expands its investments and operations in the biotech and medical industries while actively positioning itself in Southeast Asia and pursuing the Group’s internationalization, aiming to achieve the goal of international expansion rooted in Taiwan.

Since its foundation, Excelsior Healthcare Group has integrated various medical professional fields with new concepts and models based on the core competencies accumulated. Excelsior Medical Group continuously roots itself deeply in the Asian market, with operations in Taiwan, Hong Kong, the Philippines, Malaysia, and other areas. Through continuous collaboration and innovation, we hope to become the most valuable integrated healthcare industrial group in Asia.

As of now, the Group has three listed companies in Taiwan (Excelsior: Stock Code 4104; Dynamic Medical Technologies: Stock Code 4138; Arich Enterprise: Stock Code 4173)

Note: For key history of Excelsior Medical, please refer to the Company History in the official site of Excelsior Medical.



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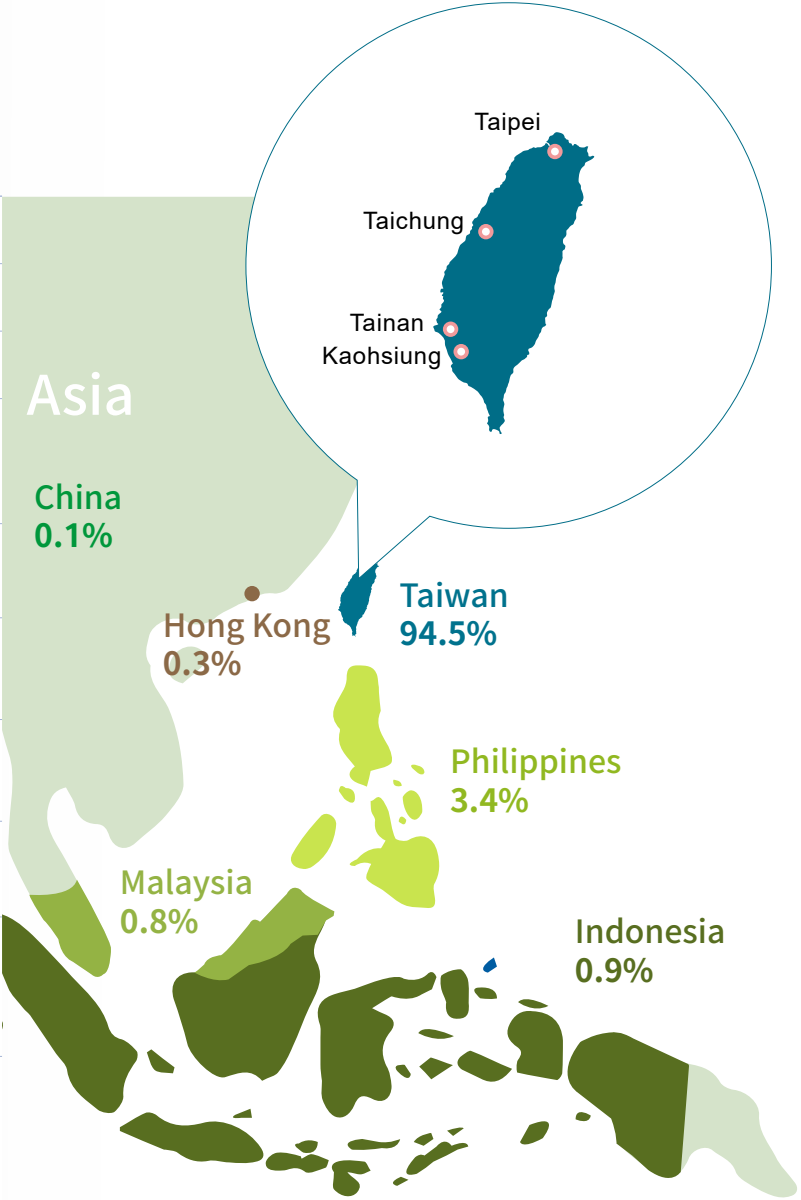
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Basic Information

Company Name	Excelsior Medical Co., Ltd.
Stock code	4104
Industry of operation	TWSE listed biotechnology and medical industry
Key Products / services	Hemodialysis-related medical devices and consumables, surgical equipment and consumables, blood bags, ostomy, and health appliance products
Location of the Headquarters	17F, No.880, Zhongzheng Road, Zhonghe District, New Taipei City
Capital (Unit: NT\$ thousand)	NT\$1,633,975 thousand
Revenue for the year (Unit: NT\$ thousand)	Revenue in 2024 was NT\$8,538,546 thousand
Equity Ratio	Domestic institutions: 43%; domestic individuals: 53%; foreign institutions and foreign individuals: 4%
Operating locations	Taiwan (Taipei, Taichung, Tainan, and Kaohsiung) The Philippines, Malaysia, and Hong Kong
Revenue ratio by region	Taiwan (94.5%) Hong Kong (0.3%) The Philippines (3.4%) Malaysia (0.8%) Indonesia (0.9%) Mainland China (0.1%)



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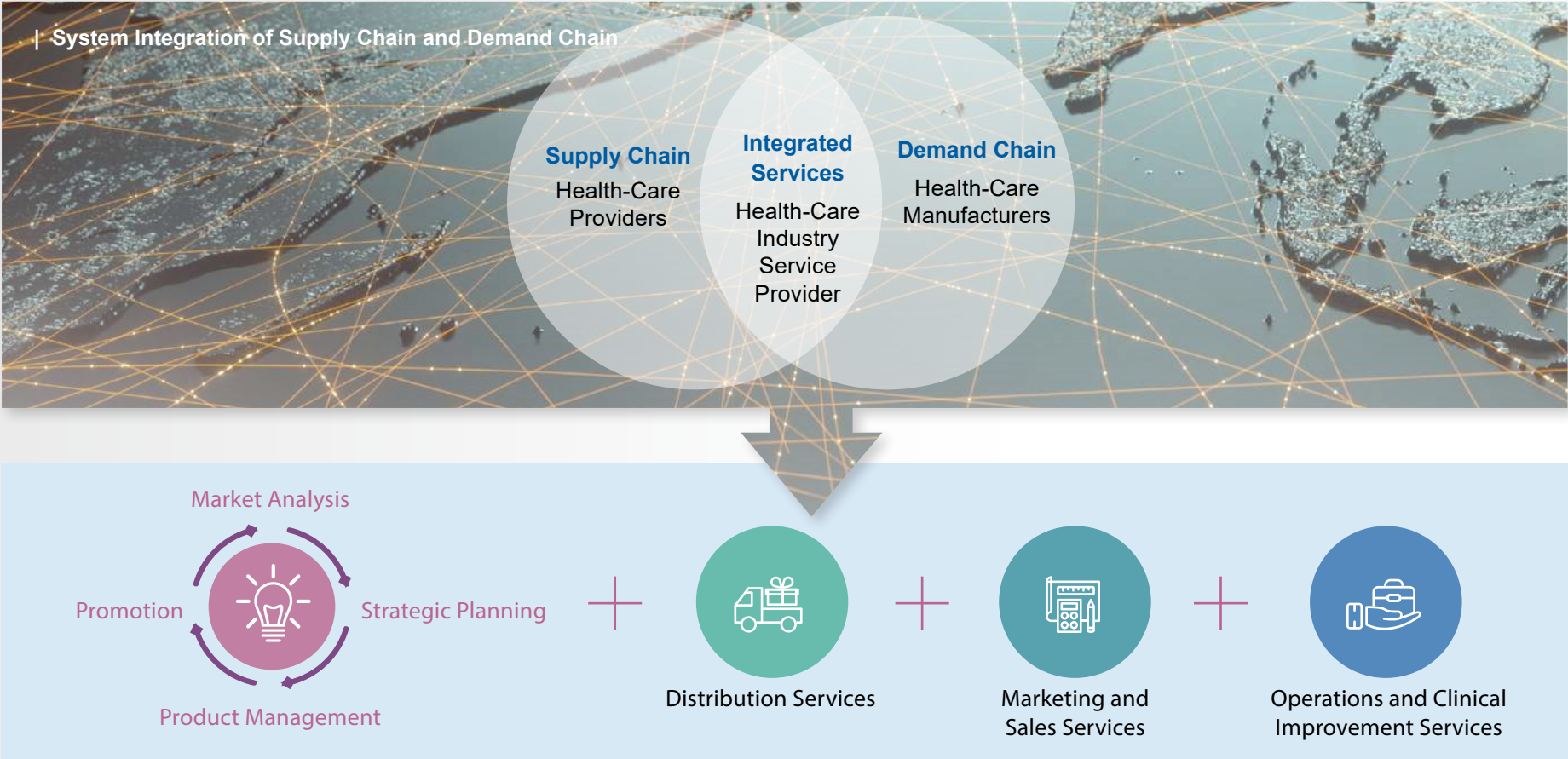
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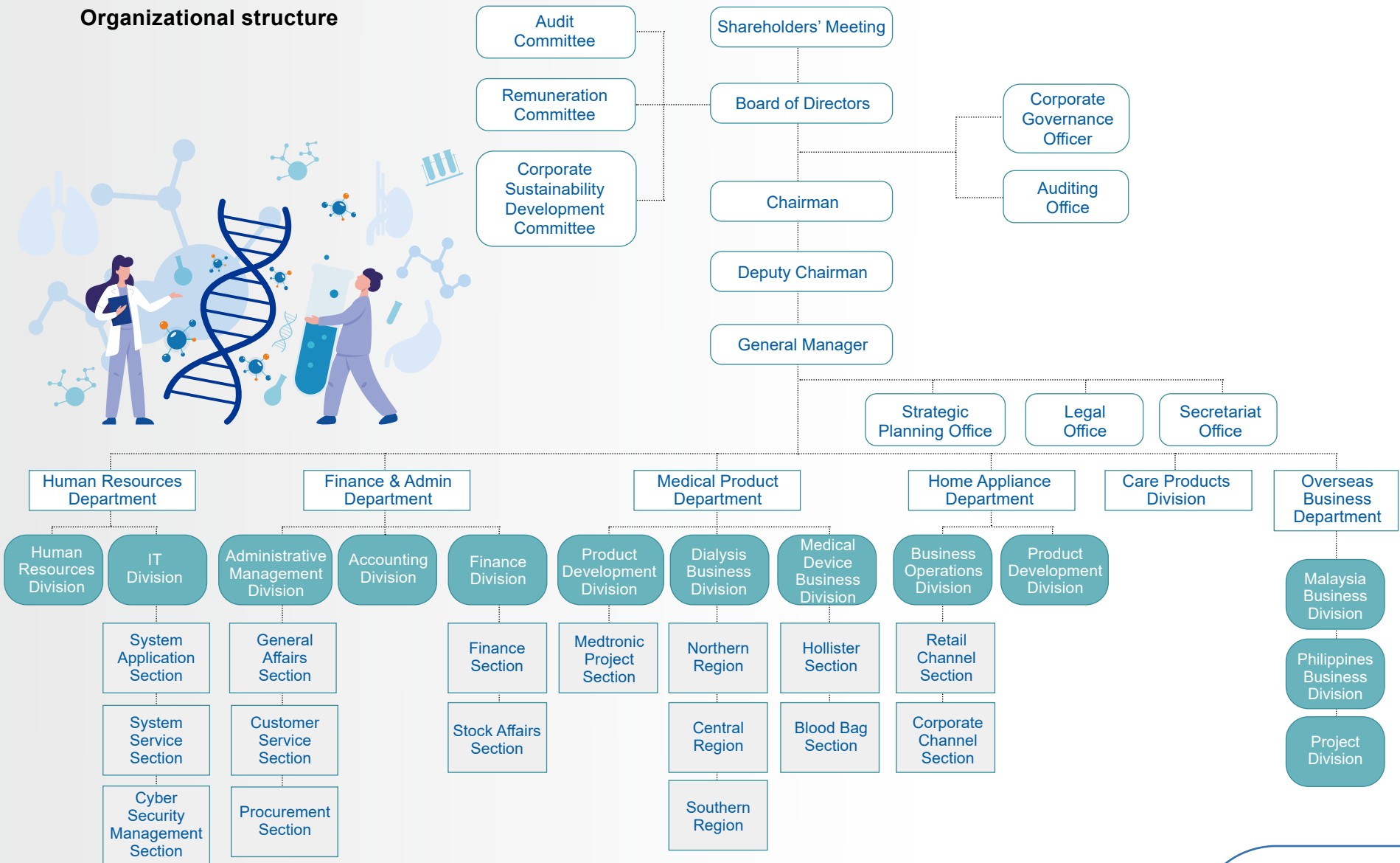
2.2 Business Philosophy

Position of Excelsior in the Upstream, Midstream, and Downstream of the Industry Chain

Excelsior is an integrated distributor of medical products and services, with the main operating model of “resource integration,” providing customers with services other than medical conduct. It also acts as a medical management consultant to medical institutions and establishes a system of health-related channels with the model of “medical management.” The correlations among the upstream, midstream and downstream are as shown in the following figure:



Organizational structure



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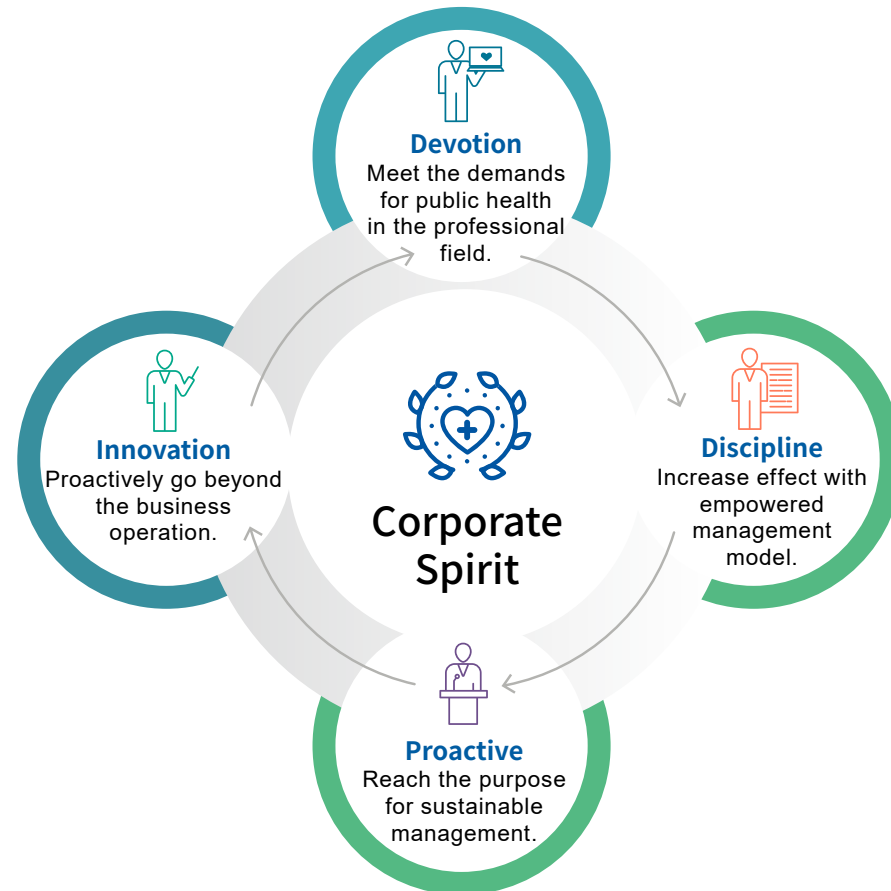
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The operation philosophy of Excelsior aims to build a healthcare industry group, and its nature is a system integration distributor. Therefore, it adopts a diverse agent approach through reinvestment to obtain the right to sell outstanding products as an agent, complemented by various marketing and management / consulting services for medical institutions. Customers are effectively provided with comprehensive diverse services, with healthcare market channels cultivated deeply, which will lead high-quality medical services around the world into various country markets.



Corporate vision

Integrate all professional fields in the healthcare industry to build an investment and management team for the healthcare sector in Asia, providing high-quality, comprehensive healthcare services for the health and well-being of society.

● Commerce Strategy of Agent

To develop diversified product sales models, we look for agents distribution of medical products required by The medical industry, and introduce competitive products.

● Strategy of Medical Channel

Continuously integrating upstream and downstream medical resources and cooperating with strategic partners in the medical industry, to develop competitive value chain serviced and expand the scale of medical channel.

● Strategy of Pharmaceutical Logistics

To construct the differentiated all-round pharmaceutical logistics service, we actively expand sales and distributions, and obtain the certification of ISO, Medical Device GDP, and PIC/S GDP.

● Strategy of Overseas Business

Extending overseas biotech medical market with the experience of Taiwan, and expanding abroad domain by dialysate production in Southeast Asia.

2.3 Management Systems

The management system approved by Excelsior is shown in the following table. In addition, the ISO 14064-1 Organizational Greenhouse Gas Inventory Standard Verification, which exceeds regulatory requirements, was passed in 2023.

System name	Certificate Valid Until
Good Distribution Practice (GDP) for Medicinal Products (Part III: Distribution)	2025/8/24
ISO 9001 Quality Management System	2026/2/26
ISO 13485 Medical Device Quality Management System	2026/2/26
Good Distribution Practice (GDP) for Medical Devices	2026/2/14
ISO 27001 Information Security Management System	2027/9/11



2.4 Participation in External Organizations

In addition to enhancing the competitiveness of its own products, Excelsior actively communicates with stakeholders across various fields and learns about the latest development trends in the industry by participating in industry-relevant associations and engaging with their members.

Name of External Association	Identity for Participation
Chamber of Commerce, New Taipei City	Members
Taipei Medical Instrument Commercial Association	Members
Appliance Commercial Association of New Taipei City	Members
Chinese Association for Pharmaceutical Agents	Members
Importers and Exporters Association of Taipei	Members
New Taipei City Medical Device Commercial Association	Members
TWCERT (Taiwan Computer Emergency Response Team / Coordination Center)	Members
CISO (Taiwan Chief Information Security Officer Alliance)	Members
E-Sun ESG Sustainability Initiative	Members





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- 3.5 Products and Services
- 3.6 Protection of Information Security

3. Integrity Governance

The comprehensive corporate governance includes a sound board of directors, rigorous internal controls, and stable financial control. In addition to helping reduce a company's operational risks, it also enhances the company's competitiveness and creates brand value. A corporate culture of ethics and responsibility is established, ensuring compliance with regulations to implement ethical management. Meanwhile, a well-functioning corporate governance framework ensures the sound development of the company's operations and protects the interests of investors and other stakeholders.

In accordance with the Securities Exchange Act and related regulations, Excelsior has established its corporate governance system. In order to strengthen the protection of shareholders' interests, enhance the functions of the Board of Directors, respect stakeholders' rights, and improve the transparency of information, the Board of Directors has approved the "Corporate Governance Best-Practice Principles" and the fair, equitable, and transparent procedures for director elections, with independent directors established, among other measures, to strengthen the management and supervisory functions of the Board. The Board also adopts the "Principles of Ethical Corporate Management Best Practice" and the "Code of Conduct." Based on the operating philosophy of integrity, transparency and accountability, we have established policies grounded in ethics, and built sound corporate governance and risk management mechanisms to create a sustainable operating environment. In addition, by insisting on the principles of correctness, timeliness, and fair disclosure, Excelsior has established a comprehensive information disclosure system that provides information on operations, finance, the Board, and the shareholders' meeting on the Company's website and MOPS, ensuring that shareholders have access to the latest information about the Company.

The regulations related to corporate governance describe the operation and implementation of the established unit on the Company's website and in annual reports, which are presented to the Board of Directors at least once a year.

For the above procedures, please refer to:



Managerial Approach



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3.1 Governance Practices

The shareholders' meeting consists of all shareholders, makes decisions on material matters of the Company, regularly listens to the Board's reports, and serves as the Company's highest decision-making body; the Board of Directors is the highest governance body. The board members fully fulfill their obligation of good stewardship by planning the Company's operating policies and reviewing its financial performance, while ensuring that the Company's operations comply with various regulations. To improve corporate governance and strengthen the Company's competitiveness, the Board has established the Audit Committee and the Remuneration Committee for the healthy operation of the Board. Furthermore, in 2023, the Sustainability Committee has been elevated to report to the Board, incorporating three independent directors and the Corporate Governance Officer. Additionally, there is an independent Audit Office under the Board that conducts audit affairs on a regular basis and reports the audit results to both the Audit Committee and the Board of Directors.

Excelsior emphasizes corporate governance, pursues sustainable growth and ethical management; it continuously strengthens the corporate governance framework, insists on information transparency, supplemented with an effective internal control system, to protect the rights and interests of stakeholders. Excelsior follows the Regulations Governing Establishment of Internal Control Systems by Public Companies to weight the Company's overall operations, establish the internal control system to implement such fully, with constant reviews to respond to changes in the internal and external environments for ensuring the continual effectiveness of the design and implementation of the internal control system. Through a comprehensive management mechanism, the operational performance is improved and the goal of sustainable operations will be achieved.

To strengthen the Company's support for the directors to perform their duties and enhance the performance of the Board, Excelsior appointed the CFO to serve as the Corporate Governance Officer as of September 1st, upon the Board's resolution on August 4th, 2022, till now, to safeguard the shareholders' interests and strengthen the Board's functions. His / her main duties are to deal with matters relating to board and shareholders' meetings pursuant to laws, prepare the minutes of board and shareholders' meetings, assist the directors (including independent directors) in taking office and continuing education, provide information required by the directors and independent directors to perform their business, and assist the directors (including independent directors) in complying with the law.

The financial statements of Excelsior are commissioned to KPMG Taiwan for regular audits and attestations. The disclosure of each piece of information required by law can be completed correctly and in a timely manner. The personnel responsible for the disclosure of the Company's information to the external world have established a spokesperson system to ensure that all material information is disclosed in a timely manner, allowing shareholders and stakeholders to access information related to the Company's business and finances. Looking to the future, strengthening the board operations, improving the information transparency, and gradually integrating the sustainable governance strategies into the corporate governance framework is a goal of Excelsior's ongoing efforts. In 2024, the rank of the Company in the Corporate Governance Evaluation remained unchanged from 2023, which was 21–35%.

Results of the Corporate Governance Officer's Performance of Duties in 2024**01****Assisting the directors (including independent directors) in the performance of their duties, providing the required information and arranging the continuing education for directors:**

1. Providing the latest amendments and developments of regulations related to the field where the Company operates and corporate governance at the time when the directors take office, and updating the information regularly.
2. Reviewing the classification of relevant information and providing the company information required by directors, to maintain smooth communications between the directors and heads of various units.
3. The independent directors, in accordance with the Principles of Corporate Governance Best Practice, conduct separate interviews with the Internal Audit Officer and the attesting CPAs to learn about the Company's finances and operations. The sufficient communication and report on the latest regulations have been achieved.
4. Based on the Company's industrial characteristics, the directors (including independent directors) have completed annual continuing education courses.

02**To assist the legal compliance of the board and shareholders' meeting agenda procedures and resolutions:**

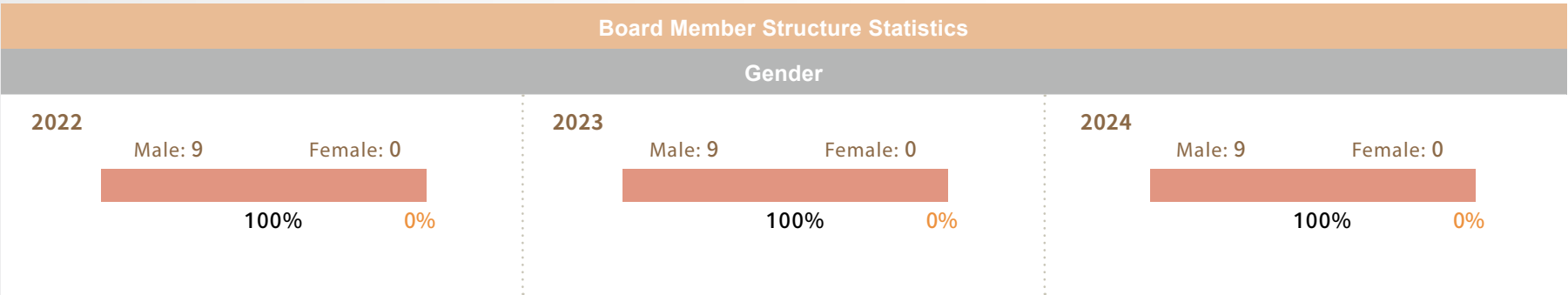
1. Reporting the status of corporate governance operations to the Board and independent directors, confirming whether the convening of the Company's shareholders' meetings and board meetings complies with relevant laws and the Principles of Corporate Governance Best Practice.
2. Assisting and reminding the directors the regulations to be complied with when conducting business or making formal resolutions of the Board.
3. After meetings, he / she is responsible for reviewing the matters related to the announcements of material information regarding the decisions of the Board, ensuring the legitimacy and accuracy of the content of the material information, in order to ensure the equivalence of transaction information for investors.
4. The agenda of a board meeting shall be communicated to the directors seven days in advance. The meetings are convened with information about the meeting provided. For any issue requiring recusal, an advanced reminder will be given, and the meeting minutes are to be completed within 20 days of the meeting.
5. The date of the shareholders' meeting is registered in advance; meeting notices, agenda handbooks, and minutes are produced within the statutory period. Where the Articles of Incorporation are amended or the directors are related, the changes must be registered.

03**Excelsior renewed the insurance policy for directors, supervisors and key employees with a coverage of US\$10 million.**

3.1.1 Board of Directors

The Board formulates the Company’s operating strategies and is responsible to shareholders and other stakeholders. The directors faithfully conduct their business and fulfill their obligation of good stewardship by exercising their duties in a prudent manner. For conducting the Company’s business and operations, as well as the arrangements of various governance systems, all matters, except those to be resolved by the shareholders’ meetings as required by law, shall be resolved by the Board. In accordance with the Articles of Incorporation, Excelsior adopts the candidate nomination system for electing directors, and the shareholders shall elect directors from list of director nominees. The principle is that appointments are based on talent, and re-elections are held regularly. Meanwhile, as required by the Corporate Governance Best-Practice Principles, the current Board is composed of nine directors, including three independent directors, resulting in a ratio of 33%. The other two external directors account for 22%. The directors who are not managerial officers of the Company hold more than half of the seats, and more than half of the directors are not spouses or relatives within the second degree of kinship to other directors. It is advisable to consider the diversity guidelines for the members, including but not limited to the following two general standards: the basic requirements and values, and the professional knowledge and skills. They shall also possess the knowledge, skills, and experience necessary to perform their duties. In addition, as the term of office of the current Board has not yet expired, gender diversity is being planned according to the goal for the next term. The board meetings are convened at least once a quarter, to review the operating performance and discuss key proposals, including economic, environmental and social impacts, risks and opportunities, among other things. The responsible units for subsequent processing are confirmed via meetings, and the follow-up reports are conducted at the next meeting. A total of five board meetings were held in 2024.

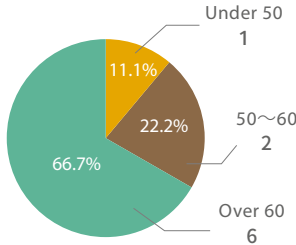
Board Member Structure Statistics



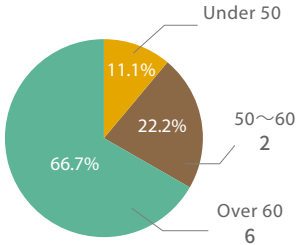
Board Member Structure Statistics

Age

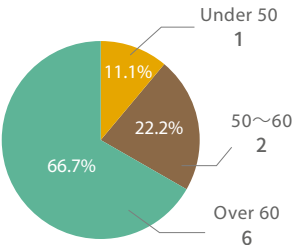
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2023

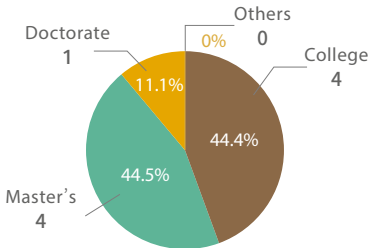


2024

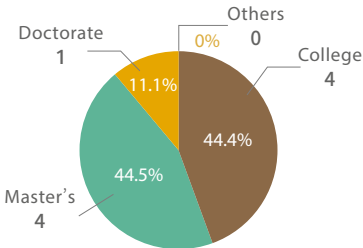


Education

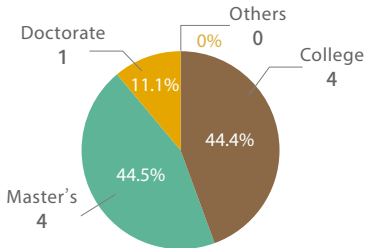
2022



2023



2024



Note: Please refer to the official website – Operations of Corporate Governance – Board Member Diversity Policy, for the principal background (education), concurrent positions and diversity policies of the board members of Excelsior Medical.



Diversity Policy of the Board

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Introduction of the Board and Attendance of Board Meetings

Job Title	Name	Attendance Required	Actual Attendance (Participation)	Actual Attendance Rate (%)	Number of Companies Where the Concurrent Director Seats Are Held	Possessing industry, ESG related background / experience
Chairman	Fu, Hui-Dong	5	5	100%	11	Industry, medical, and business administration
Directors	Chang, Hsien-Cheng	5	5	100%	6	Industry, medical, and business administration
Directors	Chang, Ming-Cheng	5	5	100%	12	Industry, medical, and business administration
Directors	Hsieh, Yen-Sheng	5	5	100%	2	Industry and business administration
Directors	Chen, Dun-Ling	5	5	100%	0	Industry and Medical
Directors	Fu, Yu-Hsuan	5	5	100%	16	Industry, medtion
Independent Director	Chang, Wu-Yi	5	3	60%	0	Accounting and business administration
Independent Director	Kuo, Yu-Chia	5	5	100%	4	Law and business administration
Independent Director	Chan, Chien-Lung	5	5	100%	3	Accounting and business administration

To establish a sound operating system of the board and healthy supervisory functions, while ensuring the independence of the independent directors when performing their duties, the Board of Directors of Excelsior has adopted the “Regulations Governing Procedure for Board of Directors Meetings” and established the “Rules Governing the Scope of Powers of Independent Directors,” to clearly define the scope of responsibilities of independent directors for them to comply with. Meanwhile, Fu, Hui-Dong, the Chairman, does not concurrently serve as the Company’s General Manager, to ensure his independence. The directors exercise a high degree of self-discipline to implement the recusal for interest conflicts. Where a director is an interested party with respect to any proposal for a board meeting, the director states the important aspects of the interested party relationship at the meeting, and enters recusal during the discussion and voting. The director also may not act as another director’s proxy to exercise voting rights on that matter.

Meanwhile, to improve the quality of the Board’s decision-making, the Board also adopts the “Rules for the Performance Evaluation of the Board of Directors.” Every year, the Board, individual board members, and the functional committees are subject to the internal evaluations. The agenda unit of the Board sends the questionnaires to board members for the self-evaluation, and the results thereof are aggregated by the agenda unit and reported to the Board. When electing or nominating members of the board of directors, the Company shall base its election on the evaluation results of the performance of the board and shall base its determination of an individual director’s remuneration on the evaluation results of his or her performance.

Board Performance Evaluation			
Self-Evaluation (Questionnaire)	2022	2023	2024
Board of Directors	99	99	98
Audit Committee	100	100	99
Remuneration Committee	99	99	99
Sustainable Development Committee	-	-	100

Note: The Sustainability Committee was established under the Board of Directors since December 2023; therefore, the evaluation was conducted for this functional committee in 2024.

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To effectively manage risks and increase the willingness of professionals to serve as directors, Excelsior purchases liability insurance for directors, to eliminate worries for the directors when performing their duties.

Excelsior considers various issues of legal compliance and governance practices that directors may face when participating in the Company’s operational decision-making, so the Company actively encourages and arranges for the directors to take relevant professional courses as continuing education. In 2024, all directors had a total of 57 hours of training. The courses are described in the table.

The Corporate Governance Officer will also plan to add further continuing education courses related to corporate sustainability for the directors. Excelsior believes that under the leadership of the Board, with its corporate governance and extensive industrial experience, the Company's operations will prosper through constant diligent efforts in the fields of biotechnology and the medical industry.



Course Name	Course Hours
Sustainable Governance Practices for Corporate Succession and Transformation	3
Trends and Risk Management in Digital Technology and Artificial Intelligence	3
Summit of Strengthening the Capital Market of Taiwan	3
Carbon Credit Trading Mechanism and Applications of Carbon Management	3
Balanced Wealth Management for All – Feasible Approaches of Wealth Management for Everyone	3
Preliminary Discussion of Emerging Crime of Fintech and Anti-Money Laundering from the Perspective of Corporates	3
Practical Case of Insider Trading and Related Legal Responsibilities	3
The Emerging Corporate Risk Management from the View of Ransomware, Trade Secret Protection and Ethical Management	3
Advanced Issue in Corporate Governance: ESG	3
Sustainable Governance Practices for Corporate Succession and Transformation	3
Trends and Risk Management in Digital Technology and Artificial Intelligence	3
Awareness of Corporate ESG Sustainable Governance and Implications – Global Trend of Net Zero and Countermeasures of Corporates	3
AI Development and Information Security Risks	3

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3.1.2 Functional Committees

For the effective exercise of its supervisory role and the enhancement of managerial functions, the Board has established the Audit Committee, the Remuneration Committee, and the Sustainable Development Committee. The functional committees shall, in addition to the duties exercised independently pursuant to regulations, be accountable to the Board and submit proposals for resolutions to the Board.

Audit Committee

The Audit Committee assists the Board in monitoring the quality of the Company’s performance of accounting, auditing, financial reporting processes and financial controls, and submits the results of the evaluations to the Board for discussion. The Board of Excelsior has approved the “Organizational Charter of the Audit Committee,” for the Board to establish the Audit Committee, composed of three independent directors; one of whom serves as convener and at least one of whom possesses accounting or financial expertise. The Committee shall hold at least one meeting every quarter. In 2024, a total of five Audit Committee meetings were held, and the overall attendance rate reached 86.67%.

The internal audit officer reports to the independent directors on the performance of the audit affairs every quarter, including internal operations and amendments to internal control measures, among other things. The internal audit officer also presents the audit reports to the Board. The implementation of audit affairs and their effects are fully communicated. In 2024, the independent directors and the audit officer held two meetings. In addition, the independent directors and the CPAs held four meetings in 2024. In addition to reporting the audit results of the financial statements to the independent directors, they also promote regulations and exchange opinions during the meetings

Attendance of the Audit Committee Members

Job Title	Name	Attendance Required	Actual Attendance	Actual Attendance Rate (%)
Independent Director	Chang, Wu-Yi	5	3	60%
Independent Director	Kuo, Yu-Chia	5	5	100%
Independent Director	Chan, Chien-Lung	5	5	100%



Remuneration Committee

To improve the remuneration system for directors and managerial officers and evaluate whether the operating performance of these individuals, as well as the remuneration they receive, is fair and reasonable, the Board approved the “Organizational Charter of the Remuneration Committee,” to establish the Remuneration Committee under the Board, with at least one member being an independent director. Currently, all three members are independent directors. A total of three meetings were held in 2024, with an attendance rate of 100%.

The key authorities of the Remuneration Committee are to determine the systems and standards for the performance and remunerations of the directors and managerial officers with regular reviews, and the remunerations of the directors and managerial officers are evaluated regularly. The appraisal is based on the “Rules for the Performance Evaluation of the Board of Directors.” Pursuant to the Rules, the evaluation items are: alignment of the goals and missions of the company, awareness of the duties of a director, participation in the operation of the company, management of internal relationships and communication, the director’s professionalism and continuing education, and the internal control. With reference to the overall operating performance of the Company, the future operational risks and development trends of the industry, the directors are given reasonable remunerations. The compensation system is reviewed at all times based on the actual operations and related regulations, to seek the balance of the Company’s sustainable operations and risk control. For the distribution of the general managers and the deputy general managers, the 2024 annual report may be referred to. Of which, the reference for salaries include the peers’ level, job title, job rank, background and education, expertise and job duties. For bonuses, the overall consideration covers the participation in the Company’s operations and performance

evaluation. The evaluation items include: financial indicators (financial and business performance indicators) and non-financial indicators (leadership ability, moral integrity, and legal compliance of the department). Other special contributions are also considered, as well as the Company’s future risks, to be incorporated into performance evaluation and remuneration considerations. After being reviewed by the Remuneration Committee, the recommendations are submitted to the Board for resolution. The Company’s ESG performance will gradually be linked to the remunerations of the Board and managerial officers in the future.

Attendance of the Remuneration Committee Members

Job Title	Name	Attendance Required	Actual Attendance	Actual Attendance Rate (%)
Independent Director	Chang, Wu-Yi	3	3	100%
Independent Director	Kuo, Yu-Chia	3	3	100%
Independent Director	Chan, Chien- Lung	3	3	100%

Sustainable Development Committee

In order to enhance the management principles of ESG corporate sustainable development, Excelsior has established the “Sustainable Development Committee,” chaired by the Vice Chairman, and the General Manager, Corporate Governance Officer, Planning Director, CFO, and Human Resources Officer as vice chairpersons. In 2023, to strengthen the ESG corporate sustainable development function, the “Sustainable Development Committee” was established under the Board, with three independent directors of Excelsior and the Corporate Governance Officer as members, and the Corporate Governance Officer chairs the Committee. There is the corporate governance task force, collaborative partner task force, employee rights task force, environmental sustainability task force, and social engagement task force under the Committee. The Committee convenes heads of departments to develop responding measures and strategies on environment (E), society (S) and governance (G) issues through regular meetings. In addition to the meetings with various units and relevant task forces from time to time, all members hold quarterly ESG meetings to confirm the effectiveness of goals and review progress. These meetings are verified by the internal audit officer and are reported regularly to the Chairman and the Board of Directors regarding implementation effectiveness and areas for improvement. In addition, the “Rules Governing the Preparation and Filing of Sustainability Reports” are established to ensure the quality of the sustainability reports. In this year, the management of sustainability information is integrated into the internal control system to strengthen the Company’s management of sustainability information and improve the reliability of sustainability information.

Attendance of the Sustainable Development Committee Members

Job Title	Name	Attendance Required	Actual Attendance	Actual Attendance Rate (%)
Chair	Chou, Chun-Hsiao	3	3	100%
Committee Member	Chang, Wu-Yi	3	3	100%
Committee Member	Kuo, Yu-Chia	3	3	100%
Committee Member	Chan, Chien-Lung	3	3	100%



Organizational Chart of the Sustainable Development Committee



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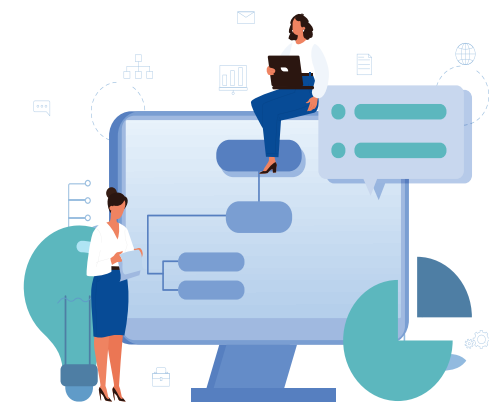
3.1.3 Internal Audit

The purpose of internal audits is to assist the Board and managerial officers in checking and reviewing deficiencies in the internal control system, measuring the effectiveness and efficiency of operations, and providing timely suggestions for improvement, to ensure the continuous and effective implementation of the internal control system, and serves as a basis for reviewing and amending the internal control system. In accordance with the “Regulations Governing Establishment of Internal Control Systems by Public Companies,” Excelsior considers the operations of itself and the subsidiaries as a whole, to establish an effective internal control system, with reviews and improvements at all times, to respond to changes in the internal and external environment of the Company, and ensure the continuous effectiveness of the design and implementation of internal controls. To ensure the impartial and fair stance of auditors when performing audit tasks, Excelsior established an independent internal audit unit under the Board and assigned one appropriate and dedicated internal audit officer based on the Company’s scale, business status, managerial needs and other regulatory requirements. The appointment and dismissal, appraisal and remuneration of the internal auditors, shall be subject to the approval of the Board upon the approval of the Audit Committee, except for the appointment and dismissal of the internal audit officer.

The audit officer shall participate in the board meetings as required to report on the performance of audit affairs, and shall attend each Audit Committee meeting to report to the independent directors on the Company’s internal audit implementation status and internal control operations. Each unit within Excelsior shall conduct a self-assessment at least once a year, and the internal audit unit reviews the self-assessment report of each unit, together with the deficiencies found by the audit unit, and the improvement of irregularities of the internal control, as the major basis for the Board and General Manager to evaluate the effectiveness of the overall internal control system and present the Statement of Internal Control System.

The qualifications of auditors in Excelsior all comply with the applicable terms specified by the competent authorities. To enhance the professional capacity of auditors, they are arranged for continuing education and to participate in professional training institutions designated by the competent authority for the professional training of audit-related affairs as required, to enhance and maintain their audit quality and effectiveness of implementation. The on-duty auditors also complete on-the-job training related to audit affairs for the hours specified by the competent authority each year. In 2024, the auditors and their deputies were trained for a total of 24 hours.

Through its auditors, Excelsior continuously monitors the Company’s implementation of various operational systems, establishes good governance practices and the risk control mechanism, as well as evaluating the sustainable operating environment. In 2024, the Audit Office carried out 124 audits with no significant deficiency in the audit results, and all minor deficiencies were improved fully and cases were closed before the deadline.



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3.1.4 Ethics and Integrity

Ethics and Integrity		Ethics and Integrity
Importance for the Company		The Company’s operations shall follow the principle of ethics to create a sound relationship with customers and suppliers. Through the promotion of ethics-related policies, the employees are enabled to understand the importance of relevant regulations, and the interests of shareholders, partners and employees are protected.
Policy / Commitment		With the core values of ethics and uprightness, and the operating philosophy of integrity, transparency and responsibility, Excelsior develops policies based on ethics and creates an environment of ethics and uprightness.
Targets	Short term	· All directors and managerial officers participated in ethical management training. · The employees received one hour of ethical training. · The insider-trading prevention are promoted every year, and no insider trading occurred. · 100% of new vendors signed the supplier commitments.
	Mid- and long term	· Through various managerial procedures and amendments of the internal control system, and the education and training courses, every undue interest and unethical conduct are prevented, and it is ensured that there is no unethical and insider trading.
Resources invested and specific results in the year		· The Ethical Corporate Management Best-Practice Principles and prevention of insider trading were promoted to the directors, and no trading of the Company’s shares during the book closure period of financial reports was reiterated. · The courses of the Ethical Corporate Management Best-Practice Principles and prevention of insider trading were conducted for the employees on the online education platform, with tests after the courses. A total of 200 participants received the course training. · No insider trading or unethical conduct.
Responsible Department / Complaint-filing Mechanism		Corporate Governance Officer / 02-22251888, csr@excelsior.com.tw

Note: Major suppliers – dealing worth NT\$10 million or more

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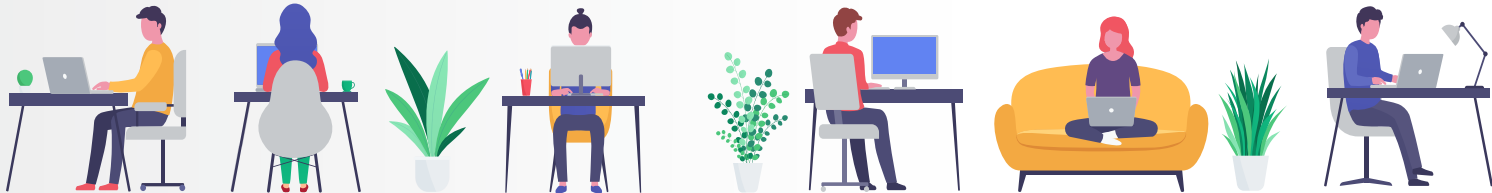
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Ethics are the foundation of business operations. In order to create a working environment and atmosphere meeting the moral standards, Excelsior requires all the employees to understand and comply with the code of ethical conducts. Excelsior builds its core corporate values on legal compliance, with ethics as the first priority, to conduct its business with integrity and legal compliance. To ensure the complete fulfillment of the philosophy of ethical management within the Company, the ethics of the employees are emphasized. At the stage when new employees report to work, the HR department advocates for the Company’s internal ethical codes to develop their ethical awareness. Meanwhile, management is required to act as role models by strictly adhering to ethical principles and subtly sharing the Company’s overall ethical culture.

Internally, the corporate governance task force under Excelsior’s “Sustainable Development Committee” is responsible for promoting the ethical management of the Company. The task force is led by the Corporate Governance Officer to assist the Board and management in formulating and overseeing the implementation of ethical management policies and prevention programs that ensure adherence to the Ethical Corporate Management Best-Practice Principles. The “Ethical Corporate Management Best Practice Policy and Principles” were established and resolved by the Board. The ethical regulations are disclosed on the Company’s official website for stakeholders to review,

and corresponding contacts have been assigned for stakeholders to express their opinions. Where employees have questions about the Company’s ethical regulations, aside from inquiring on the official website, they can also contact the relevant units through various channels such as e-mail and phone.

Meanwhile, Excelsior established diverse whistleblowing channels pursuant to the “Procedures for Reporting and Handling Illegal, Immoral, and Unethical Conduct.” The stakeholders may report cases through the Stakeholder Section on the Company’s official website, the e-mails of the General Manager and the Audit Office. The Audit Office will assign the dedicated staff to investigate. As a principle, the whistleblower must report the incident with the real name, and provide related context of the case, including but not limited to the name of the alleged person(s), the time and location of the incident, the details of the incident, among other basic descriptions and evidence. However, where the anonymous informant has submitted specific relevant evidence, the dedicated staff of the Audit Office may also conduct a follow-up investigation. Where the dedicated staff have any conflict of interest with the informant or the alleged person(s), or in any relationship that may affect the case handling, they shall proactively inform such and recuse themselves, and replaced by other staff to investigate. Meanwhile, the investigation process shall be handled impartially and kept strictly confidential.



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The identity of the whistleblower must not be revealed, to protect the whistleblower from being improperly treated due to the whistleblowing. For unethical conduct, all employees are responsible for reporting such incidents to the Company through a whistleblowing channel. When any illegal conduct is discovered, the Company protects employees from unfair retaliation or treatment due to whistleblowing or during their participation in an investigation.

In the course of business interaction, the employees of Excelsior shall explain the Company's ethical management policies and regulations to the transaction counterparties, and explicitly refuse to provide, promise, request or receive undue benefits in any form or name, directly or indirectly; they shall be alerted to avoid any business dealings with agencies, suppliers, customers, or other counterparties involving unethical conduct. Once they found any unethical conduct of the counterparties or partners, they shall assess whether to blacklist such counterparties, as an implementation of the Company's ethical management policy. Finally, Excelsior has established the "Procedures for Supplier's Sustainability Management." When entering into a contract with a counterparty, their ethical management status shall be known sufficiently, and compliance with the Excelsior's ethical management policy shall be included in the terms of the contract. In the contract, it shall specify as much as possible that when any party, including but not limited to, learns any prohibition from receiving commissions, rebates, or other undue interest by anyone, and any party involving unethical conducts during the course of business activity, the informed party reserves the right to terminate or cancel the contract at any time.

In order to deepen the concept of ethics and integrity in the minds of the employees during the course of business, Excelsior promoted the Ethical Corporate Management Best-Practice Principles to the employees through an online education platform, with tests at the end of the course in 2024. The statistics showed that 200 people received the training; the course on prevention of insider trading was promoted, which included: analysis of insider trading regulation, components of insider trading and the recognition, confidentiality operations, insider trading audit and penalties for violations, and practical case studies. The statistics showed that 195 people received the training.

The Company supervises and audits corruption incidents through internal controls and auditing systems. The significant corruption risks identified through risk assessments include the infringement of trade secrets, embezzlement of company funds, theft of company property, and the receipt of rebates or undue interest. As of the end of 2024, Excelsior has not found or received any report on incidents related to ethical conduct.




3.2 Risk Management

In order to strengthen corporate governance through sound risk management, Excelsior establishes the “Risk Management Policy.” The risk management framework is centered in each responsible department to conduct relevant risk management activities, with assessments based on the probability of occurrence of risks, and responses to specific high-risk items to ensure that the Company achieves the goal of sustainable operations.



Unit	Duties
Board of Directors	It is the highest decision-making unit for risk management policy, and shouldering the ultimate responsibility for the Company's overall risk. The Board of Directors approves the overall risk management policies in accordance with the operating strategy and environment, continuously monitors the effective operation of the risk management mechanism, fully understands the risk situation, and ensures that appropriate measures are in place to address the associated risks.
Corporate governance task force of the Sustainable Development Committee	It is the responsible unit for ESG sustainable risk management, tasked with executing risk management decision-making, coordinating interdepartmental risk management interactions and communications, warning of significant risks, assessing potential losses, tracking countermeasures or reporting the elimination of risks, and aggregating the results of handling material risk incidents, along with providing regular reports to the Board on an annual basis.
Each business uni	Planning and amending the risk management system according to the internal and external environments and regulatory adjustments, clearly identifying the risks it faces, and carrying out the required self-assessment and risk management activities to ensure that the risks faced by Excelsior are controlled to a tolerable extent.

Risk Management Excelsior identifies and develops response strategies for risk

Risk Type	Risk Identification	Risk Description	Risk Level	Major impact	Responding Strategy
 Operational risk	roduct and service risk	Risk of change in license of distribution agent	High risk	Risk of operation disruption	Please refer to Note 1 for description
		Risk of yield of product quality	Medium risk (Note 2)	Increased operating costs	In 2024, the Company had no products related to medical safety incidents but received a notification from the original manufacturer that some batches of medicine "Regpara" had concerns regarding impurities exceeding the recommended limits. Therefore, the health competent authorities were notified, and the recall was initiated. The product defect rate was approximately 0.004% in 2024, not exceeding the defined criteria.
		Product supply /Inventory risk		Risk of operation disruption	The average inventory turnover days in 2024 were 71 days, not lower than the defined criteria of 60 days.
		Price risk of product cost		Increased operating costs	The gross profit margin in 2024 was 14.79%, not much difference from the gross margin of 14.53% in 2023.
		Competitive risks of industry development	Low risk (Note 3)	-	-

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Risk Type	Risk Identification	Risk Description	Risk Level	Major impact	Responding Strategy
 Information security Risks	Cybersecurity risks	Risk of information confidentiality	Medium risk	Increased operating pressure	<div><div>1.</div> Excelsior obtained the international certification of ISO 27001 Information Security in 2024, and the current cybersecurity environment has been enhanced.</div> <div><div>2.</div> A third-party security company was commissioned to perform vulnerability scans, penetration tests, and social engineering exercises in 2024.</div> <div><div>3.</div> Information security audits and training are conducted on a regular basis.</div> <div><div>4.</div> Promotion of information security messages is conducted periodically each year to raise awareness of the information security crisis among employees.</div> <div><div>5.</div> There are no information security incidents and related personal data leakage in 2024.</div>
		Risk of information integrity			
		Risk of information integrity availability			
		Risk of Information security awareness			
 Financial Risks	Cash flow risk	Risk of exchange rate fluctuations	Low risk	-	-
		Risk of interest rate changes			
		Risk of recovering receivables			
		Risk of investment / financing			
		Inflation risk			

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Risk Type	Risk Identification	Risk Description	Risk Level	Major impact	Responding Strategy
 <div>Environmental risks</div>	Risk of climate change	Risk of greenhouse gas emission	Low risk	Increased operating pressure	During the pandemic, for the consideration of uninterrupted medical care, the measures taken are as below: 1. During the pandemic, body temperature was measured with thermal imager before work. 2. Rapid screening agents were provided from time to time during the pandemic to prevent infection 3. During the pandemic, masks (N95) were provided preventively, and the protective clothing were provided to prevent infection 4. During the pandemic, the office areas were split and work from home was implemented to avoid clustering infections. Overall, Excelsior's revenue was not affected, and the cost increases were limited. The entire Company strived to achieve uninterrupted medical care and contribute to society.
		Risk of extreme climate			
		Pandemic risk	Medium risk		
 <div>Emerging risks</div>	Legal compliance risk	Legal litigation risk	Low risk	-	-
	Geopolitical risks	Risk of operation disruption	High risk	Risk of operation disruption	Please refer to Note 1 for description
	Human resource risk	Labor supply risk	Medium risk	Increased operating pressure	1. The median salary for non-executive staff of Excelsior in 2023 and 2024 was NT\$787 thousand and NT\$815 thousand, respectively, and the target is to remain above the average. 2. Salary structure was adjusted in a timely manner according to the employees' personal performance each year. 3. The turnover rate of Excelsior in 2024 decreased by 5.45% from 7.91% in 2023.

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Note 1: Description of responding strategy to high risks:

Change in license of distribution agency, product supply / inventory, and geopolitics are all subject to the risk of interrupted operation, and the responding strategy is explained as below:

1. Of the hemodialysis serial products, in addition to dialysis machines and artificial kidneys, most of the consumables can be manufactured domestically without relying on imports.
 - A. Dialysis machines: Excelsior is the current distribution agent of two brands, Nikkiso and FMC, and the Japanese manufacturer Nikkiso has the major share, complemented by the partner FMC to strengthen the market competition. The dual-brand strategy reduces the risk of operation interruption. Although there is no model produced domestically, such equipment has long useful life, and the inventory of FMC can be stocked domestically, so there is no further concern of operation interruption for the time being.
 - B. Artificial kidney: Excelsior is current distribution agent of Asahi, FMC, Nikkiso and domestic brands, and the Japanese manufacturer Asahi has the major share, complemented by the partner FMC to strengthen the market competition. A multi-brand strategy reduces the risk of operation interruption, while the domestic brands maintain flexible sourcing in case of insufficient supplies of overseas importation. There is no further concern of operation interruption for the time being.
2. The surgical serial products partner with Medtronic. The surgery product line includes surgical sutures, automatic stitching machines, ESU, tumor treatment instruments, Ligasure, supersonic knives, among other surgical equipment and devices. Excelsior currently distributes Medtronic's surgical products. Currently, almost all domestic hospitals with surgical operating rooms are its customers, with the domestic market share of about 60%.
3. For the risk of change in the license of distribution agent, in addition to the abovementioned multi-brand strategy that reduces the risk of operation interruption, there are responding strategies as below :
 - A. Winning the favor of foreign manufacturers with sales performance, while building a buyer market with solid channel advantages, so that foreign manufacturers do not change agents arbitrarily with consideration on performance.
 - B. Excelsior is an integrated medical product and service distributor, providing one-stop package sales, including sales, maintenance, marketing, customer service, logistics, financial flow and other system services. The main operating model is to integrate resources for winning the preference of suppliers, and thus relatively reduces the risk of change in the license of distribution agent.

Note 2: Medium risks are included in the regular monitoring and review of indicators.

Note 3: The low risks are not monitored but only attention is paid.

3.3 Legal compliance

Legal compliance is the foundation of business operations. Due to the wide variety and complexity of regulations, each department learns about the movement of amendments to regulations in a timely manner through interaction with government agencies or media reports, and internal and external training is conducted for the staff of the department to ensure that the Company operates in compliance with the regulations.

First of all, with regard to the corporate governance aspect, Excelsior has established the Audit Committee to oversee the Company's financial operations and internal controls, and approved the "Corporate Governance Best-Practice Principles" and the "Rules for the Performance Evaluation of the Board of Directors" to enable the Board to actively participate in the decision-making on key company resolutions. Meanwhile, the Corporate Governance Officer is appointed to help the Board operate and provide professional advice to strengthen the Board's functions. In the future, Excelsior will continuously comply with the Corporate Governance Evaluation and the Corporate Governance Best-Practice Principles to endeavor to the enhancement of the employees' legal compliance.

Secondly, in terms of personnel management, Excelsior has established the relevant internal code of ethical conduct and promotes ethics and integrity as the core values of the Company. Through a series of regulatory formulations, implementations, self-reviews, smooth whistleblowing channels, and protections for whistleblowers, a comprehensive legal compliance firewall is built. The management set themselves as an example by requiring each employee to ensure that their business conduct complies with regulatory requirements and the Company's policies and procedures. Through the annual audit of the internal control self-assessment, the compliance status is reviewed. It is required that business conduct shall be guided, and all employees of the Company are required to comply with the "Operating Procedures of Ethical Corporate Management" and the employee work rules regardless of their job title, job rank, or location. These regulations include the terms of non-disclosure, prohibition of concurrent employment, recusal in cases of conflicts of interest, gift-giving and receipt, commercial courtesy, and the whistleblowing system, to earn public trust, improve the corporate image, and ensure the sustainable operation and development of the Company. The industrial competition is conducted according to the principles of ethics and fairness, aiming to build a legally compliant corporate culture and enhance the Company's good reputation.

In addition, in relation to staff training, to improve the awareness of professional ethics and legal compliance of the employees, Excelsior conducts regular regulatory training in accordance with laws for employees from different departments and job ranks. Corresponding training is provided to the employees depending on their different functions, including orientations, physical courses, departmental promotions, and external training. The guidance of legal compliance is provided via the intranet or e-mail, so that the employees can access the latest regulatory information.

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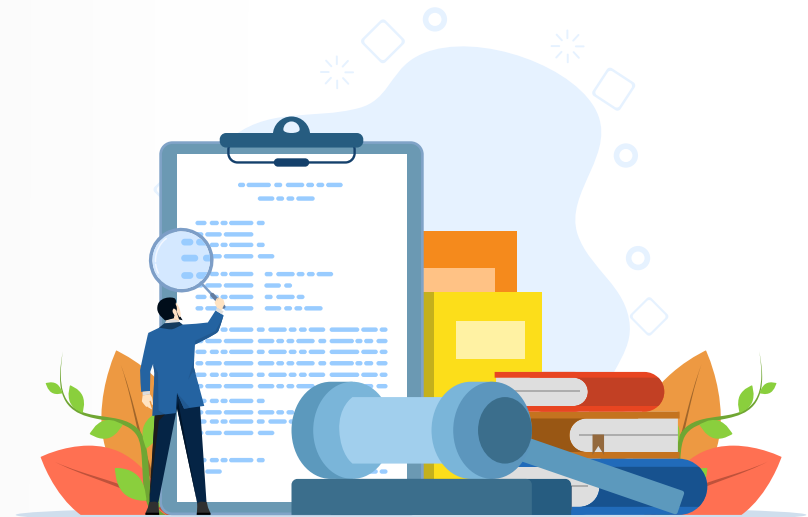
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Finally, with regard to environment, safety and health, Excelsior has established the “Managerial Procedures of Supplier Sustainable Development” to ensure that the partners comply with environmental protection and occupational safety and health regulatory requirements throughout the product lifecycle, and effectively operate the environmental and occupational safety management systems. The potential problems are identified through visits from time to time, and control measures are taken in a timely manner to avoid damage to the Company. We help suppliers promote environmental, social and governance sustainable development, require the suppliers to meet ESG requirements in terms of environmental sustainability, labor rights and human rights, occupational safety and health, and ethical management. Prior to entering into a written contract with the supplier, the supplier is required to complete a “Supplier Commitment Letter” for the substantive transaction. For the suppliers had a transaction amount of NT\$10 million in the previous year, the Product Development Unit of Excelsior created the “Supplier Sustainable Development Self-Assessment” for review. The domestic suppliers may be visited, and the review results of the visits are recorded to confirm the company’s CSR status.

Five suppliers responded to the “Supplier Sustainable Development Self-Assessment” in 2024, which will be continuously promoted in the future.

In terms of overall legal compliance practices, Excelsior had no record of major violations involving corporate governance, securities exchange, environmental protection, occupational safety, labor rights, leakage of customer privacy, product liability, and product labeling, in 2024.



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3.4 Operational Performance

Material Topics		Operational Performance
Importance for the Company		In response to changes in the market environment, in addition to increasing market share of hemodialysis and surgical products, it is planned to continuously introduce the related medical equipment and consumables, deepen medical market channels, combine resources from affiliated companies, and leverage the diverse extensions of strategic alliances, aiming to strengthen the competitiveness and build an integrated healthcare industry group, while continuously providing comprehensive health services with the spirit of “care, autonomy, innovation, and forward thinking.”
Policy / Commitment		Integrate all professional fields in the healthcare industry, to build the investment and management team for the healthcare industry in Asia, and provide the best-quality comprehensive healthcare services for the health of society.
Targets	Short term	For the hemodialysis product, we continuously introduce competitive products from abroad to increase the market share of related equipment consumables, and actively seek the agent license of the medical products required by other medical specialties in order to develop a diversified product sales business.
	Mid- and long term	Externally, we integrate the medical resources from upstream and downstream, introduce new competitive medical products, increase cross-industry strategic partnerships, and continuously expand healthcare channels. Internally, we streamline the organization, reduces management and sales costs, and improves the operating performance. Adapting to the government’s launch of a new southbound plan, we vertically integrate the hemodialysis business by acquiring a Malaysian dialysis fluid factory. After the completion of the inspection, we will expand the existing customer base and develop the Southeast Asia region, while also launching a new product development program to replace the old product and expand the profit base.
Resources invested and specific results in the year		1. Strengthen competitiveness, increase customer base, and integrate upstream and downstream, to create a foundation for long-term profitability. 2. Expand the economic scale, reduce costs, increase competitiveness, and continuously develop new products with competitiveness, to widen the gap while maintaining quality advantages.Revenue / net profit as an assessment basis, the revenue grew in 2024.
Responsible Department / Complaint-filing Mechanism		Medical Product Department / Telephone and e-mail

The global geopolitics have been volatile in recent years. The outcome of the 2024 U.S. presidential election created more uncertainty for market economics. The economic and trade markets closely monitor the direction of U.S. trade policy, heightened tensions in U.S.–China relations, and possible strengthening protectionism, thereby impacting the global supply chains and economic development in Taiwan. Fortunately, as a leading integrated medical product and service distributor in Taiwan, Excelsior is subject to a relatively smaller impact from the economic cycle and, on the basis of steady growth, continuously strengthen its supply chain resilience and competitive edges to ensure future stable operations.

Operational Plan

1. Strengthening the investment positioning

We cultivate the Taiwanese medical market and actively seek strategic partners in the medical industry. Through reinvestments, we continuously integrate upstream and downstream medical resources, develop competitive value chain services, and expand the scale of medical channels. Meanwhile, we replicate the Taiwanese experience to expand into overseas medical markets by entering the production field through a Malaysian dialysis fluid factory, thereby extending our sources of profit.

2. Promote the brand management strategy

We promote the in-house brand “Nihon Fix” of fashionable and luxurious health appliances, while promoting the in-house brand “DR CYJ Hair Peptide” and the new brand “Yiboo” through e-commerce and physical channels, selling hair health products, facial and body beauty services, and skin quality testing combined with AI, to offer a different facial beauty experience to the new generation of consumers.

3. Cultivating the long-term care services in community

Adapting to the government’s 10-year long-term care plan, in addition to actively setting up long-term care associations, expanding community long-term care facilities, and building long-term medical care networks, we also strengthen the classification of care service functions and provide a healthcare model combining medical and care to meet the needs of people in need of care.

4. Developing medical real estate and equipment leasing business

We combine the professional nature of asset management companies to continuously develop medical real estate and equipment leasing businesses while partnering with affiliates to expand medical channels and seek stable, safe, and reasonable underlying properties to achieve the goal of maximizing synergy.

In recent years, as Taiwan’s economy continuously grows, national income has steadily increased, and the public emphasizes health more. The market demand for healthcare and related products has risen sharply with an increase in the aging population, and patients suffering from chronic diseases such as obesity, diabetes and hypertension. Excelsior Group will adapt to the changes and growth trends in the medical supply and demand structure, actively position for seizing the opportunities of industrial development, and further consolidate its market leadership.

Unit: NT\$ Thousand			
Item	2022	2023	2024
Operating revenue	7,186,828	8,233,404	8,538,546
Operating costs	5,673,716	6,557,836	6,753,082
Gross operating profit	1,513,112	1,675,568	1,785,464
Net operating profit	606,612	702,880	753,316
Net profit for the period	785,301	922,850	971,055
Earnings per share (NT\$)	4.08	4.57	4.72
Salaries and benefits of the employees	749,380	869,002	880,266
Disbursement to fund contributors	564,595	669,152	702,610
Disbursement to government	178,399	221,230	203,307
Investments in community	0	500	0
Retained economic value	770,118	784,686	879,547

3.5 Products and Services

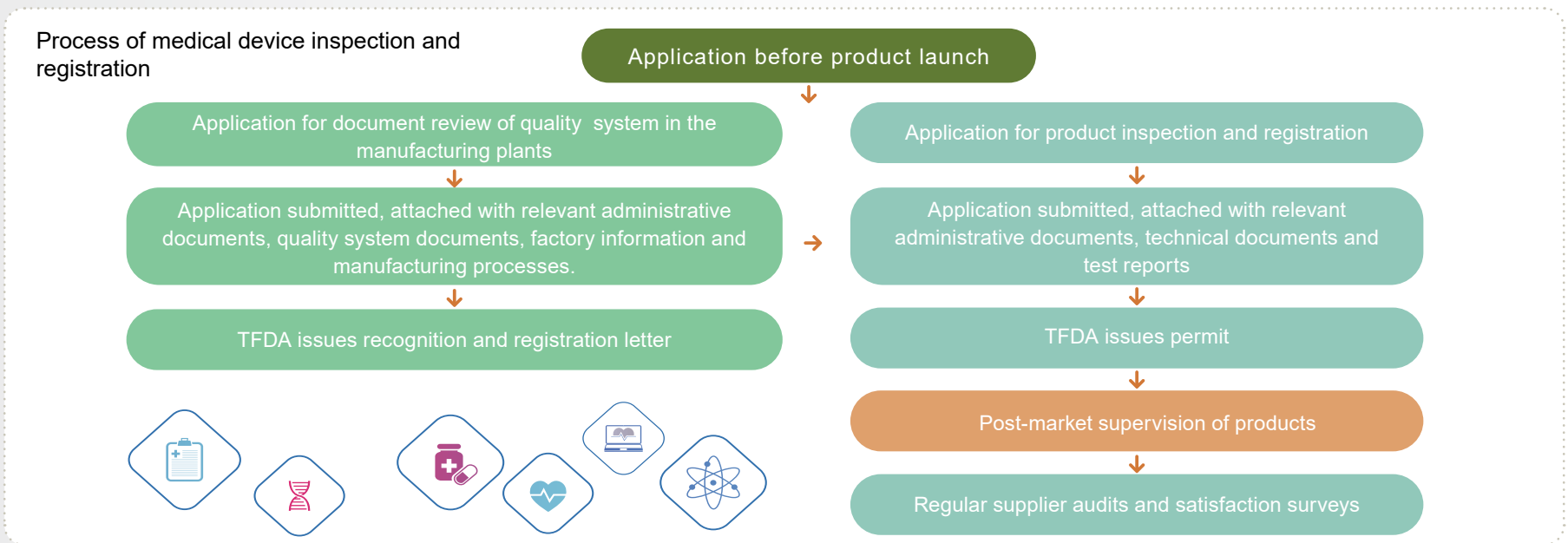
Medical devices and medicines are vital necessities for the treatment of diseases and the maintenance of physical health. As a provider of medical products and services, Excelsior has the mission not only to promote the excellent products of manufacturers to the users but also to constantly monitor the process from raw material processing to finished product quality and logistics delivery to customers, along with the feedback after use, to promote the safety of medicine use and the physical health of the public. Therefore, leading the peers, Excelsior applied for the voluntary review under the Good Distribution Practice (GDP) for Medicinal Products and Medical Devices just at the time of the regulations promulgated by the competent authority, and has been approved. In addition, Excelsior applied for ISO 13485 Medical Device Quality Management System Certification as a non-manufacturer. The product logistic not only complies with the regulations, but the management systems are adopted to ensure product quality and gain trust from customers.

3.5.1 Product Quality and Safety

Material Topics		Product quality / product and service labeling
Importance for the Company		Safety and performance are the first priority for medical devices and medicine. Only products providing excellent quality can be trusted by customers, to support the Company's sustainable development.
Policy / Commitment		Policy: To partner with domestic or foreign manufacturers using raw materials and processes in accordance with GDP, and serve as their distribution agent for the high-quality products Commitment: Never sell the unapproved medical devices and medicines
Targets	Short term	Maintains the certifications of competent authorities and international ISO 13485 medical device quality system.
	Mid- and long term	Effectively reduce the product defect rate and increase customers' confidence in the Company's products.
Resources invested and specific results in the year		1. Maintain the operation of ISO 13485 medical device quality management system, and pass annual reviews in November 2024. 2. Implement the supplier audits; the on-site audits were conducted in two pharmaceutical factories, one medical device manufacturer, and one logistics service provider, to ensure these companies meet the quality requirements. 3. 100% of products are with permit of medical devices 4. There was one recall of drug was initiated due to the original manufacturer's notification of an excess of impurities in certain batches.
Responsible Department / Complaint-filing Mechanism		Responsible department: Product Development Division Complaint-filing mechanism: Customer service hotline and complaint / defect request

Excelsior Healthcare Group has an extensive and dense medical distribution network, including medical institutions at all levels, clinics, chain pharmacies, single-point pharmacies, and hypermarkets, providing strong coverage for original manufacturers with the promotion team at the international service level. To maintain a competitive advantage and high-quality customer service, every salesperson uses the latest technology tools (such as tablets and cloud business management systems). In addition to fully providing timely marketing business information, the customer relationship management (CRM) system delivers the professional knowledge from international medical conferences, clinical reports, product information, and new medical knowledge to physicians and pharmacists to improve the service speed and efficiency.

Medical devices distributed by Excelsior Medical as an agent are mainly domestic and foreign major manufacturers after a complete evaluation process. All manufacturers are required to provide relevant supporting evidence of product safety with the TFDA medical device permit obtained. Due to the high-quality requirements of product storage and distribution, Excelsior Medical Group arranges a product audit every year performed by different manufacturers by assessing manufacturing, quality assurance, among other things, to ensure that product quality and safety comply with the requirements of the regulations and the Company. We also comply with ISO 13485 and applicable medical device regulations and are able to communicate quickly and effectively with major international medical device manufacturers to meet customer quality requirements, while ensuring the information can be collected quickly by tracking the material batches in case of product safety incidents to lower the risks related to product safety.



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Current products (services) of Excelsior

Category	Item	Description
Hemodialysis serial products	Medical devices include artificial kidneys, blood circulation tubes and piercing needles, etc. Fluid products include hemodialysis fluid and powders, saline, EPO, and anticoagulants, among other things. The hemodialysis equipment includes the dialysis machine, a disinfectant specifically for dialysis machine, and a central fluid delivery system.	<p>Hemodialysis is popularly called “kidney wash.” The kidneys are primarily responsible for maintaining a constant hydration of the body, acid-base balance, stable blood pressure, production of erythrocytes and vitamin D3, and functions such as excretion, and supersession of waste and medicine. When the kidney function deteriorates to a certain extent, edema, metabolic acid poisoning, uncontrolled high blood pressure, anemia, and renal bone disease tend to occur gradually, and because toxins accumulate in the body, itchy, bruised skin and non-stop bleeding may also result.</p> <p>Therefore, when the abovementioned symptoms of uremia appear, the only way is adopting the “hemodialysis” to remove uremic toxins and water from the body, for mitigate the uremia symptoms and stabilize the vital signs.</p>
Surgical consumables and devices	Surgical suture, automatic stitching machines, surgical devices for endoscope, ESU, tumor treatment instrument, Ligasure, supersonic knives, among other surgical consumables	<p>Consumables or energy devices that need to enter human / biological tissues for treatment. The modern surgical operations moves from open wound to microscopic endoscopy, but surgeons’ professional judgment is required depend on the clinical demand of patients. Suitable for knife openers, it can be cut using an electric refractory device to remove harmful tissue through open / endoscopic surgery; not suitable for knife openers, the melting device can enter the tissue at high temperature and cause it to die.</p>
Others	Air purifier series and other health appliances, blood bag related products, and artificial ostomy products	<p>Health appliances: Excelsior launches the in-house brand “Super Clean” series, promoting the combined utilization of air purifiers with circulating fans, and introduces stylish home appliances integrating the aesthetic concept of home decoration, so that the concept of health and quality of life can be enjoyed simultaneously.</p> <p>Blood bag: distributing the Japanese brand JMS as an agent, and supplying to domestic blood donation centers and biotech companies for storing cord blood.</p> <p>Artificial ostomy: distributing Hollister care products for colostomy and other wounds and ostomy as an agent, to supply surgical patients in the domestic major hospitals.</p>

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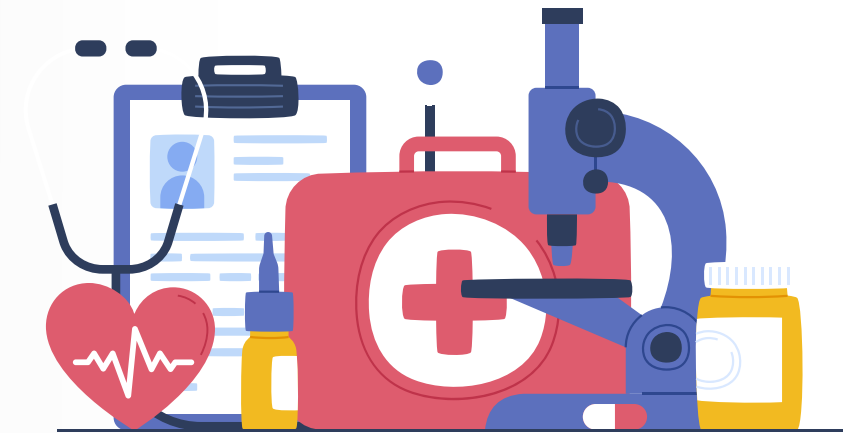
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With the philosophy of sustainable environmental development and care for disadvantaged groups, Excelsior launched the “Matching Program of Medical Assistive Device” in 2024. The Assistive Device Department of Excelsior sends vehicles to medical institutions to retrieve the idle assistive devices, and the devices are then sterilized in a sterilization plant through four sterilization procedures and one inspection / repair, to ensure the safety of the assistive devices and increase their recycling value. The target of the matching program is the low- and middle-income groups served by Excelsior Medical Group, covering those in need of Northern District home services, long-term care facilities, and hemodialysis clinics. The expenses of transportation, cleaning and disinfection and maintenance of consumables incurred throughout the recycling process of assistive devices are supported by the Excelsior Health Foundation, which is committed to helping disadvantaged groups and facilitating the social welfare.

All related medical products of Excelsior have post-market surveillance mechanisms and risk analysis management, and the post-market information on medical devices is regularly collected, including customer complaints, recall notices, and notifications from competent authorities, to ensure product safety. In November 2024, Excelsior received a notification from the original manufacturer, informing that some batches of medicine “Regpara” had concerns of impurity exceeding the recommended limits, so the Company reported the incident to the health competent authorities and initiated the product recall for 7,064 pills, accounting for 2.0% of the whole year sales volume of 356,190 pills. Although the release tests of finished products meet the standards, the recall was made based on the CSR and no medical dispute occurred.



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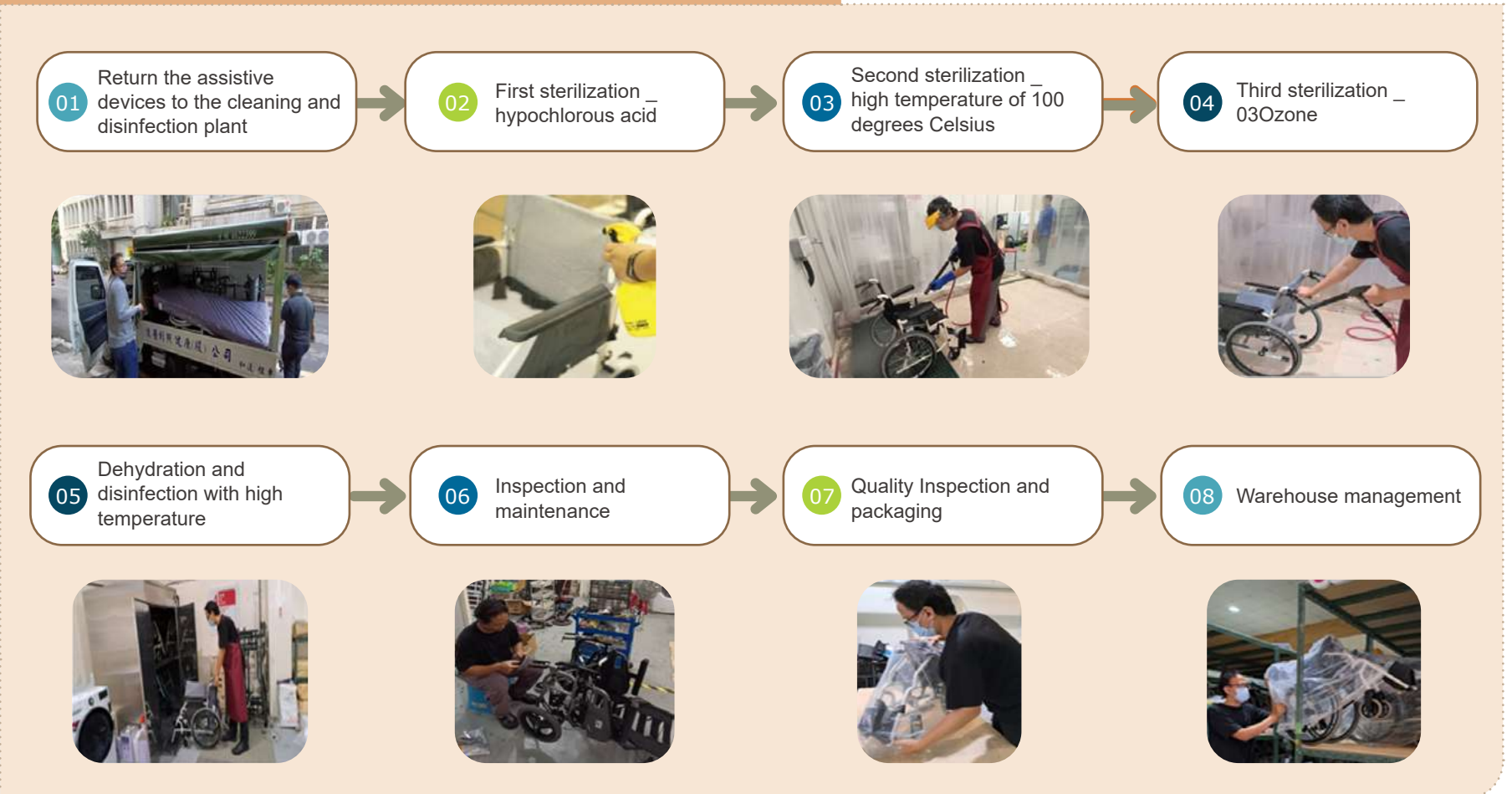
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Diagram of Process for Assistive Device Cleaning and Disinfection



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3.5.2 Customer Relations

Material Topics		Customer Relationship
Importance for the Company		Good relationships with customers are established, with every customer complaint emphasized and active improvement and communication, to strive for more orders with good quality service.
Policy / Commitment		Quality is the first priority, with customers' satisfaction.
Targets	Short term	1. Emphasizing the customer needs. Resolve customers' complaints quickly and reduce customers' distrust. 2. Providing value to customers. Providing good customer service.
	Mid- and long term	1. Establishing a win-win service partnership with customers. 2. The average standard value of the customer satisfaction survey score is 90 points.
Resources invested and specific results in the year		1. Emphasizing the customer needs. Resolve customers' complaints quickly and reduce customers' distrust. 2. Providing values to customers. Providing good customer service. 3. Establishing a win-win service partnership with customers. 4. 120 customer satisfaction surveys were issued with 107 valid questionnaires retrieved. The achieved average score of the customer satisfaction survey was 96 points. The average customer satisfaction survey score met the target in 2024.
Responsible Department / Complaint-filing Mechanism		Customer Service Section / Complaint-filing channels

The original manufacturers continuously provide training to the salespersons and service engineers of the Company, to increase product expertise for providing timely customer consultation, and deepening the quality of customer service. By establishing good training of sales teams, we quickly improve the customer familiarity with products and make customers aware of the features of products offered (services), which quickly eliminates the customers' unfamiliarity with products, reduces customer complaints and distrust, improves the logistics delivery time and delivery quality, provides good product arrival time, avoids temporary shortages, reduces customer inconvenience, and provides a comprehensive after-sales service for product use and maintenance.

Each year, 10% of customers are randomly selected from the customer database by Quality Management Department, to ensure the sample representativeness and reliability of results. A survey was conducted on the service of salespersons, the service of customer service, the service of logistics and delivery, and overall service. The 5-point scale is adopted for each survey item, where 5 points are for very satisfied; 4 points are for satisfied; 3 points are for acceptable; 2 points are for needs improvement; and 1 point is for dissatisfied. The Sales Department distributed the questionnaires via e-mail, telephone interviews, or customer visits, and collected the questionnaires before the survey was completed, to give the questionnaires to the Quality Management Department to aggregate the survey results.

Customer Satisfaction Survey	2023	2024
Average Scores	98	96



In order to provide more professional services to the customers, Excelsior participates in seminars or exhibitions in different medical fields every year. The following are some of the activities participated in 2024.

2024 Annual General Conference and Academic Lecture of Taiwan Society of Nephrology

In December 2024, Excelsior participated in the Annual General Meeting of the Taiwan Society of Nephrology to provide healthcare professionals with a deeper understanding of the technology and clinical applications of Excelsior dialysis products through on-site demonstrations of devices and technique presentations. We also exchange with nephrology professionals and clinicians to discuss trends in the treatment of renal diseases and new developments in hemodialysis technology. By working closely with medical partners, we facilitate the advancement of hemodialysis treatments together, to improve the quality of treatment and clinical care for patients.



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2024 Annual General Conference and Academic Seminar of Taiwan Wound, Ostomy and Continence Nurses Association

In April 2024, Excelsior participated in the Annual General Meeting of the Taiwan Wound, Ostomy and Continence Nurses Association to demonstrate care practices of ostomy and related products, and through the practical operational demonstrations and sharing of the clinical applications, we helped the healthcare professionals to have insight into our products, thereby optimizing the care processes and improving the comfort of patients. Excelsior will continuously promote products that better meet patients' needs, to improve their quality of life and enhance clinical care.



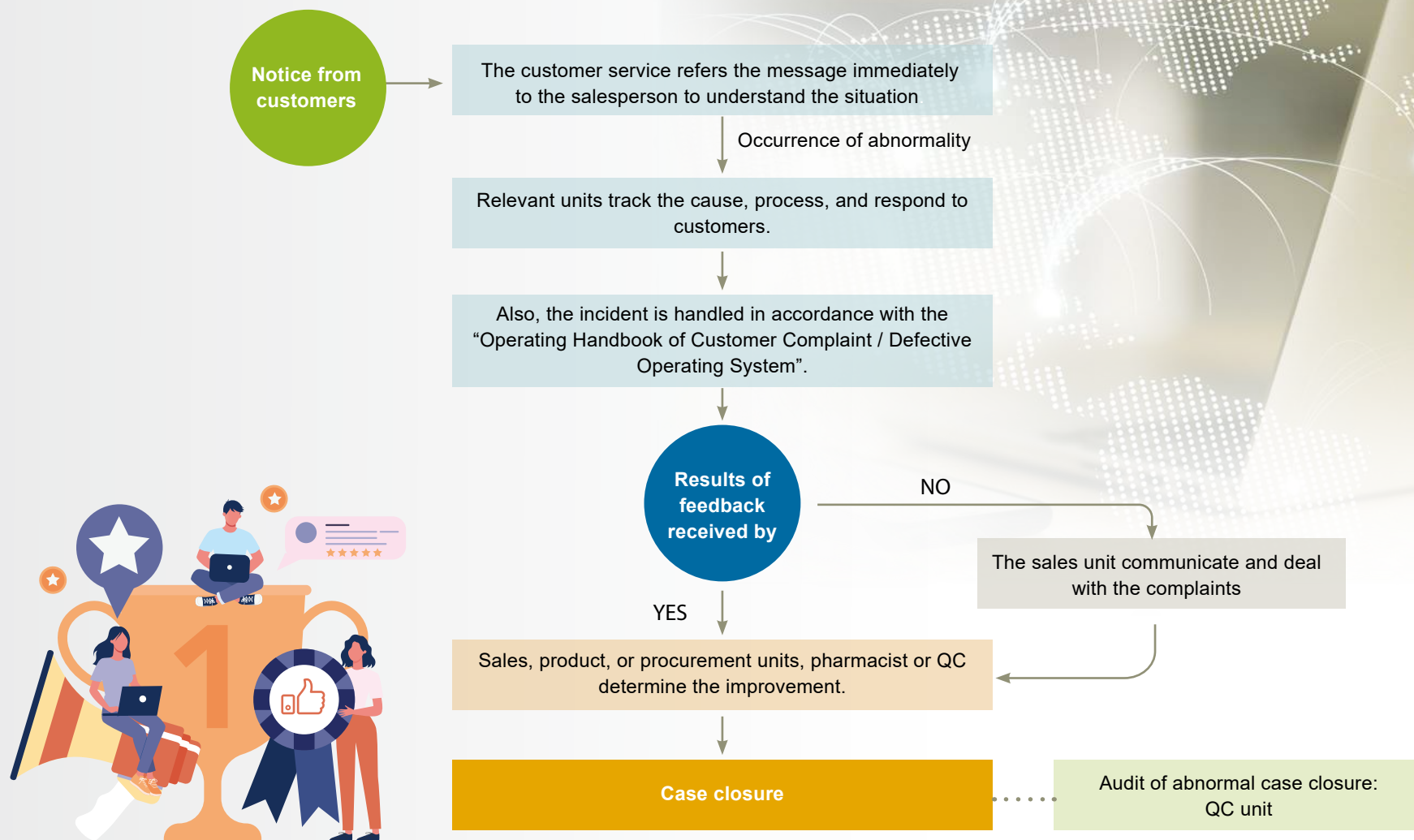
Workshop of Stoma Positioning and Basic Ostomy Care

In November 2024, Excelsior co-organized the "Workshop of Stoma Positioning and Basic Ostomy Care" held by TWOCNA, working with clinical experts and nursing teams to promote the application of ostomy care and enhance ostomy-related knowledge among frontline nursing staff. This workshop focused on basic care and clinical practices of ostomy. Through the theoretical explanations and practical training, the front-line nurses have had their professional skills strengthened to provide better care for patients. Excelsior will continuously work with the professional medical team to provide more convenient, comfortable and simplified care for ostomy patients.



In addition, Excelsior also establishes a comprehensive complaint handling process for its customers to provide them with safe and high-quality product services

Process Handling Customer Complaint



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3.6 Protection of Information Security

Material Topics		Information security / trade secret protection and transaction security
Importance for the Company		Stable operation of the enterprise information systems
Policy / Commitment		Establishment of a sound information security system. Enhancement of a robust information security environment. Develop the information security capability of teams.
Targets	Short term	<div><div>· The ISO 27001 international information security certification was obtained in 2024. The existing cybersecurity environment is constantly improved to refine the protection, with the continuous enhancement of the awareness of the employees regarding the importance of cybersecurity.</div><div>· Regular review meetings of core business departments are continuously held, to define the information core business level to avoid non-authorized access to and modification of the relevant core business, to ensure the legality of its access.</div><div>· The acquisition and application regulations of relevant information equipment must comply with the spirit of cybersecurity policy, and information software and hardware must be obtained through legal channels to comply with internal and external auditing requirements.</div><div>· The regular cybersecurity test includes vulnerability scans, penetration tests, social engineering drills, and information security health examinations.</div><div>· Build endpoint monitoring and emergency responding services with third-party professional security companies.</div></div>
	Mid- and long term	<div><div>· The Company emphasizes the cybersecurity environment. There were no information security incidents resulting in damage to the reputation or leakage of customers' personal data in 2024.</div><div>· Maintain and enhance the secure and stable operation of core business information systems.</div><div>· Promote connections with information system security credentials to enhance the security of the system operation.</div><div>· Continuous elimination of weaker protection devices to build a complete information security protection system.</div></div>

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Material Topics	Information security / trade secret protection and transaction security
Resources invested and specific results in the year	<ul style="list-style-type: none"> ·The coaching of key management for the introduction of ISO / IEC 27001 Information Security Management System was completed in 2024. ·The information security inspection was enforced in 2024 to help the employees verify the adequacy of the security and login authentication mechanisms of information systems, and the concept of information security inspection is built constantly. ·Releasing information security messages from time to time. ·In 2024, the information security health examination including vulnerability scans, penetration tests, social engineering exercises, as well as the backup drills were completed. The drills were still commissioned to a professional information security company certified by a third party for assistance and coaching. ·The security personnel completed more than three hours of information security-related seminars and training in 2024. ·The information security audits and backup recovery drills are performed on a regular basis. ·Promotion of information security messages is conducted from time to time every six months to raise awareness of the information security crisis among the employees on a regular basis. ·Continuous review for any omitted information security risk at the core business system on a regular basis ·There are no information security incidents and related personal data leakage in 2024.
Responsible Department / Complaint-filing Mechanism	<ul style="list-style-type: none"> ·Responsible department: Cybersecurity Management Section ·Complaint-filing mechanism: <ol style="list-style-type: none"> 1. The extension of the staff of Cybersecurity Management Section is #3213 2. E-mail of the head of Cybersecurity Management Section: emp651@excelsior.com.tw

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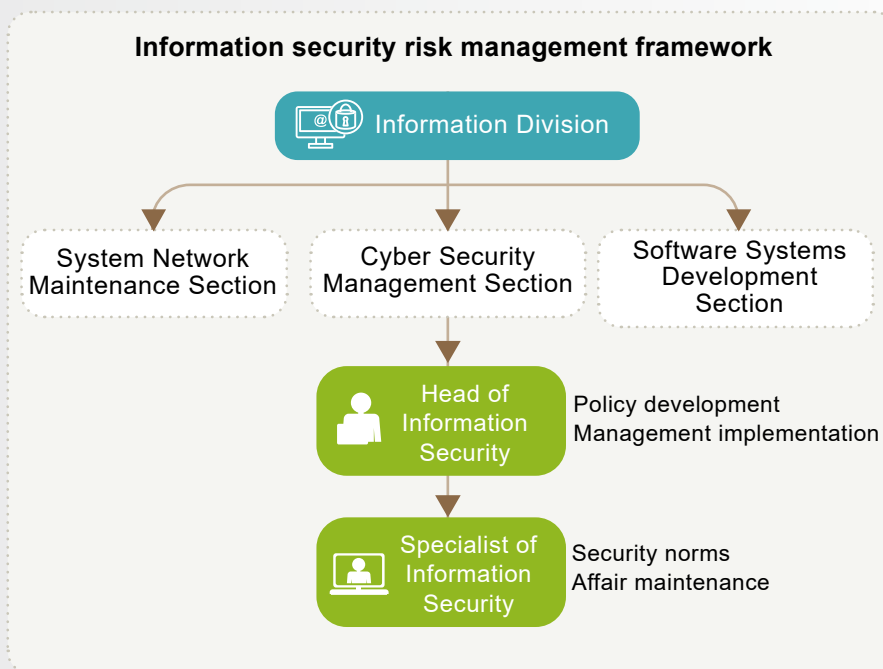
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In Excelsior's current managerial procedures, the system security control mechanism includes regulations for the creation and activation of access permission for employee accounts. For onboarding and resignation, the dedicated staff take charge of creating, activating, and closing accounts in the information system. The work division is very detailed, avoiding any omission in the permission control due to multitasking, and the information security may arise from this. The managerial procedures related to the information systems within the Company are reviewed annually along with the internal auditors. Anything not conforming to the current information security requirements is discussed, communicated, and adjusted immediately. The information security audits among employees are carried out at regular intervals every six months; at the time of the audit, the basic safeguards and awareness are promoted, taught, and trained.



In addition, the information systems of the core business, except for the backup tapes, have established a redundant environment at the Kaohsiung branch for synchronization every 24 hours to prevent any long-lasting operational interruptions resulting from the core information system. The Company emphasizes the security of data. In addition to daily network attached storage (NAS) backups, another backup is made using tape drives. The tapes are stored offsite weekly and are rotated in batches. The data from different areas is backed up remotely on a weekly basis to prevent any unknown information security hazards and to ensure the integrity and security of critical data. The Company's core information systems conduct a drill for recovering remote backups every six months and a drill for recovering remote machines every two years to ensure the normal operation of the backups and the redundant information system. There was no information security incident and related personal data leakage in 2024 under the efforts of all employees.



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Photos of AI promotion course



Item	Implementation status	Follow-up
Cybersecurity course	Completion of information security audit and promotions	Implemented every six months
Cybersecurity education and training	Implementation completed	Implemented every year
Vulnerability scan	Implementation completed	Implemented every year
Social engineering exercises	Implementation completed	Implemented every year
Penetration test	Implementation completed	Implemented every year
MDR building and planning	Under planning	Specifications and functions are under assessment
Information security certification ISO 27001	Certification is completed	Certification is to be renewed in 2025

In 2024, the Company continuously worked with TWCERT (Taiwan Computer Emergency Response Team / Coordination Center) and CISO (Taiwan Chief Information Security Officer Alliance) for accessing information security messages with more aspects. Through major domestic joint organizations of information security, the latest real-time information security information is obtained daily to prevent potential information security incidents early and shorten their duration. The alliances and organizations hold information security-related seminars from time to time to gain more participation and exchange on information security issues, so as to learn about information security protection trends and advance deployment in advance. We also actively participate in information security conferences and other related seminars held domestically to obtain the latest information on protection.

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- 4.1 GHG Management
- 4.2 Waste Management
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4. Sustainable Environment

With the premise of pursuing balanced development and sustainable operations, Excelsior has formulated the “Sustainable Development Best-Practice Principles.” Externally, the Company is committed to protecting the environment and implementing occupational safety. Internally, it requires employees to recognize the importance of these efforts, continuously striving to create an eco-friendly and beneficial society while prioritizing occupational safety, health, and environmental protection as fundamental considerations in the Company’s sustainable operations.

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Carbon Reduction

- The air conditioning temperature in offices is set to 26°C, and the lights are turned off for half an hour during the lunch break to reduce carbon emissions.
- The Company chairs the committee of the office building and promotes adopting the intelligent power saving for the cooling water pump of the office building. The demanded changes of heat load control the cooling water pump output, with inverters through program to achieve energy saving. With this energy-saving device, the energy-saving effect can be monitored in real-time each minute using a mobile phone or computer, and a screen is included to display the status of energy savings. For the entire building, a total of 162,878.19 kWh of electricity was saved over the year, representing a 46.5% reduction in energy consumption, and 93.05 metric tons of CO2e were reduced.



- Through the management committee of the office building, the replacement of the energy-saving elevators in the office building of North District was promoted, and the renovation took place in December 2024. The replacement of multiple elevators in the whole building has been completed in 2025.

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- The air conditioning equipment is maintained regularly every year to keep the cooling efficiency and reduce electricity consumption.
- The office of the North District replaced 350 eco-friendly and energy-saving light panels. The power consumption of each light panel is reduced from 40W to 16W, saving about 21,000 kWh of electricity per year, which corresponds to a reduction of 12 metric tons of CO_{2e}, while

also reducing glare to create a better working environment.

- The old company cars have been in use for about 20 years. The company cars were replaced to improve fuel efficiency and reduce refrigerant consumption. The refrigerant consumption has been reduced from 900 grams to 640 grams per car.



Industrial Waste



- The industrial waste in the Company shall be controlled in accordance with managerial procedures and classified and stored based on the characteristics of each waste before engaging qualified vendors to clean it up.

Waste Reduction – Waste Sorting



- The waste sorting is promoted, with resource recycling bins set up to reduce waste.
- The reduction of paper consumption is advocated to reduce the household waste.
- For the appliances in the Company, in addition to the energy-saving function, their design philosophy shall conform to the principle of “the minimum resource consumption, with the minimum waste generated,” and establish the new concept of green consumption.

Emergency Response



- Each office of Excelsior has an emergency response plan and an emergency response team is planned for emergency response and handling in the event of an emergency. The self-protection and firefighting drill is held regularly every six months. All employees are required to operate fire extinguishers in person and simulate real situations with the drill team to foster their emergency response abilities and manage their own safety. This training will enable them to take appropriate actions before a disaster escalates and reduce the impact and damage caused by the crisis.
- Cooperate with the fire brigade to provide the employees with evacuation, first aid and other related training.

In 2024, based on the firefighting plan, a total of five drills were conducted. Based on the grouping, the commander-in-chief, reporting team, fire extinguishing team, evacuation guidance class, safety protection team, and first-aid team conducted drills on site to enable employees to quickly deal with emergencies and reduce personal injuries and environmental impact.



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4.1 GHG Management

Material Topics		Energy Saving and Carbon Reduction
Importance for the Company		Extreme climate caused by greenhouse gases is a critical environmental problem faced by the world. Although Excelsior is not a major energy user, as part of the Earth, it is our common goal to respond to greenhouse gas reduction together.
Policy / Commitment		The Company aims to enhance employees' awareness of climate change and encourages them to save energy and reduce waste in order to lower the Company's environmental impact.
Targets	Short term	1. Continue ISO 14064-1 greenhouse gas inventory and maintain the third-party verifications. 2. Advocate the related philosophy of energy saving and carbon reduction; upon the Board's resolution, it is set that at least 1% of the greenhouse gas emission intensity shall be reduced every year.
	Mid- and long term	1. Conduct the ISO 14064-1 greenhouse gas inventory every year. The subsidiaries will successively complete the carbon inventory from 2024 to 2026. 2. Continuously implement the measures related to the philosophy of energy saving and carbon reduction. Upon the Board's resolution, it is established that 10% of greenhouse gas emission intensity shall be reduced cumulatively within five years.
Resources invested and specific results in the year		1. The Company's overall emission sources were inventoried and the third-party ISO 14064-1 verification to ensure the effectiveness of the inventory. 2. By replacing obsolete vehicles, light fixtures and elevators with the energy-saving models, it is sought to achieve the goal of carbon reduction.
Responsible Department / Complaint-filing Mechanism		General Affairs Section affairs@excelsior.com.tw The ISO 14064-1 greenhouse gas inventory is conducted every year and maintain the third-party verifications

The extreme weather caused by greenhouse gases is a critical environmental problem faced by the world. While Excelsior is not a major energy user, as part of the Earth, greenhouse gas reduction is a common goal for enterprises. Excelsior has introduced the ISO 14064-1 GHG inventory and commissioned a third-party independent verification body, Great International Certification, to verify the inventory in 2023. The Company seeks to understand current trends through inventory and external verification to inform proactive responses, while continuously estimating the greenhouse gases generated by the energies used by Excelsior as a reference for subsequent energy-saving and carbon reduction performance.

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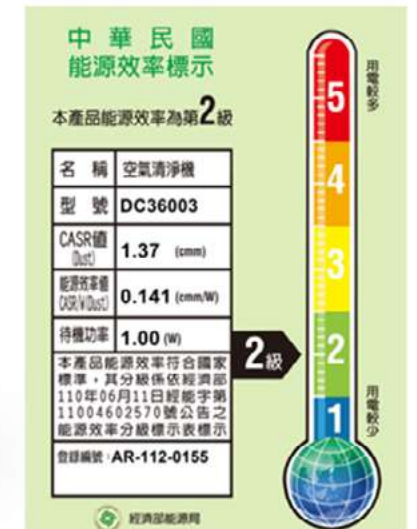
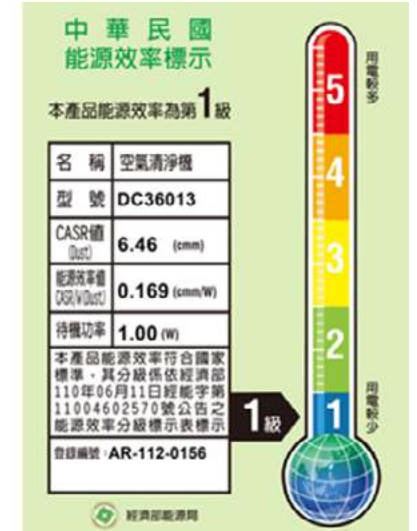
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Excelsior is committed to energy saving and carbon reduction, to effectively lower carbon emissions and reduce environmental pollution. Excelsior's ultra-clean anti-allergy purifier models DC36013 and DC36003 have obtained the energy efficiency level 1 and level 2 energy saving labels from the Energy Administration, Ministry of Economic Affairs, respectively.

Statistics on consumption by energy type in recent years

Gigajoule GJ	2023	2024
Gasoline (Scope 1)	309.45	219.65
Purchased Power (Scope 2)	1,479.58	1,592.33
Gasoline (Scope 3)	5,776.75	5,996.78
Total	7,565.78	7,808.76
with revenue intensity (NT\$ million)	1.44	1.48

Note: The calorific value of purchased electricity is 3,600 GJ/million kWh, and the calorific value of motor gasoline is 7,800kcal/L. The conversion is based on the Net Calorific Value of Energy Products released by the Energy Administration, Ministry of Economic Affairs. Gasoline (Scope 3) is mainly for the business trips of the employees.



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Direct GHG emissions (Scope 1)

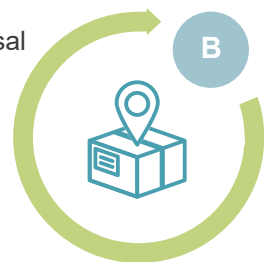
The emission sources owned or controlled by Excelsior are mainly air conditioners, water dispensers, refrigeration equipment, fuel consumption of company vehicles, refrigerants of company vehicles, and fugitive emissions from septic tanks. The statistics of Scope 1 mobile emission sources were 15.5870 metric tons CO₂e, the statistics of fugitive emission sources were 26.6393 metric tons CO₂e, and the total emissions were 42.2263 metric tons CO₂e.

Indirect energy (Scope 2) and other indirect GHG emissions (Scope 3)

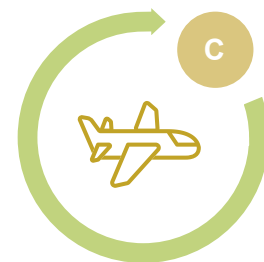
The indirect emissions under Scope 2 energy of Excelsior are mainly indirect greenhouse gas emissions from purchased electricity. Including the electricity consumption of the head office and the district office area, the main energy source under Scope 2 is electricity consumption, with a total emission of 209.6562 metric tons of CO₂e. Other indirect emissions (Scope 3) are generated from the Company's other activities. The sum of ISO 14064-1 Category 3 – Category 6, is calculated as 531.7288 metric tons of CO₂e in total. The nonsignificant indirect GHG emissions under Scope 5 and Category 6 that are included in Scope 3 include:



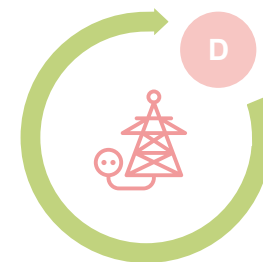
A Waste disposal



B Procurement
of goods and
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C Business
travel by the
employees



D Other indirect
energy sources

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Emission statistics by emission source in recent years (metric tons CO₂e/year)

Categories 1 to 6 by emission source		2023		2024	
		Emission equivalent	Sum	Emission equivalent	Sum
Category 1					
Stationery		0.0000	48.8383	0.0000	42.2263
Mobile		22.3365		15.5870	
Fugitive		26.5018		26.6393	
Category 2					
Purchased electricity		203.0317	203.0317	209.6562	209.6562
Category 3					
Emissions generated from business or business trips of employees	Aircraft	-	414.4525	6.6100	442.6138
	High-speed rail	10.0171		10.4596	
	Private cars for business purpose	404.4354		425.5442	
Category 4					
Greenhouse gas emissions from the mining, manufacturing and processing of raw materials purchased by the organization	Paper	5.3669	75.8141	16.8083	89.1150
Electricity indirectly	Electricity	39.9898		43.0370	
Gasoline indirectly	Gasoline	5.7233		4.0625	
Emissions from the disposal of solid and liquid waste	Waste disposal	24.7340		25.2071	

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Greenhouse gas reduction measures

Excelsior is committed to reducing greenhouse gas emissions; therefore, the air conditioning temperature in the offices is set to 26°C. Lights are switched off for half an hour during the lunch break, and more than 350 lamps in the office were replaced with energy-saving lamps, among many other measures, resulting in a reduction of about 12 tons CO₂e. However, in 2024, due to the increased sales volume and expansion of some offices, GHG emissions increased moderately, and the overall intensity rose by 4.7% compared to 2023.

$(0.1481-0.1414)/0.1414=4.7\%$

Statistics of Seven Major GHG Emissions in Recent Years

Metric tons of CO ₂ e/year		CO ₂	CH ₄	N ₂ O	HFCs	PFCs	SF ₆	NF ₃	Total emission
Emission equivalent	2023	21.4449	18.5213	0.6758	8.1963	0.0000	0.0000	0.0000	48.8383
	2024	15.2219	18.4663	0.3418	8.1963	0.0000	0.0000	0.0000	42.2263
Proportion by gas	2023	43.91%	37.92%	1.38%	16.78%	0.00%	0.00%	0.00%	100.00%
	2024	36.05%	43.73%	0.81%	19.41%	0.00%	0.00%	0.00%	100.00%

Intensity of GHG emissions in the recent three years

Intensity of GHG emissions	Operating revenue (NT\$ million)	Total emissions (metric tons CO ₂ e)	Intensity (metric tons CO ₂ e/NT\$ million)
2022	4,654.42	732.3479	0.1573
2023	5,246.87	742.1366	0.1414
2024	5,290.98	783.6113	0.1481



4.2 Waste Management

In addition to the general domestic garbage generated by offices, there is also industrial waste composed of mixed hardware scraps. The waste is either recycled by the vendors contracted by the office building or disposed of in the garbage trucks by the Company. The units also verify the waste in each area to provide statistics on the waste generated by the Company. The waste is composed of scraped parts from replaced equipment and packaging materials. These undergo the harmless treatment provided by vendors approved by the competent authorities for uniform legal disposal.

The Company is committed to reducing paper consumption; therefore, all shipment orders generated through electronic data exchanges with customers are automatically extracted, transformed, and loaded into the system for the data staff to review online. To further reduce paper consumption, as of November 1, 2024, hard copies of orders received manually will be approved digitally instead of through manual approval by the supervisors. It is estimated to save more than 90,000 pieces of paper, and the storage and disposal of hard copies are eliminated.

Managerial approach for domestic waste in offices of each area

Taipei Office	All waste of the office building is collected centrally for outsourced disposal. High Intelligence Enterprise Co., Ltd. (Xin-Bei-Huan-Fei-Yi-Qing-Zi No.0196) is contracted by the Management Committee for disposal.
Taichung Office	All waste of the office building is collected centrally for outsourced disposal. Xinxin Environmental Protection Engineering Ltd. (ISO 9001 certified) is contracted by the Management Committee for disposal.
Tainan/Kaohsiung Office	Dumping in garbage trucks on their own.

Dumping in garbage trucks on their own : Commissioning qualified environmental protection companies for disposal.

General Waste Category	2022	2023	2024
General Industrial Waste (Inventory)	0	1.976 metric tons	0

Note: There was no inventory scraped in 2022 and 2024



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4.3 Supply Chain Management

Material Topics		Sustainable Supply Chain Management
Importance for the Company		Suppliers are able to comply with regulations and conform to the SDGs, so that the products under the Company's distribution as an agent meet the expectations of customers.
Policy / Commitment		Excelsior's goal for the quality, safety, and green product management policies has always been quality first, customer satisfaction, on-time delivery, continuous improvement, compliance with governmental environmental protection regulations, and the non-use of prohibited substances. We strive to encourage suppliers to prioritize quality, the environment, safety management, and other important issues, and to thoroughly implement risk management and business continuity plans in order to establish a green supply chain with sustainable value.
Targets	Short term	1. Establishing a relevant ESG evaluation mechanism and implementing such in phases. 2. The new and existing suppliers are assessed and advocated for the subsequent ESG evaluation. 3. The sustainability evaluation mainly focuses on domestic pharmaceutical and medical device suppliers and is conducted simultaneously with the annual quality audit.
	Mid- and long term	1. Complete the evaluation of new and old suppliers for the three aspects of ESG 2. The vendors with scores than the default value are continuously tracked for their improvements 3. Within five years, all pharmaceuticals and medical device suppliers sign the "Supplier Sustainable Development Commitment."
Resources invested and specific results in the year		1. Complete the relevant assessment of new and existing suppliers, and advocate the additional items in subsequent ESG evaluations.
Responsible Department / Complaint-filing Mechanism		Product Development Division/ csr@excelsior.com.tw
Evaluation mechanisms/ outcomes		100% of new suppliers sign the "Supplier Sustainable Development Commitment."

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The management of Excelsior is committed to providing customers with high-quality and safe products and services that comply with relevant laws, regulations, and standards. Additionally, we strive to effectively prevent occupational accidents, protect the environment, and prevent pollution as part of our commitment to corporate social responsibility. The medical products purchased by the Company meet the relevant laws and regulations, and requirements of environmental protection and safety. In order to maintain high quality, continuous improvement is conducted pursuant to the requirements of international management system standards.

Excelsior has planned to establish supply chain management procedures that integrate the supply chain into the relevant assessment of “human rights, environment, safety, health and management systems,” to enhance the management and implementation of suppliers’ environmental, safety, and health aspects. The suppliers are continuously encouraged to prioritize management ethics, protect laborers’ human rights, emphasize the labor working environment, safety and health, and develop materials and processes with reduced environmental impacts.

4.3.1 Supplier selection mechanism

To select suppliers, their prices are not the only consideration, but based on their advantages versus risk considerations. How to maintain good relationships with suppliers is essential. Regarding pharmaceutical and medical device suppliers, the Company requires 100% of these suppliers to have quality management system certifications, such as ISO 13485, PIC/S GMP, and ISO 9001, or equivalent. Additionally, the Company conducts regular evaluations and appraisals to ensure that the quality, delivery time, and service of suppliers meet our procurement needs. In addition to considering

the quality, delivery time, and cooperation of suppliers’ products, we also urge them to emphasize social responsibility. We have introduced the supplier’s CSR assessment when selecting new and existing suppliers since 2023, in order to collaborate with them on fulfilling corporate social responsibility and to enhance our risk management and business continuity planning. Currently, Excelsior requires all new pharmaceutical and medical device suppliers to sign the “Supplier Sustainable Development Commitment,” and select qualified and competent suppliers based on environmental and social commitments. In 2024, there were a total of nine new vendors, and 100% of them signed the commitment. The existing pharmaceutical and medical device suppliers are required to sign the “Supplier Sustainable Development Commitment” at the time of annual contract renewal. It is expected that 100% of the suppliers will sign the commitment in five years. For the domestic pharmaceutical and medical device suppliers, the “Self-Assessment of Supplier’s Sustainable Development” is activated, and it is expected that ten suppliers will be affected. As of 2024, seven, or 70%, of them have completed the assessment, meeting Excelsior’s requirement for a sustainable supply chain. All remaining suppliers will complete the ESG evaluations for domestic suppliers in 2025 to implement the relevant supplier evaluation operations. Any supplier that fails to do so will be advised amicably for timely improvement. Any violation of the procedural requirements that also violates the legal requirements of the competent authority will result in termination or rescission of the contract by Excelsior, and such a supplier may be blacklisted.

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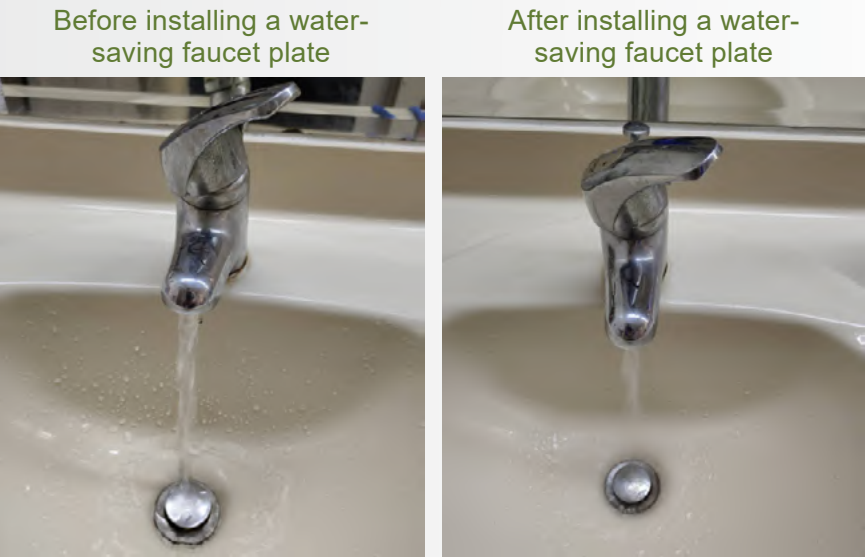
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4.4 Water Resources Management

Excelsior is located in Zhonghe District, New Taipei City, and its tap water comes from Feitsui Reservoir. Due to the frequent and abundant water storage of the reservoir, the safe water inventory is maintained; therefore, the Company is not located in a water stress area. On the other hand, due to the rise of global environmental awareness, the office building in the North District is equipped with water-saving faucets, reducing water output by about 70% to 80%. However, the Company's office building shares water consumption based on the space used in the factory-office building; therefore, the increased office space in 2024 also increases the shared water consumption.



Unit: million liters	2022	2023	2024
Water consumption	1.893	1.720	2.035

Note: All water taken is tap water.

4.5 Climate Change Risks and Opportunities

In recent years, extreme weather has become more frequent, indicating that the crisis brought about by global warming is imminent. The governments around the world are increasingly emphasizing climate change issues and have urged enterprises to more strongly integrate these issues into their corporate operations and management through the formulation and amendment of national and regional regulations. In addition to identifying the operational risks resulting from climate change, Excelsior also refers to the Task Force on Climate-Related Financial Disclosures (TCFD) issued by the Financial Stability Board (FSB) to integrate the four disclosure cores, namely “governance,” “strategy,” “risk management,” and “indicators and targets,” into its operations and management. Its governance performance is disclosed in the sustainability report for stakeholders to understand the impact of climate change-related risks and opportunities, as well as the relevant countermeasures.

Governance

The discussion and management related to climate change of Excelsior is discussed and evaluated by the Sustainable Development Committee, and the resolutions related to climate change are approved by the Board of Directors. Under the Committee, several task forces are established, and the Environmental Sustainability Task Force, in conjunction with other task forces, collects and investigates relevant data, and reports relevant performance to the Board of Directors every year on TCFD climate governance countermeasures, such as GHG inventory.

Strategy

To respond to the impact of climate-related risks and opportunities on Excelsior’s strategic and financial planning, Excelsior refers to the Shared Socioeconomic Pathways (SSPs) SSP1-2.6 and SSP5-8.5 in the Sixth Assessment Report (AR6) of the Intergovernmental Panel on Climate Change (IPCC) of the United Nations as the basic database for climate analysis. The figure below shows the impact of future climate change in the global warming scenarios in the next 200 years with the baseline as 1850–1900, and accordingly refers to the Science Based Targets initiative (SBTi) and projected future carbon reductions for the adjustment of operating strategies. We simultaneously adopt the tools provided by the Taiwan Climate Change Projection Information and Adaptation Knowledge Platform (TCCIP) as a reference for assessing the physical risk scenarios under climate change. By simulating the physical risks faced by Excelsior in the ideal scenario (SSP1-2.6) and the worst-case scenario (SSP5-8.5), we study and determine the impacts that may be encountered in future operations, as well as the potential financial implications, and develop managerial countermeasures. For instance, the power consumption increases due to rising temperatures, resulting in higher expenses. Therefore, Excelsior will develop optimized service processes to reduce waste and decrease power consumption through hardware investments to mitigate the financial impact.



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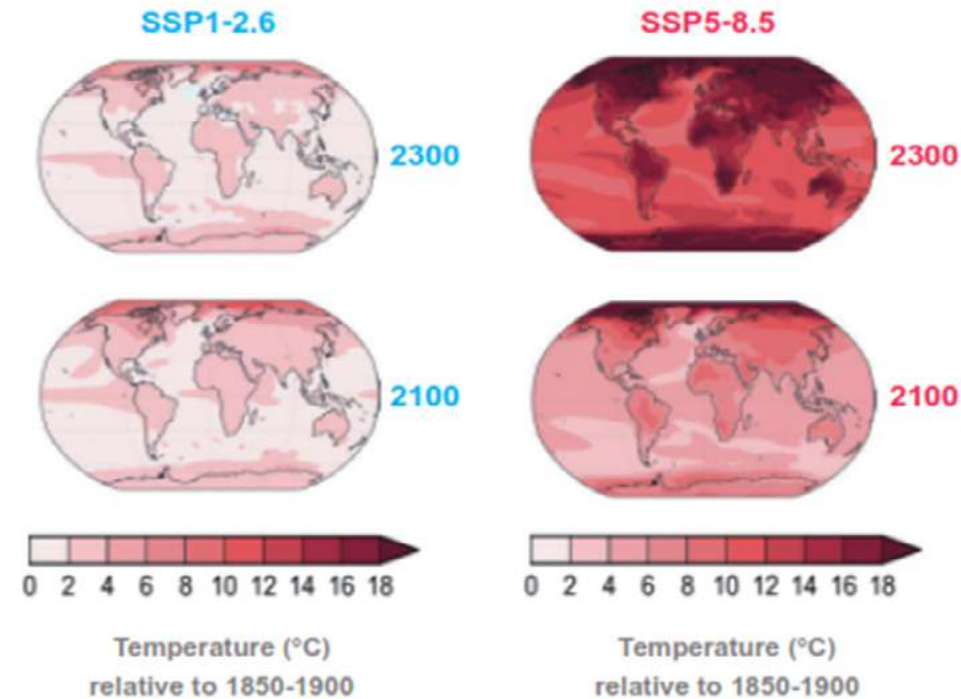
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Risk Management

Through the discussion of the Sustainable Development Committee in “TCFD Discussion Meeting,” Excelsior describes the topics of risks and opportunities related to climate change in the aforementioned SSP5-8.5 scenario, addressing transition risks (policies and regulations, technology, market, and reputation), physical risks (immediate and long-term risks), and opportunities (resource efficiency, energy sources, products/services, markets, resilience). Additionally, it collects future climate development trends from external markets, regulations, technologies, and physical changes to identify the climate risks and opportunities that Excelsior may face. By considering the level of impact and the likelihood of occurrence, the material climate risks and opportunities are identified. Then, the relevant climate risks will be assessed by the appropriate units, and items that could potentially cause a financial impact of NT\$5 million or more per year will be considered significant risks and opportunities. These will be prioritized based on their likelihood and severity to formulate corresponding countermeasures. For risks assessed for higher impacts, a climate scenario analysis is also conducted, and the potential financial impact is calculated based on the current operating position. Finally, the climate risks and opportunities related to Excelsior’s scope of operation were identified. The relevant members were convened to discuss and identify climate change risks and opportunities through this meeting.

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TCFD Risk Management Process



Note: This flowchart illustrates how Excelsior tracks and monitors climate change risks, collects data, and determines the risk level according to the risk matrix. The ESG Sustainable Development Committee conducts overall analysis, evaluation, and review, and then sets strategies and goals, with annual performance reviews on a rolling basis.



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Responses to climate change risks and opportunities					
Risks and Opportunities	Type	Issues	Time scope	Impact on the Company's operations and finances	Responses to risks and opportunities
 Transition Risks	Policies and Regulations	Increasing the pricing of greenhouse gas emissions	Short term Mid-term Long term	For the generally rising temperature caused by climate change, the EU seeks to effectively suppress the excessive GHG emissions through the carbon tax, which increases the Company's operating costs.	1. Introduce the ISO 14064-1 standards for greenhouse gas inventory, measure carbon emissions, and take voluntary reduction measures. 2. Evaluate the purchase of carbon credits to achieve carbon neutrality.
		Strengthening reporting obligations of emissions	Short term Mid-term	Increased operating costs, such as compliance costs and insurance premiums.	1.Excelsior continuously the inventory every year, and passes the third-party verification, while continuously disclosing such in the ESG reports. 2.It is expected to include the subsidiaries in the inventory and to be verified by a third party.
	Market	Rising raw material costs	Short term Mid-term Long term	Due to the decrease or contraction of resource supply, the costs of the demand ends increase.	Through closer partnerships with suppliers, negotiations for better procurement conditions, and the search for alternative suppliers, we aim to mitigate the effects of fluctuations in raw material costs.
 Physical risk	Long term	Changes in rainfall patterns and extreme changes in climate patterns		1. Increased operating costs 2. Rising infrastructure costs	In terms of energy, the low energy-consuming equipment is replaced to respond to the increase in water and electricity consumption due to the rising average temperature.
	Immediacy	Rising severity of extreme weather events such as typhoons and floods	Short term Mid-term Long term	1. Capacity dropping or disrupted (e.g. production suspension, transportation difficulties, and interrupted supply chain). 2. The workforce management and planning is impacted (e.g. health, safety, and absenteeism). 3. Write-off and early retirement of existing assets.	The emergency response plan is established to formulate a response for extreme weather events such as typhoons and floods, clarify the responsibilities of employees, outline evacuation routes, and establish emergency contact methods. This will ensure a rapid response in the event of a disaster and reduce the loss of life and property.

Note: the short term is 1–3 years, 3–5 years as mid-term, and 6–10 years for the long term

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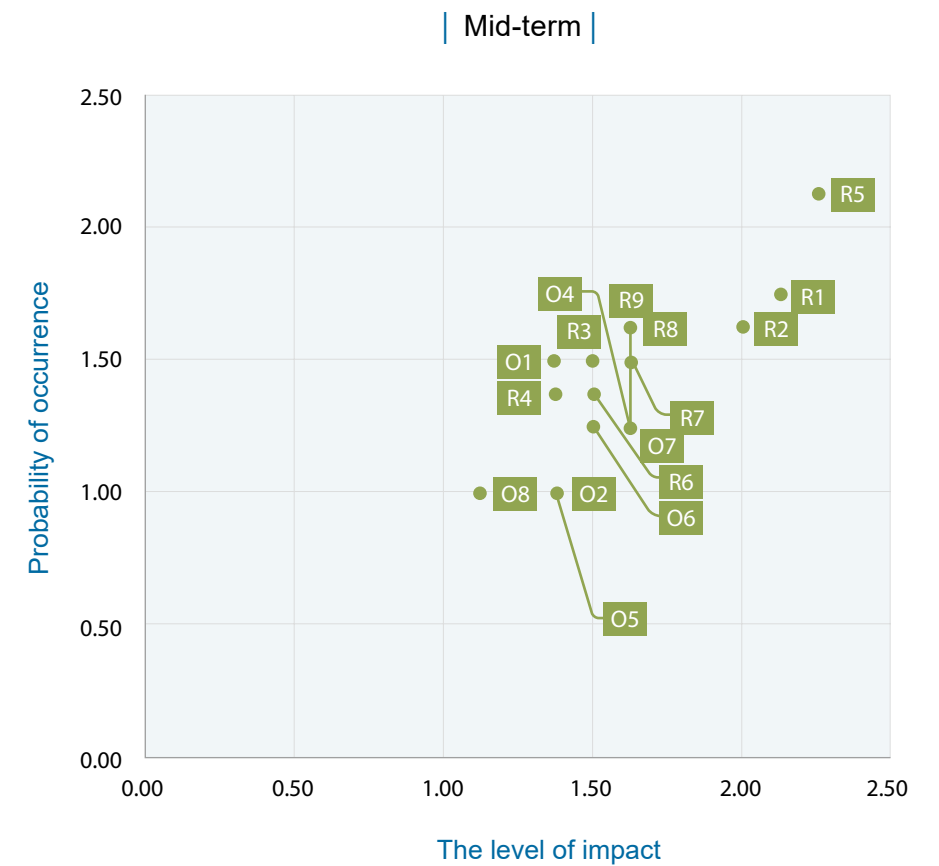
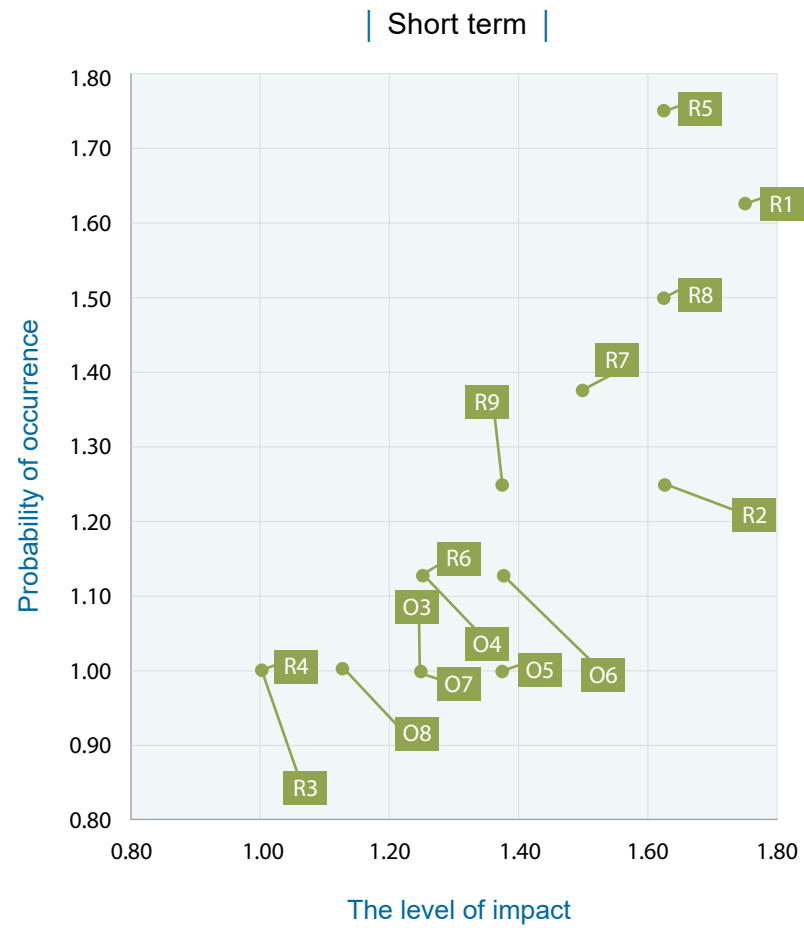
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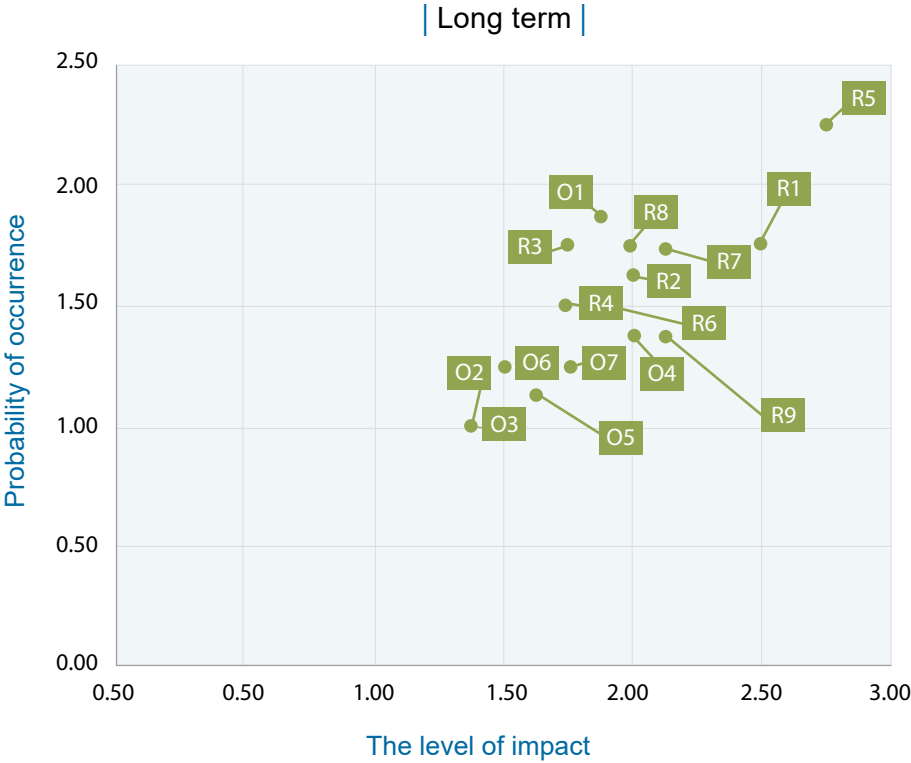
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Metrics & Targets

Based on the indicators set by TCFD climate risks and opportunities, Excelsior further sets targets:

1. Complete the third-party GHG inventory report in accordance with ISO 14064-1 every year.
2. Reduce the carbon intensity by 1% or more every year, and reduce by 10% cumulatively in five years

Risks and Opportunities	Item No.	Code	Issues
Transition Risks	Policies and Regulations	R1	Increasing the pricing of greenhouse gas emissions
		R2	Strengthening reporting obligations of emissions
	Technology	R3	Replace existing products and services with low-carbon products
	Market	R4	Changes in customers' behaviors
		R5	Rising raw material costs
	Reputation	R6	Increasing concerns of and negative feedback from the stakeholders
Physical risk	Immediacy	R7	Rising severity of extreme weather events such as typhoons and floods
	Long term	R8	Changes in rainfall patterns and extreme changes in climate patterns
		R9	Rising average temperature
Opportunity	Resource efficiency	O1	More efficient methods of transportation adopted
		O2	Recycling and reusing
		O3	Reduced water usage and consumption
	Energy sources	O5	Incentive policies adopted
		O6	Use of new technology
	Products and services	O7	Low-carbon goods and services developed and/or increased
		O8	Shifting consumer preferences
	Market	O9	Leverage of public sector incentives



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5. Social Care

Excelsior prioritizes the labor rights and interests of employees, creates a happy and safe workplace environment, and organizes the “Family Day” for employees’ families to incorporate them into the Excelsior family. The Company provides friendly and equal work opportunities for employees, implements a gender equality policy, and fosters an atmosphere of mutual respect. Excelsior offers market-competitive remuneration levels to enhance employee loyalty, reduce frequent staff turnover, and enable the steady development of the Company’s operations. Excelsior provides comprehensive education and training channels and holds various training courses periodically to enrich employees’ professional skills and enhance workplace competitiveness. The transparent promotion channels enable employees to anticipate the possibility of future career development. The positive labor management interactions enable employees to speak freely and express their opinions in labor management meetings, and the company also responds in good faith to the labor management consensus. In addition, Excelsior enhances occupational education to reduce potential hazards in the working environment, thereby lowering the probability of occupational accidents. The Company also strengthens its managerial performance in occupational safety and health, effectively protecting the physical and mental health of employees. Finally, Excelsior gives back to society, as it is a beneficiary of society. Besides its consistently strong operating performance, Excelsior also adapts to the Group’s policy by continuously engaging in public welfare activities and caring for disadvantaged groups as part of its CSR commitments. In addition to achieving strong results in revenue performance, Excelsior actively cooperates with the Group’s policies to continuously invest in public welfare activities, support disadvantaged groups, and fulfill its social responsibilities.

5.1 Employee Profile

Excelsior treats its employees equally, and through various equal-rights measures, the Company eliminates any labor conditions that could potentially cause unequal workplace conditions while protecting the labor rights and interests of its employees.

5.1.1 Protection of Human Rights

Excelsior emphasizes the rights of employees and creates a friendly environment for human rights protection, where we respect employees’ freedom of association, care for disadvantaged groups, prohibit child labor, eliminate all forms of forced labor, eliminate employment discrimination, prevent any conduct violating human rights, protect gender equality, and treat all employees fairly. The remuneration policy of Excelsior also ensures no differences for salary determination of the employees based on their gender, age, race, religion or political stance.

On December 29, 2023, the human rights policy was announced, and the human rights education was advocated in 2024.

Human rights advocacy	Number of people	Hours
Management	42	42
Employees	157	157

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5.1.2 Employee Statistics

High-quality talents are the foundation for the sustainable development of enterprises, and only the active cultivation of talents empowers enterprises to innovate and grow. Excelsior provides various education and training programs to cultivate the professional knowledge and skills required by employees in business management, while also discovering and fostering leadership and management talents for the future. Meanwhile, the Company's operational philosophy and spirit are introduced to build loyalty and consensus, accelerate the growth of the enterprise, and improve the overall efficiency of the organization.

Specifically, all employees of Excelsior are under an open-ended contract (i.e. full-time employees). In 2024, four interns were contracted. The Company provides a long-term and stable work pattern, allowing employees to devote themselves to their work without concern, which helps protect their economic well-being. Non-employee workers are engaged through a cleaning company, consisting of one janitor in a dispatched role. This arrangement remained unchanged from 2023.

Statistics/Year		2022		2023		2024	
Total number of employees (Note 1)		205		215		220	
Employment contracts (Note 2)		Non-fixed	Stationery	Non-fixed	Stationery	Non-fixed	Stationery
Gender	Male	99	0	107	0	108	2
	Female	105	1	106	2	108	2
Region	Taiwan	204	0	212	0	217	0
	Overseas (Note 3)	1	0	3	0	3	0
Type of employment (Note 4)		Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Gender	Male	99	0	107	0	108	2
	Female	105	1	106	2	108	2
Region	Taiwan	204	0	212	0	217	0
	Overseas	1	0	3	0	3	0

Note 1: Based on the total number of employees at the end of the year (12/31).

Note 2: The employment contracts are divided into the employees under non-fixed-term contract (full-time positions) and the employees under fixed-term contract (short-term, seasonal, specific project periods, and the employees on maternity leave/parental leave without pay).

Note 3: Two were Malaysians and one Filipino.

Note 4: Employment types are divided into full-time employees (those working hours in a week that reach the maximum statutory working hours) and part-time employees (those working hours in a week that are under the maximum statutory working hours, such as working students and casual employees).

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Secondly, the employees may be divided into field and back-office staff. Due to the nature of the business, the field staff are mostly male; the back-office staff are mainly engaged in administrative tasks, and most of them are women. Regarding age distribution, in recent years – whether field or office roles – employees under 50 account for over 60% in total, indicating the Company is currently anchored by mid-career employees, with seasoned, hands-on managers leading young teams to push ahead; the workforce structure is stable, with no risk of manpower gaps.

Statistics of diversity / Year				2022		2023		2024	
				Number of people	Proportion (%)	Number of people	Proportion (%)	Number of people	Proportion (%)
Employees	Back office	Gender	Male	22	10.7%	27	12.6%	27	12.3%
			Female	63	30.7%	63	29.3%	67	30.5%
		Ages	Under 30	11	5.4%	14	6.5%	17	7.7%
			Over 30 and under 50	47	22.9%	46	21.4%	41	18.6%
			Over 50	27	13.2%	30	14.0%	36	16.4%
		Education	Graduate school	13	6.4%	9	4.2%	11	5.0%
			Universities and colleges	70	34.1%	76	35.3%	81	36.8%
			Others	2	1.0%	5	2.3%	2	0.9%

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Statistics of diversity / Year				2022		2023		2024	
				Number of people	Proportion (%)	Number of people	Proportion (%)	Number of people	Proportion (%)
Employees	Field staff	Gender	Male	77	37.5%	80	37.2%	83	37.7%
			Female	43	21.1%	45	20.9%	43	19.5%
		Ages	Under 30	4	1.9%	5	2.3%	7	3.2%
			Over 30 and under 50	73	35.6%	78	36.3%	69	31.4%
			Over 50	43	21.0%	42	19.5%	50	22.7%
		Education	Graduate school	6	2.9%	12	5.6%	10	4.6%
			Universities and colleges	87	42.4%	89	41.4%	90	40.9%
			Others	27	13.2%	24	11.2%	26	11.8%

Note : Percentage of field staff under the age of 30 = (total number of field staff under the age of 30 at the end of the year / total number of employees at the end of the year) * 100%.

Percentage of back-office staff with graduate degree = (total number of back-office staff with graduate degree in the current year / total number of employees at the end of the year) * 100%.

In the recent three years, there has been no significant change in the statistics of new and resigned employees, indicating that the Excelsior system is effective, and the number of resigned employees has decreased by 2.45% since 2023.

Statistics of new and resigned employees/Year		2022		2023		2024	
		Total	Proportion (Note)	Total	Proportion	Total	Proportion
New employees							
Ages	Under 30	14	6.83%	10	4.65%	14	6.36%
	Over 30 and under 50	10	4.88%	10	4.65%	6	2.73%
	Over 50	0	0.00%	1	0.47%	1	0.45%
Gender	Male	11	5.37%	10	4.65%	12	5.45%
	Female	13	6.34%	11	5.12%	9	4.09%
Education	Graduate school	4	1.95%	5	2.33%	2	0.91%
	Universities and colleges	19	9.27%	16	7.44%	19	8.64%
	Others	1	0.49%	0	0.00%	0	0.00%
Resigned employees							
Ages	Under 30	6	2.93%	10	4.65%	3	1.36%
	Over 30 and under 50	8	3.90%	6	2.79%	6	2.73%
	Over 50	1	0.49%	1	0.47%	3	1.36%
Gender	Male	8	3.90%	5	2.33%	5	2.27%
	Female	7	3.41%	12	5.58%	7	3.18%
Education	Graduate school	1	0.49%	3	1.40%	0	0.00%
	Universities and colleges	14	6.83%	14	6.51%	10	4.55%
	Others	0	0.00%	0	0.0%	2	0.91%

Note : The new employee rate = (Total number of new employees in the current year / total number of employees at the end of the year) * 100%.
The turnover rate = (Total number of resigned employees in the current year / total number of employees at the end of the year) * 100%.

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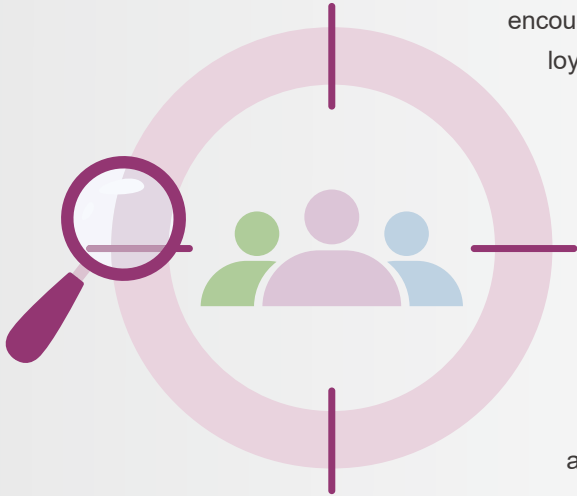
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In addition, for the gender equality, more than 50% of Excelsior’s employees are female, and nearly 44.12% of executives are female, showing the emphasis of the Company on the female employees. 100% of Excelsior’s executives are Taiwanese.

Statistics/2024	Female employees	All employees	Female executives	Total number of executives
Total	110	220	15	34
Proportion of women	50%	-	44.12%	-

5.2 Talent Management

A robust human resources department is critical to the sustainable development of Excelsior. To attract outstanding talent, the Company offers competitive remuneration and benefits and rewards employees for their performance and long-term contributions. Adhering to the philosophy of equal treatment for all employees, the Company has developed a transparent appraisal and reward/penalty system to foster a healthy atmosphere of fair competition among employees. This approach encourages employees not only to devote more effort to their work but also to develop greater loyalty to the Company and actively engage in its affairs, while shaping Excelsior’s enterprise culture of talent retention. Furthermore, regarding the promotion channels, the transparent and open promotion information allows for employees with strong performance to be promoted, which in turn motivates other employees to learn from these benchmarks, enabling the Company to continuously develop more excellent talent. Meanwhile, the Company arranges education and training programs for employees’ continuing education, enabling them to continuously grow and realize their value in their respective professional fields. Finally, Excelsior provides diverse channels for communication and dialogue with employees, allowing them to express their opinions in a timely manner. The Company also responds in good faith, ensuring that harmonious and trusting interactions between management and employees are achieved.



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5.2.1 Remunerations and Benefits

Material Topics		Remunerations and benefits
Importance for the Company		The Company provides a competitive remuneration system and comprehensive employee benefits to attract excellent talents; meanwhile, the employees' loyalty to the Company is improved, for them to grow with the Company, and create a win-win situation.
Policy / Commitment		<p>Through the Company's target policy, the manpower required for the Company's sustainable operation and development is provided to meet the needs of the Company's organizational development. "Employees" are the most important asset of the Company, and taking care of the physical and mental health of employees can never be neglected! Maintaining a healthy and engaged workforce is the cornerstone of the Company's operations, and activities such as Family Day are held periodically to foster a supportive and balanced work environment. A good workplace environment also retains good talents to exert their strength in the workplace.</p> <p>In order to implement an employment philosophy where all employees make their best efforts and receive what they deserve, the Company has formulated a salary system based on "performance appraisal," and participates in salary surveys to review the general salary levels paid by peers for timely adjustments.</p>
Targets	Short term	<p>1. The average score for employee performance appraisal is more than 80 points every year.</p> <p>2. The total amount of bonuses paid was adjusted in a timely manner according to the employees' personal performance each year.</p>
	Mid- and long term	<p>1. The median salary of non-managerial employees is above the average amount of the biotechnology industry.</p> <p>2. Salary structure was adjusted in a timely manner according to the employees' personal performance each year.</p> <p>3. Improve the employees' satisfaction and build a happy enterprise</p>
Resources invested and specific results in the year		<p>1. Recruitment and appointment: effectively provide or utilize manpower based on the goals of the annual manpower plan, to meet the manpower needs of each unit and high-quality efficiency.</p> <p>2. Salaries and benefits: depending on the market salary trends and job evaluation, the fair salary and benefit system in line with market competitiveness is developed. If the Company earns profits, the profits are shared with the employees, such as employee remuneration and year-end bonuses. The salaries are adjusted based on the performance of the employees, while referring to the domestic economic growth rate, price index, and industry salary adjustments.</p> <p>3. Education and training: According to the annual education and training plan, the abilities of employees are enhanced and they are assisted to grow for meeting the Company's development goals.</p> <p>4. The group insurance covers all employees.</p>
Responsible Department / Complaint-filing Mechanism		Human Resources Department / emp872@excelsior.com.tw
Evaluation mechanisms/ outcomes		In 2024, the outcome was 100% of achievement, and the average score of employee performance appraisal in 2024 was more than 80 points.

Excelsior determines the remuneration of the employees based on the achievement of annual operating targets and the Company's profit performance, and provides the employees with remuneration superior to the local laws and competitive in the market. To ensure that employees' performance is appropriately reflected in their individual remuneration, as a principle, all employees are subject to the regular performance and career development reviews. The appraisal results are taken into account for the employee promotion, so that the employees with technical expertise grow into professionals in their fields through their own efforts, while the employees with management skills and leadership potential can also grow into management. Hence, an ample space for the employees' career development is provided.

In a nutshell, Excelsior primarily considers years of service, educational background, experience, and expertise to determine salaries, without differentiating them based on an individual's physical or mental differences. As the years of service increase, employees also become more sophisticated in their industrial knowledge and experience. The Company is happy to share the profits with the employees. Therefore, the median salary of the non-managerial employees increased by 3.6% in2024. The employees have no concerns while devoting their strengths to the Company, and their loyalty and sense of belonging to the Company also grow. However, in 2024, due to the increase in the number of new employees who have been employed for more than six months but less than one year from 2023, the average salary decreased slightly.

In addition, in order to facilitate the efficiency of employees, Excelsior provides employees with various benefits and a comfortable office environment. By organizing various employee benefit activities from time to time, employees can relieve work pressure and enhance positive interactions among themselves.

To achieve sustainable operations and create a positive working environment for employees while ensuring the stability of their lives and allowing them to fully utilize their talents – ultimately combining personal growth with the Company's development – Excelsior has established the Employee Welfare Committee. This Committee holds regular labor–management meetings to address various benefits, such as monetary gifts for festivals and birthdays, subsidies for weddings and funerals, uniforms, group insurance, emergency loans and relief funds, domestic and overseas travel, meal gatherings, and other outdoor activities such as competitions.

Unit : per person/NT\$ thousand

Non- managerial full- time employees	Number of employees	The average annual salary	The median annual salary
2023	202	991	787
2024	210	984	815
Difference	3.96%	-0.7%	3.6%

Employees reviewed in 2024		Number of people reviewed	Number of people in the category	Percentages
Gender	Male	105	110	95.5%
	Female	104	110	94.5%
Employee category	Back office	85	94	90.4%
	Field staff	124	126	98.4%

Note: The employee performance appraisal excludes the employees who have served for less than three months and interns.

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Employee benefits	Description
Labor Insurance	All are handled in accordance with the provisions of the regulations of labor insurance.
National Health Insurance	All are handled in accordance with the provisions of the National Health Insurance Act.
Group insurance	The Company pays for the group insurance in full, which covers the employee's fixed-term life insurance, accident insurance, hospitalization and medical insurance, and occupational injury insurance.
Employee health examination	To ensure the health and safety of the employees, the Company regularly organizes free health examinations each year to help employees recognize the subtle signs of changes in their health.
Employee remunerations	According to the Articles of Incorporation of Excelsior, if there is a profit in a year, the Board shall propose to allocate no less than 1% of the profit for employee remuneration. The proposal shall be approved by the Board and submitted to the shareholders' meeting.
Year-end bonus	At the end of each year, the Company allocates the bonus based on the annual operating conditions. The bonus is paid before the Chinese New Year, pro rata to the days served in the year. The bonus is paid to the employees who are in service at the time.
The employee benefit fund system and the utilization	A. 1% of the total capital of the Company was contributed at the time of establishment. B. 0.075% of the Company's total monthly operating income is contributed. C. 0.5% of each employee's monthly salary is contributed. D. The benefit funds are utilized for: benefit subsidies (monetary wedding gifts, childbirth subsidies, monetary birthday gifts, funeral subsidies, illness condolences, emergency aid, among other things); cultural and recreational activities (employee travel, birthday celebrations, club activities, art and cultural activities, among other things); and other benefit subsidies, such as gifts for the Dragon Boat Festival and Mid-Autumn Festival, as well as year-end parties.



The 2024 Family Day of the Group

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The pension system

- For the defined benefit plan (old system), pursuant to the provisions of the Labor Standards Act, 2% of the total salary of employees applicable to the retirement procedures under the Act shall be contributed as the pensions and deposited into a designated account in Bank of Taiwan as required by laws.
- For the defined contribution plan (new system): pursuant to the Labor Pension Act, 6% of the monthly salary of an employee shall be contributed to his/her personal designated account of labor pension in the Labor Insurance Bureau.

Employee’s parental leave without pay

Employee’s parental leave without pay/year	Gender	Statistics		
		2022	2023	2024
The number of employees who are eligible for the parental leave without pay	Male	0	1	1
	Female	2	2	3
The number of employees who applied for parental leave without pay	Male	0	0	1
	Female	2	0	3
The number of employees who shall reinstate upon the expiry of the parental leave without pay (A)	Male	0	0	1
	Female	2	0	3
The number of employees who actually reinstated upon the expiry of the parental leave without pay (A) (including early reinstatement)	Male	0	0	0
	Female	2	0	3
Reinstatement rate (B/A)	Male	0	0	0
	Female	100%	100%	75%

Employee’s parental leave without pay/ year	Gender	Statistics		
		2022	2023	2024
The number of employees who reinstated and remained in service 12 months after the expiry of the parental leave without pay in the previous year (C)	Male	0	0	0
	Female	1	2	0
Retention rate (C/B in the previous year)	Male	0	0	0
	Female	50%	100%	-

- Note 1: The number of employees eligible for parental leave without pay is based on the number of male and female employees who have applied for maternity leave and paternity leave in the past three years.
- Note 2: Reinstatement rate = (total number of employees who actually reinstated in the current year / total number of employees who shall reinstate in the current year) * 100%.
- Note 3: Retention rate = (total number of employees remaining in service for 12 months after reinstatement in the previous year / number of employees actually reinstated in the previous year) * 100%.

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5.2.2 Talent Cultivation

Material Topics		Talent Cultivation
Importance for the Company		The Company's sustainable operation and growth rely on employees fully exerting their professional and management talents. Through training and development mechanisms at different levels, the competitiveness of the employees and the managers are enhanced, leading the Company to become a market pioneer in the medical industry.
Policy / Commitment		The Company has established dedicated organizations and units to provide appropriate training and learning resources for employees and managers at each level with different positions, to assist in the development of their roles and careers.
Targets	Short term	1. The function training rate of new employees is 100%. 2. The average number of training hours/people increased from the previous year.
	Mid- and long term	1. Enhance the leadership of managers at all levels through functional development-oriented training programs for managers. 2. The elite internship program is continuously offered to interns, to promote interns to become full-time employees after graduation and enhance their personal competitiveness. 3. Enhance the professional knowledge and management ability of the employees and managers. The employees are provided with training courses for personal performance and expertise, to assist them in their career development. 4. A learning passport is established and linked with the performance appraisal system. 5. The e-learning system is established. 6. Re-examine the blueprint for managers' learning and development to adapt to changes in the environment and cultivate leaders who are able to face future challenges.

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Material Topics	Talent Cultivation
Resources invested and specific results in the year	<div>1. Examine the leadership functions: In 2024, Human Resources arranged communications with the Company's managers, to align the development directions of the managers.</div> <div>2. Online learning platform: the online learning platform was officially launched in 2024.</div> <div>3. Implementation of the compliance with the Code of Ethical Conduct for all employees: In 2024, the education and training course on "Code of Ethical Conduct: Advocacy of Laws and Regulations Related to Insider Trading" was arranged, and the training achievement rate was 95.7%.</div> <div>4. The staff are arranged to obtain professional licenses (Class A managers, qualification of ISO 13485 chief auditor, fire prevention managers, among other things).</div> <div>5. The employees are encouraged to enroll in external training for the skills required for their duties, and the Company subsidizes the tuition with a fixed amount or waives the tuition as a special case.</div>
Responsible Department / Complaint-filing Mechanism	Human Resources Department/ emp872@excelsior.com.tw
Evaluation mechanisms/ outcomes	<div>1. In 2024, the average training hours of employees were 17.61 hours</div> <div>2. The professional license acquisition and maintenance is 100%</div>

For Excelsior, the key to the sustainable operation of the enterprise is the constant learning and growth of the employees, with education and training serving as important ways to ensure the continuous incremental value of human capital. Hence, Excelsior has always prioritized employee training. The overall learning and development strategy is based on on-the-job training, with orientation for new employees, expert-led training, and manager-level training as the core components, complemented by annual targets and needs for different business areas to establish a comprehensive education and training system.



01 New employees

- A.** On the day report to work, the Human Resources Department will explain the work rules, introduce the company profile and the office environment, and get to know the colleagues.
- B.** Orientations are regularly organized by the Human Resources Department as part of the education and training courses for new employees. These include an introduction to the Company's organization and authorities, a description of various managerial procedures, an introduction to the Employee Welfare Committee, an overview of the information system, an introduction to the network environment, and an introduction to the NOTES system.



02 In-service employees

For each employee, an annual budget for education and training is prepared, coordinated by the Human Resources Office, to organize on-the-job training on a quarterly basis.



03 Professional training

The professional training of the Company's products are provided by the original makers for once or twice a year.

Pursuant to the aforementioned training system structure, Excelsior formulates training plans based on the Company's vision, guidelines, operational objectives, special customer requirements, social responsibility, and personnel function gaps. This approach enables the implementation of training objectives each year, allowing employees to advance in their careers while the Company benefits from their growth and progress. In addition, through internal training, functions and experiences are constantly passed on to relevant departments to assist employees in formulating their learning and development directions, serving as the basis for them to plan their personal career paths. In 2024, the online learning platform was officially launched, so the overall training hours significantly increased to 17.61 hours/person, and the achievement rate of compulsory courses reached 96.7%.

Statistics/Year		2022	2023	2024
The average training hours per employee (Note 1)		3.45	12.85	17.61
The average training hours per employee by gender (Note 2)	Female	1.71	15.52	18.28
	Male	5.32	10.16	16.92
The average training hours per employee by category (Note 3)	Back office	2.50	33.19	23.93
	Field staff	4.13	5.64	13.38

Note 1: The average training hours of all employees is (the total training hours of all employees in the current year / the total number of employees at the end of the year).

Note 2: The average training hours of each female employee is (the total training hours of female employees in the current year / the total number of female employees at the end of the year).

Note 3: The average training hours of employees by category is (the total training hours of employees by category in the current year / the total number of employees in that category at the end of the year).

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5.2.3 Labor–Management Communication

Material Topics		Labor–Management Communication
Importance for the Company		The Company insists on the philosophy of openness and respect, establishes diverse labor–management communication channels, respects the opinions of employees, and promotes harmonious labor–management relations. Good labor–management relations improve employee morale and loyalty, as well as enhance operating performance.
Policy / Commitment		By establishing diverse communication channels between labor and management and maintaining smooth two-way communication and exchange between them, the Company can convey information in a timely, accurate, and effective manner. The employees are provided with channels for filing complaints, ensuring that their voices, opinions, and advice can be heard by the Company. The heads of the responsible units are required to respond appropriately and promptly, as this serves as the basis for upgrading and improving the Company’s management efficiency. Additionally, work objectives and KPI items are set to be included in the appraisal.
Targets	Short term	1. Regular communication meetings: labor–management meetings, and the Employee Welfare Committees, among other things. 2. Human resources: performance appraisal, opinion communication channels, and personnel announcements. 3. Communications in the meetings of managers at all levels: such as face-to-face real-time communications, regular meetings of units/ departments, and cross-departmental meeting communication.
	Mid- and long term	Smooth communications between labor and management are helpful to promote labor–management cooperation, enabling the employees to understand the Company’s development plan, business overview, and market conditions. Meanwhile, the Company’s management can grasp the working conditions of employees in a timely manner, and build a friendly workplace based on employees’ needs.
Resources invested and specific results in the year		The Company emphasizes the physical, mental, and spiritual health of its employees. The health education courses are provided throughout the year, covering current issues such as healthy diets, regular exercise, gastrointestinal healthcare, and gender equality. These courses aim to facilitate face-to-face communication with employees and provide health knowledge to enhance their health and well-being, encouraging them to cherish life while promoting overall wellness
Responsible Department / Complaint-filing Mechanism		Human Resources Department Complaint Hotline : 02-22251888分機1521及8885 Complaint Fax : 02-22212269 Complaint Email : emp872@excelsior.com.tw
Evaluation mechanisms/ outcomes		Zero employee complaint for illegal incidents/no labor dispute.

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Smooth communications between labor and management are helpful in promoting labor–management cooperation and enabling employees to understand the Company’s production plans, business overview, and market conditions. Meanwhile, the Company’s management can grasp the working conditions of employees in a timely manner, and build a friendly workplace based on employees’ needs. Excelsior observes laws strictly, and all internal administration and management comply with the local labor laws and regulations at each operating site. Pursuant to the law, a labor–management meeting is held at least once every three months, during which the representatives of management include the head of the business division, the head of corporate governance, and the head of the HR Department, in order to coordinate labor–management relationships with the labor representatives. Through regular communication and dialogue between both parties, labor management cooperation is enhanced, allowing employees to express their opinions, advocate for improvements in working conditions, and effectively improve their labor status. All the rights and interests they win apply to all employees. In addition, the Employee Welfare Committee collects the employees’ opinions and documents the relevant resolutions in meeting minutes for all employees to review. In addition, where a major change in the Company’s operations affects the employment rights of the employees and changes in various labor conditions, Excelsior will comply with the minimum advance notice period for terminating the employment contract provided in the Labor Standards Act.

Meanwhile, Excelsior also has diverse communication channels. Through two-way communications, the employees can fully express their opinions, and the Company can also respond in a timely manner, and transform the suggestions into policies one by one for implementation. In 2024, Excelsior Healthcare has a harmonious labor–management relationship and no labor dispute occurred.



5.3 Occupational Safety and Health

5.3.1 Occupational Safety and Health Management System

Excelsior complies with local regulations and actively promotes the safety and health of workers. We voluntarily implemented the occupational safety and health management system. The workplace safety and health of employees are the goals to which we strive to promote and maintain. To ensure a healthy and safe workplace environment and facilitate communication between labor and management, Excelsior has formulated the Work Codes for Occupational Safety and Health, the Management Plan for Occupational Safety and Health, Automatic Inspection Plans, Key Points for Operating Environment Measurement, and Procedures for Education and Training in Occupational Safety and Health, pursuant to the Occupational Safety and Health Act and related sub-laws, for announcement and implementation.

5.3.2 Hazard Identification, Risk Assessment, and Accident Investigation

Excelsior has established relevant mechanisms to ensure the effective operation of hazard identification and risk assessment. For the safety of the working environment, the main purpose of providing the safety manual and working rules is to maintain the occupational safety and health of employees, strengthen education and training in occupational safety and health, implement effective management of occupational safety and health, and reduce the occurrence and severity of occupational accidents and illnesses. The relevant process management includes the identification of safety and health hazards generated during the Company's activities, facilities, and services by the responsible staff of the relevant departments. In circumstances where an employee encounters hazardous risks in their daily work environment, the Company formulates relevant measures to address these issues, create a friendly workplace, and comply with laws and regulations. For the possible reasons causing risk in every operational process (unsafe conduct and unsafe environment), the sources of danger to the health and safety of employees in the workplace, as well as the potential harm caused by related activities near or outside the workplace, are also explained.

If an employee notices danger in the work area, he or she may suspend operations, retreat to a safe place, and immediately report the situation to his or her line manager. When an accident occurs in the Company, the situation will be assessed as a first priority, and then the manager will be informed before taking the appropriate measures. After the accident is handled, an investigation will be conducted to ensure that there is no recurrence of occupational safety accidents.

Emergency Responding Procedures

1. In order to improve the handling of emergencies such as natural disasters, fires and accidents by Excelsior Medical Co., Ltd.; establish a crisis prevention mechanism and crisis handling model, to ensure the safety of employees; reduce damage and recover quickly; the procedures are hereby formulated.

2. Scope

1. Natural disasters: natural disasters such as wind disasters, flood disasters, earthquake disasters among other force majeure, and the power outages resulted in.
2. Accidents: toxic chemical disasters, animal disasters, infectious diseases, food (drug) poisoning, traffic accidents and other accidental casualties.
3. Public safety incidents: fires, explosions, power outages and other crisis incidents related to office facilities.
4. Other emergencies.

3. Methods of implementation

1. An emergency response team and the group chat under a messaging app are established and adjusted at any time according to the Company's organizational system or personnel changes.
2. The emergency handling process and various emergency handling procedures are established.

4. Emergency handling process

Activation	he leader of the emergency response team announces the activation of the emergency response depending on the situation.
Execution	Each unit shall conduct and report in accordance with the emergency handling procedures.
Conclusion	The leader of the emergency response team announces the ending of the situation and reviews the same according to the reported status.

5. Procedures of Emergency Handling

1. The general affairs (or agent) unit of each district shall first understands the disaster situation, reports to the responsibility manager with administrative authority, and inquires whether the leader of the emergency response team should activate the emergency response plan.
2. After confirming the cause and scope of the disaster, notify the contact for general affairs (or their agent) in other districts, depending on the extent of the impact, for the relevant patrols and inspections. Each unit or corporation shall also be informed for operations.

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3. After being notified of the activation of the emergency response plan, the contact person for each corporate unit shall reach out to the relevant operating units throughout Taiwan. Additionally, the customer service staff in each district shall contact the warehouses within the same district to assess the status of order taking and report the results to the sales units in each district to monitor the Company's shipment status. The IT staff of each district shall report to the supervisor when there is no immediate danger, to confirm whether the relevant procedures, such as the mainframe shutdown, shall be implemented.

4. If there is an emergency during working hours and evacuation is required, the general affairs (or agent) unit shall notify the on-site personnel to evacuate and guide the direction (elevator or staircase) first; if any person is injured, contact the ambulance first, and then notify the department head.

* The general affairs (or agent) unit shall check with the relevant personnel of the building's management committee in advance to determine whether the structure of the building is abnormal. They should also ask the building's management committee to broadcast the current situation, including the condition of the public areas, whether the stairs are clear, and whether the elevator is operational.

5. If the telephone system is in normal operation, the general affairs unit (or agent) notifies the telecom provider to directly transfer the telephone calls in the district where work is suspended to staff in other districts (if there is no network or power outage, phone calls cannot be transferred externally).

6. In the event of a non-emergency evacuation, if it is confirmed that work cannot continue, the human resources supervisor will inform about early leave. Each corporate/employee is asked to perform the following operations before leaving the office:

- ✓ Unplug the PC.
- ✓ Switch off the lights/air conditioners.
- ✓ Lock the gate of the area.
- ✓ Close and lock the windows.
- ✓ The general affairs (or agent) unit is responsible for the public area.

7. The general affairs (or agent) unit shall inspect whether the protective measures are implemented by patrolling the whole area before leaving as the last unit (not applicable for emergency evacuation).

8. The head of general affairs shall summarize the situation in each district at any time and notify the manager with administrative authority and responsibility to facilitate the report to the top supervisor for a better understanding of the situation.

9. The building's management center is requested to report the disaster damage to the head of general affairs at any time.

10. The general affairs (or agent) unit notifies the security guards to lock the doors and set up the access control in each district after the power is restored, and reports to the general affairs (or agent) unit for reporting to higher management.

11. Post-disaster operations executed by each unit:

- (1) The general affairs (or agent) unit will go to the Company at 08:00 the next day to patrol the office environment.
 - a. Conduct detailed inspections for any damage caused by the disaster.
 - b. Air-conditioner timer switch→ adjust the time.
 - c. Telephone switchboard → is it activated
 - d. Air conditioners in data centers→ is it running and the temperature is normal.

- (2) The IT unit go to the Company at 08:00 the next day to inspect the various systems (personnel, ERP, Notes, and network), and have the mainframes and related devices ready to be switched on. If the IT equipment cannot operate normally, troubleshooting will be conducted based on the issue. If the IT staff cannot resolve the problem within the timeframe, an urgent call shall be made to the manufacturers for repair, and coordination will be established with the units using the system for follow-up treatment.

- (3) The human resources unit notifies the method handling abnormal attendance in the next day.

- (4) The shareholder service unit count the damage and determine if an announcement shall be made.

12. The administration executives review and summarize the implementation/deficiencies/improvements of the situation and report to the upper level.

6. The office environment in each district is different. If there is anything not mentioned, the implementation may be adjusted flexibly depending on the environment of each district and the procedures. The information of the contacts is subject to adjustment depending on the Company's organizational system or changes in personnel.
7. The procedures shall be implemented after submission to the chairman for approval, and the same shall apply for amendments.



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5.3.3 Facilitation of Occupational Health Services

Excelsior continuously promotes “occupational illness prevention” and “health promotion” to build a reassuring and healthy workplace. Based on the promotion of employees’ physical and mental health, as well as the continuation of the three-level and five-grade concept of public health, complemented by “Ottawa Charter,” we implement seven major workplace health management plans and workplace health promotion activities. In 2024, the employee health protection plan under the systematic and circular quality management was continuously implemented to achieve diversified health promotion planning.

The implementation measures for health management and occupational illness prevention in the workplace are as follows:

1. In 2024, Xintai Hospital, an “Approved Medical Institution for Labor Physical and Health Examination,” was invited to the Company to provide all employees with annual labor physicals and health examinations that surpass legal requirements, along with a workplace health survey composed of “simplified scale,” “NMQ Musculoskeletal Symptom Questionnaire,” and the “Personal and Work Fatigue Scale.” Based on the results of the health examination, a consulting service for the health examination report is provided, which includes analysis of the aforementioned survey and a cross-comparison of the employees’ age and health risks for health grading management. The health management and facilitation of employees’ health are implemented through interviews and tracking of occupational health medical personnel, based on the on-site care provided by the labor health services that are arranged regularly. Those with abnormal health data are cared for and encouraged to visit doctors for re-examination. In 2024, there was a total of 39 on-site care interviews for workplace health, with more than 78 hours.

Level 3: A total of 35 employees in need of care, 21 of whom have been interviewed in 2024, achieved a success rate of 60%, representing a 90% increase from 2023 in terms of the number of interviewees. The employees receive proper health information through on-site care.

Level 2: A total of 70 employees in need of care, and 31 of them were interviewed in total in 2024, with an achievement rate of 44%, or an increase of 93% from 2023 in terms of the number of interviewees.

Level 1: A total of 90 employees in need of care, and 17 of them were interviewed in 2024, with an achievement rate of 19%, or an increase of 70% from 2023 in terms of the number of interviewees. Combined with the distribution of workplace-related health education, the penetration rate reached 100%.



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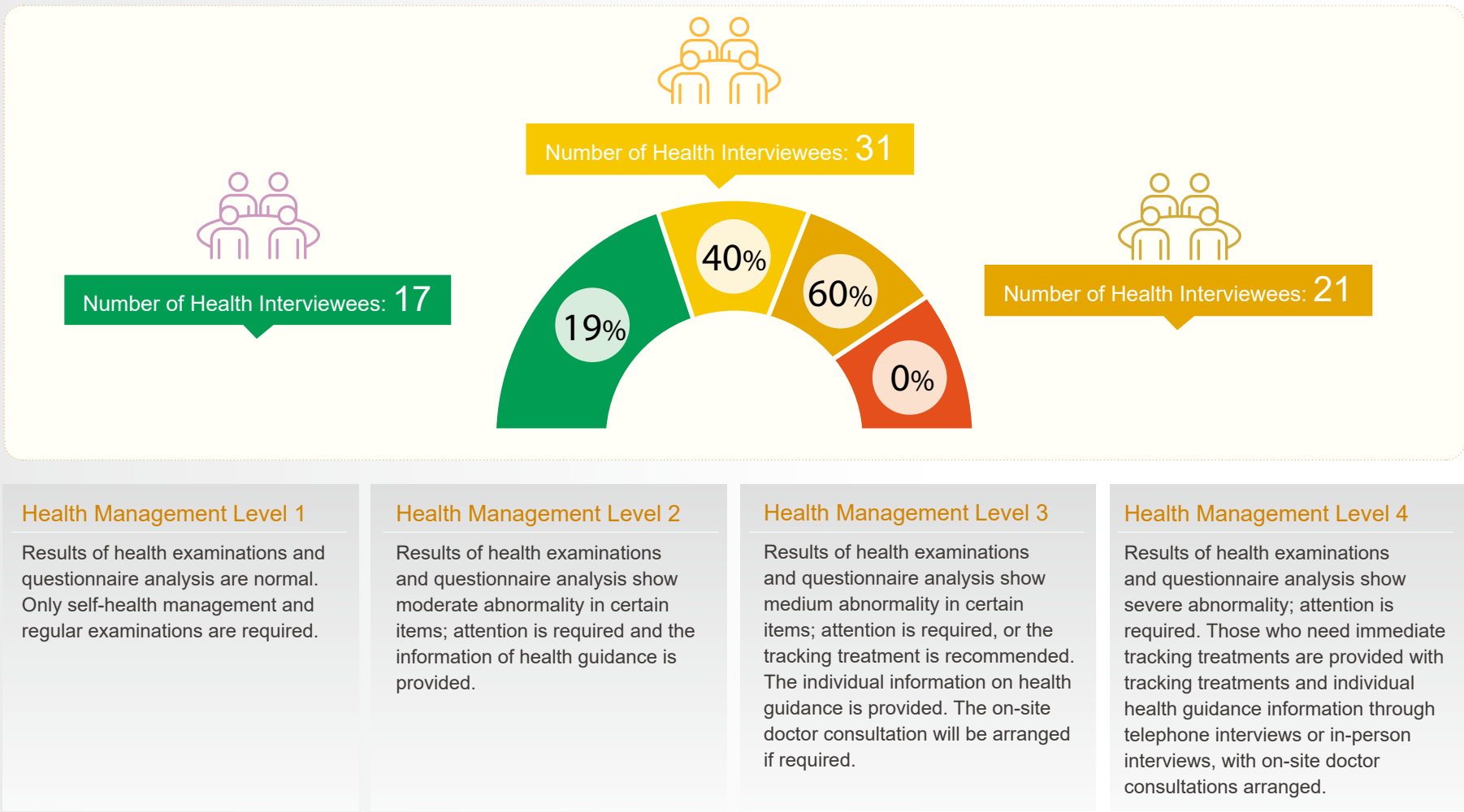
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Distribution of Health Management Ranking in Workplace



2. Abnormal Workload-Induced Disease Protection Program:Based on the data from “age,” “gender,” “total cholesterol,” “high-density lipoprotein cholesterol,” “smoking,” and “blood pressure” in the annual labor physical and health examination results, the Framingham Risk Score, which estimates the risk of cardiovascular disease over 10 years, was calculated and complemented by the workplace health questionnaire from “Personal and Work Fatigue Scale” for risk cross-comparison.

- (1) In 2024, a total of 121 valid questionnaires were collected by Excelsior, with the achievement rate of 62%, increased by 40% comparing to the questionnaire recovery rate in 2023.
- (2) For those with higher scores of work-related fatigue, on-site care and job evaluations were conducted by nurses and the head of HR. According to the statistics, the number of people at high risk of workload-induced diseases in the current year is zero.
- (3) According to the comprehensive results of the aforementioned health examination, the abnormal items for those with a cardiovascular risk greater than 10% over a 10-year period are primarily chronic metabolic system problems commonly found in office workers. Building on the health management initiatives implemented by nurses in the past, the promotion of healthy postures and prevention of the Three Highs were advocated to the employees. In 2024, the advanced health lectures of “Air Pollution and Tobacco Hazard Prevention” and “How to Choose Healthy Meals” related to weight loss were organized to enhance employees’ emphasis on their own health, implement healthcare strategies, optimize health awareness, and reduce risks over the next ten years.

3. Ergonomic Hazard Prevention Program:Through the “NMQ Musculoskeletal Symptom Questionnaire,” the musculoskeletal symptoms experienced by the employees were investigated. The survey was conducted via email and hard copy, and these employees were interviewed on site about their lifestyles, operation patterns, and the causes of their musculoskeletal issues. Precise health education information, improvement suggestions, and referral information for medical treatment were provided through on-site physician consultations. In 2024, there were a total of 34 employees reporting soreness and discomfort, and 24 were interviewed, resulting in an interview completion rate of 70%. Advocacy efforts for health education reached 158 employees through physical outreach and email, resulting in a health education coverage rate of 81%. In the same year, the health promotion activity of “Spine Health – Prevention is Better than Cure” was held, helping employees understand the symptoms of spinal stiffness and discomfort caused by poor posture and prolonged sitting in the office. Relevant soothing exercises were taught to enhance awareness of hazard prevention and to implement ergonomic healthcare.



4. Maternal Health Protection Plan in the Workplace: In 2024, there were three maternal health protectors in total. To comply with the regulations, a comprehensive environmental risk assessment was conducted for them to fill in the “Maternal Health Risk Assessment,” with simple health education, such as lifestyle adjustments during pregnancy and self-protection. This initiative aims to help alleviate discomfort during pregnancy, make work arrangements based on their physical conditions, and provide psychological support. For the year, a 100% regular prenatal check-up rate and a 100% achievement rate of maternal protection health guidance for pregnant employees were attained, and the Company continuously promotes the workplace safety and health of pregnant and maternity employees.

5. Plan for Prevention of Illegal Infringement When Performing Duties: As required by law, the annual workplace hazard prevention identification and risk assessment, investigation of preventive measures, and workplace prevention inspections were implemented. This included assessments of the physical environment, workplace design, administrative management measures, appropriate appointments based on traits, and work design. In 2024, the “multi-point care for eliminating bullying” health education advocacy for anti-bullying in the workplace and the “Prevention of Stalking and Harassment” health education advocacy continued in all office areas across Taiwan to foster employees’ incident response abilities and operational risk management awareness, ensuring the absolute safety of workplace operations. For the year, zero cases of workplace illegal infringement were reported.

6. Safety and Health Program for Middle-aged and Elderly Workers:

Compared to last year, the proportion of middle-aged and elderly workers has increased to 54.87%. Those who are at least 45 years old and meet any of the following criteria: abnormal workload-induced diseases, ergonomic musculoskeletal hazards, abnormal results in special health (physical) examinations, abnormal results in general health (physical) examinations, long-term hospitalizations, or self-reported work discomfort, totaled 40. Of these, 25 individuals were interviewed, and 44% of them were sales-related staff. Upon assessment, they are suitable for the current jobs. This year, a total of one workplace health promotion lecture related to protein and muscle increase was held, and the average satisfaction of the participants was 100%.



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◎ Health Management

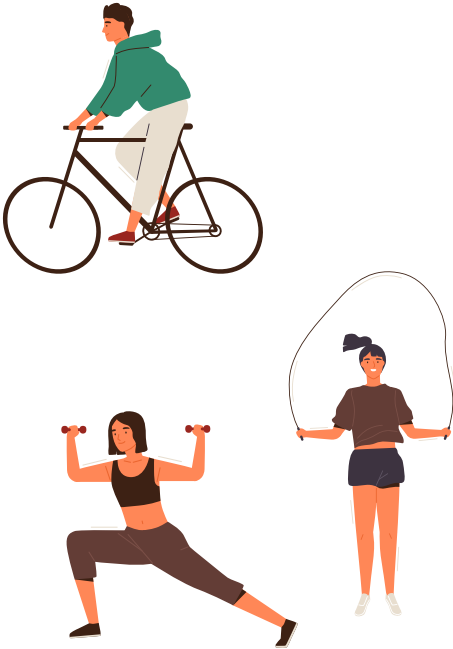
The Company complies with the regulations, to commission the qualified designated labor health service medical institution “Xintai General Hospital” to provide labor health services. Every month, health consultation/care services for the employees on site are conducted. The designated labor health service physicians/nurses are arranged through the members of the internal Occupational Safety and Health Management Committee at the designated time and place. The appointments are available to employees for obtaining professional medical consultation and health information tailored to their individual physical and mental conditions, fostering a safe working environment and a healthy workplace.

Photos of the on-site service and environmental visit day in the department store counters at the North District



The Occupational Health and Safety Management Committee partners with designated labor health service physicians and nurses to formulate the workplace health management plan, provide health education advocacy for abnormal results in health examinations, and offer health consultation services for individual employees regarding work overload, ergonomic hazards, and common lifestyle-related illnesses such as the Three Highs and insomnia. The following health education topics were covered in the 2024 occupational health advocacy:

1	"More care for eliminating bullying" – Campaign for workplace unlawful infringement
2	"Prevention of Stalking and Harassment" – Campaign for workplace unlawful infringement
3	"Beware of influenza in the cold weather" – Campaign for healthcare
4	"Say goodbye to urinary tract infections" – Campaign for healthcare
5	"Healthcare for long-term health" – Campaign for healthcare
6	"Muscle relief exercise" – Campaign for healthcare
7	"Healthcare during hot summer" – Campaign for healthcare
8	"Impact of high blood pressure on health" – Campaign for healthcare
9	"Knowledge of Measles" – Campaign of Infectious Disease Prevention
10	"What do you know about allergies" – Campaign for healthcare
11	"Four tips to protect you heart" – Campaign for healthcare
12	"Winter healthcare: An integrated guide to lung care and disease prevention (LDCT Screening)" – Campaign for healthcare



Through daily health education and campaigns, the healthcare awareness of the employees is enhanced to further prevent common diseases. Through the precise conduct for health and related facilitation, the employees are helped to create a healthy workplace and life.

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The Company prioritizes the health status of the employees and is committed to creating a safe and healthy quality and culture. In order to remind employees to pay attention to the health status, the “Labor Health Protection and Occupational illness Prevention and Management Procedures” were established. At least one health examination is held regularly every year, enabling the employees to work with peace of mind at their posts; in addition, staff related to occupational safety and health management are requested to participate in the statutory refresher training of occupational safety personnel on a regular basis, to improve the safety management of employees. We also promote and share health knowledge, and environment, safety, and health information and other information through internal emails, to remind the employees of the importance of health and safety, for deepening and establishing the safety awareness of employees and building a comprehensive healthcare network.

A collection of employee health examination activities



Employee health examination – route guidance



Doctor's interview



Pathological examination



Blood examination



X-ray examination



5.3.4 Worker participation, consultation and communication

Excelsior has set up the Labor–Management Communication Committee and the Firefighting Management Committee in accordance with the law. The Labor–Management Communication Committee is composed of department heads, human resources staff, and labor representatives, with the labor representatives selected from each unit. The chair of the Firefighting Management Committee is the general manager.

The labor–management meeting is held once every three months (quarterly), and is responsible for deliberating, coordinating and recommending relevant matters between labor and management, health management and health promotion proposals, ensuring a safe and healthy working environment for employees. Other specific conducts of workers’ participation, consultation and communications are as follows:

- The labor–management meetings are held every three months to discuss labor–management and fire safety issues, and formulate relevant systems and improvement measures for these issues.
- The channels of complaints are established. During 2021 to 2024, no complaint is filed.

5.3.5 Training for occupational safety and health workers

Excelsior strongly emphasizes occupational safety and health. To ensure the safety and health of our employees, we regularly provide training for occupational safety and health workers. In 2024, we provided several training sessions to occupational safety and health workers. These sessions cover a variety of topics, including Class A manager refreshing training, occupational safety and health education and training, fire prevention manager refreshing training, self-defense firefighting training (covering operations of firefighting-related item and disaster preventions), among other things. Through this training, the employees are more familiar with various safety and health measures and are able to respond quickly and effectively to potential hazards.

In addition, the Company encourages employees to actively participate in occupational safety and health related courses and provides related expense subsidies to promote the professional growth of employees. Through continuous training and education, employees can better understand the importance of occupational safety and health and maintain a high level of vigilance at work to ensure their own safety and health.



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Occupational safety related training

Course Name	Training period	Number of trainees	Total training hours	Passage rate
Self-defense firefighting training in group	2024/11/12	16	64	100%
Refresher training of fire prevention managers	2024/10/24-2024/12/13	3	18	100%
Refresher training for Class A managers	2024/6/2 ~2024/9/27	2	12	100%
Education and training of occupational safety and health	2024/8/28-2024/9/30	205	922.5	100%



Training activities of occupational safety



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5.3.6 Facilitation of workers' health

Excelsior is committed to promoting the physical and mental health of its employees. Every employee is an important business development partner of the Company, and assisting employees in developing physical and mental health, life meaning, and work value is the purpose of workplace health promotion and the foundation for the Company's sustainable and stable development. In 2024, Excelsior continuously promoted a multi-faceted worker health promotion plan to help employees build health awareness and improve the health promotion coverage rate to include every employee, while seeking to extend such initiatives to their families, in pursuit of the vision of care for all ages and precision health.

In 2024, the Occupational Safety and Health Management Committee, along with designated labor health service nurses, planned diverse health education courses based on the preferences and needs of employees. These courses integrated both internal and external lecturers and covered topics such as air and essential oil purification, healthy diet, spinal stretching exercises, emotional and stress management, and current trends in creating a friendly workplace. The goal was to provide health knowledge to enhance employees' health and well-being, encouraging them to cherish life and promote health.

1. Lecture on Air Pollution and Tobacco Hazard Prevention: Organized by the professional labor health service team of "Xintai General Hospital," the theme was "Essential Oil Purification and Self-Help for Respiratory – Say Goodbye to Air Pollution and Tobacco Hazard." Hu, Yi-Hua, the Senior Essential Oil Health Therapist from TUV Rheinland was invited to lead the employees to understand aromatherapy, and adopt essential oils into daily life, to achieve air purification through common indoor fragrance. Choosing the aromatherapy combination based on personal health needs and preferences not only enhances respiratory health through the aromatherapy method, but

also teaches practical aroma stress relief massage for physical and mental healing. In addition, under the theme of tobacco hazard prevention advocacy, Lecturer Hu specifically shared that homemade natural essential oil toothpicks can aid smokers in quitting by reducing their desire for nicotine and helping them resist the threats posed by their environment and tobacco hazards. Up to 50% of the employees live in an environment often exposed to the dangers of secondhand smoke. After participating in professional courses, 100% of the participants were willing to actively contribute to the co-creation of a smoke-free environment. Additionally, more than 60% of the employees gained knowledge about essential oil air purification through the course, with a lecture satisfaction rate of 100%.

2. Lecture of Healthy Meals: The professional labor health service team invited the clinical dietitian from Excelsior Long-Term Care, Hsieh, Ya-Chun to give the lecture, "How to Choose Healthy Meals." Continuing the topic of 2023, the dietitian led the employees in reviewing the changes in their BMI, refreshing the ideal ratio of each meal, starting with dairy products, vegetables, staples, proteins from beans, fish, eggs, and meat, as well as nuts with high-quality fats, to learn the suitable quantitative intake for men and women across different age groups. By selecting common foods in daily life, employees can easily understand which nutritious options are suitable for them. Compared to the 2023 nutrition course survey, 38% of employees in 2024 have developed the habit of consuming healthy meals, and their health awareness has increased by 30%. After participating in the advanced nutrition course, 88% of participants are willing to increase their healthy meal intake, and the satisfaction rate of the lecture is 100%, an increase of 6% from last year.

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3. Ergonomics Health Seminar: Chen, Wen-Chang, CEO of Dr. Dirk Chiro & Physio Clinic, was invited to give a lecture. Accompanied by an occupational health nurse, the “Spine Health – Prevention is Better than Cure” was held to teach employees how to self-examine the pressure on their spine due to posture in daily life and work, as well as to recognize possible degeneration and symptoms of discomfort. The lecturer assisted each employee in detecting the degree of spinal rigidity through stretching movements and then taught them exercises such as scapular lifts, chin tucks, rhomboid exercises, and lower latissimus dorsi exercises. The daily gradual exercise enables employees to easily relieve their spine discomfort in both the working and home environments. In addition, the lecturer brought the exercise equipment, the LOHAS Chiropractic Extension Chair, to share practical ways to train core muscles and improve spinal mobility. 88% of the employees often experience shoulder and neck pain, chest tightness, back pain, soreness, and other symptoms; 53% have seen a doctor to treat the aforementioned discomfort. After participating in the professional course, 71% of them increased their self-stretching exercises, and 94% were satisfied with the lecture.

4. Emotion & Stress Management Lecture: Chan, Shan-Yi, the Occupational Health Nurse from “Xintai General Hospital,” gave a lecture on the theme of “Stress Relief Lecture – Are You Burned Out?” Based on workplace stress management and mental resilience training, the core was the derived sleep health and health management. She guided the employees in discovering their own dynamic personality traits and dimensions, understanding themselves through the DISC personality trait test, and using the Johari Window to enhance their self-awareness, communication, and integration with the people and things around them. Meanwhile, the employees were guided to

cope with and resolve stress and anxiety through the course, achieving the benefits of vigilance and self-learning optimization. During the course, a self-review for the quality of sleep was added. A healthy diet and regular lifestyle can improve sleep and help relieve anxiety. An external vendor was invited to bring a hand acupuncture instrument for acupuncture point diagnosis, as well as knowledge of Chinese medicine related to massage and blockage relief. Some employees experienced mental distress, and after the professional course, 100% of them were willing to make efforts to strengthen their mental health. Additionally, 92% of the employees were willing to take the initiative to seek assistance from relatives and friends, pursue psychological counseling, or enroll in the occupational care interview provided by the Company. The satisfaction rate for this lecture was 100%.



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Compilation of health lectures



How to choose a healthy meal

Compilation of health lectures

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Essential Oil Purification and Self-Help for Respiratory – Say Goodbye to Air Pollution and Tobacco Hazard

Compilation of health lectures

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Spine Health – Prevention is better than Cure



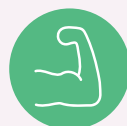
Stress Relief Lecture – Are You Burned Out?

5.3.7 Prevention and Mitigation of the Impact on Occupational Safety and Health

Excelsior deeply understands the importance of occupational safety and health to the Company's business. In our business activities, we do our best to prevent and mitigate impacts directly related to occupational health and safety.

he Company conducts regular risk assessments to identify potential hazards to employee safety and health. We take effective measures to eliminate or control these risks to ensure that employees work in a safe and healthy environment. By preventing and mitigating impacts directly related to occupational safety and health, we can make greater efforts to protect the safety and health of employees and lay a more solid foundation for the Company's sustainable development.

In 2024, the Company took the relevant measures for the occupational safety of the employees, and the measures are as follows:



1. Advocate a regular and normal life for the physical and mental health of the employees.



3. Effectively inspect personal protective equipment and tools, and take the initiative to replace them in case of defects and shortages.



2. Prioritize the safety of the working environment, have the dedicated staff obtain the firefighting safety licenses, with fire drill courses held from time to time.



4. Formulate the "Occupational Safety and Health Management Training Manual" and arrange relevant staff for the education and training, enabling them to fully understand the relevant operating procedures to maintain work safety.

The National Health Administration of the Ministry of Health and Welfare has counseled the workplace to promote tobacco hazard prevention and various health promotion tasks in the workplace since 2003, and has conducted the "Healthy Workplace Certification" in Taiwan since 2007. Excelsior has also supported the certification plan since 2024 by actively implementing a smoke-free workplace, providing a healthy working environment for employees in the workplace, and shouldering due corporate social responsibility. Meanwhile, the Company voluntarily manages the systematic implementation approach to establish the health-supportive environment and enhance the effectiveness of health promotion in the workplace through the group power in the workplace, seeking to build the concept of a healthy working environment for the Company's employees and upgrade their living level. Through the active implementation of health management and promotion actions, the Healthy Workplace Certification Activation Label was obtained in 2024. Excelsior promises to continuously promote a healthy workplace and is committed to maintaining the physical, mental, and spiritual health of employees and enhancing the atmosphere of the workplace.

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Workplace Name		113
	Promotion	0
	Initiated	2
	Tobacco Control	0
Total Badges: 2		
Excelsior Medical Co., Ltd.		Initiated



5.3.8 Statistics and Analysis of Occupational Accidents

According to the statistics and analysis data of employee occupational injuries and occupational illness, as shown in the following table, from 2021 to 2023, all employees did not have any deaths due to occupational injuries, nor the occupational illnesses (including recordable occupational illnesses). Furthermore, for any occurrence of incidents of occupational injuries, Excelsior insists on the spirit of zero occupational injury, to continue the implementation of safety training, to prevent future occupational injuries.

Excelsior's employees – the statistics of occupational injury and occupational illness

Statistics/Year		2022	2023	2024
Total working hours elapsed		419,416	422,744	429,392
Fatal accidents caused by occupational injuries (Note 1)	Number of people	0	0	0
	Proportion	0	0	0
Severe occupational injuries (Note 2)	Number of people	0	0	0
	Proportion	0	0	0
Recordable occupational injuries (Note 3)	Number of people	0	0	0
	Proportion	0	0	0
Occupational illness	Number of people	0	0	0
	Proportion	0	0	0
Recordable occupational illnesses (Note 3)	Number of people	0	0	0
	Proportion	0	0	0

Note 1: The rate is calculated per million hours worked.

Note 2: Severe occupational injury: an occupational injury resulting in death, or incapacity or difficulty in recovering to the health state before the injury within six months; provided that the number of deaths shall be excluded from the statistics.

Note 3: Recordable occupational injury or occupational illness refers to any work-related injury or illness that results in death, days away from work, restricted work or job transfer, medical treatment beyond first aid, loss of consciousness, or other major injury or illness diagnosed by physicians or other licensed medical and healthcare professionals. However, the data shall include the deaths, and exclude the minor injuries that are treated on site by the injured employee.

Note 4: The recordable occupational injury ratio is: (number of recordable occupational injuries x 200,000) / total working hours elapsed

Note 5: No statistics of occupational injuries and occupational illness of non-employee workers has been collected, and such will be disclosed after the collection method is confirmed

5.4 Public Participation and Social Inclusion

5.4.1 Blood Donation Activities



A bag of blood is donated, and one life is saved. Excelsior regularly promotes the “blood donation” activity, and for many years, the Company has cooperated with the blood donation center to hold the blood donation event in the square in front of the Company building on Zhongzheng Road, Zhonghe District. The results of Excelsior's promotion of blood donation over the past two years are as follows:

In 2024, the blood donation activity was continuously promoted, and 143 bags of blood were donated in the square in front of the Company's building in Zhonghe District on June 27 of that year. Excelsior appreciated the assistance from the blood donation center and the enthusiastic support and good faith from the employees and neighbors in helping patients, making the blood donation activity sustainable and stronger. Insisting on the original purpose of medical treatment and the spirit of saving lives through blood donation, Excelsior promises to continue blood donation as a public welfare activity. To align with the SDG 3 of the United Nations, “Good Health and Well-being”

2023	2024
124 bags	143 bags



5.4.2 Promoting the employees' participations in volunteer activities

Excelsior encourages the employees to engage in social activities, and has called on employees to support the “Voluntary Event Igniting Love.” On June 6, 2024, volunteers visited the “New Taipei City Excelsior Nursing Home” to accompany the elderly in playing croquet and crimping fabric, as well as karaoke. The volunteers prepared the tools in advance, and consulted with the professional social workers on the approaches to lead the activities. The volunteers also chose songs from the 50s and 60s, so that the elderly could feel the vibes of the songs with their memories. On that day, we mobilized about 10 employees and social workers to spend the afternoon with 25 senior citizens. Most of them are wheelchair users and rarely have the chance to participate in such activities because the equipment and personnel at the long-term care center are insufficient. They need to partner with volunteers to conduct these types of activities. A grandmother won the championship in the croquet game. She was extremely happy to receive the champion award presented by us. This should be her memory of life. Another senior citizen in a wheelchair tried hard to stand up to play croquet, which was almost a mission impossible. But all of this was realized in the laughter.

The second volunteer activity of Excelsior was mainly for the elderly with dementia at the day-care center. The day was close to the Dragon Boat Festival, so the theme of the activity was the “making zongzi” activity. The nice sticky rice was prepared in advance, and the volunteers made the fillings for the zongzi at home. The leaves for zongzi were provided on site, so everyone wrapped the zongzi together before steaming them. The senior citizens felt a sense of accomplishment, and everyone ate happily. Meanwhile, some of them shared the honorable moments in their lives. There was even a hero from the battlefield of the 823 Artillery War. As it was our first time listening to the story, we were very focused and touched. For the storyteller, it had been a long time since he had such a focused audience, as he had told the story countless times. On that day, there were 32 senior citizens, and with their families, it created a magnificent scene. We have learned that a great deal of knowledge and effort is required to be a volunteer. When promoting the “Voluntary Event Igniting Love,” we not only spread love and joy among the elderly, but also gained valuable experiences ourselves. Excelsior promises to continue the “Voluntary Event Igniting Love.”



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5.4.3 Care for the Disadvantaged

Excelsior promotes public welfare medical services. Through the “Excelsior Healthcare Foundation,” we are committed to helping the disadvantaged and encouraging employees of the Group to promote social welfare activities through practical actions, creating a society full of love and care. The main activities in 2024 included winter relief donations for disadvantaged families in Qingshui Village, Zhongliao, Nantou County. The relevant qualifications for payment distribution were proposed by the village chief. Excelsior and Excelsior Foundation seek to move the society toward the direction of DEI by supporting the disadvantaged. Meanwhile, it also aligns with the Sustainable Development Goals (SDGs) 1 of the United Nations, “End Poverty”.

Since September 2024, the Excelsior Health Foundation has launched sponsorship activities in rural towns. In 2024, we selected Zhuoxi Elementary School in Yuli Township, Hualien County as the first target of support. After communicating with the school, we understood the needs of all 74 students of six grades and knew that they wanted to receive sportswear. The school chose orange as the main color and designed a sportswear style combining Panitaz (a place name in Zhuoxi) of the Bunun language with the traditional totem heritage of the Bunun tribe. After determining the design, we immediately contacted the manufacturer to make the sportswear. For each student, we prepared a set of long-sleeved shirts and long pants for winter and a set of short-sleeved shirts and shorts for summer. After several months, the sportswear was finally made and delivered to the school on December 27, 2024. During the activity, we noticed that some students were short of eating utensils for breakfast, so we decided to order 40 stainless steel bowls for students to use daily. Under the name of “Warm Clothes Warming Your Heart,” this activity successfully achieved the expectations of the students and sent winter warmth and care to the children of Zhuoxi Elementary School.



To support the philosophy of environmental protection and sustainability, Excelsior Healthcare Foundation takes the initiative to recycle assistive devices in long-term care centers for cleaning and disinfection before distributing the devices to the disadvantaged groups in need. Excelsior Healthcare Foundation maintains, cleans and disinfects wheelchairs free of charge from time to time.

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5.4.4 Long-Term Care

The “Excelsior Healthcare Foundation” insists the purpose of “enhancing national health, promoting public interests, establishing social and public welfare undertakings, and facilitating social advancement.” We deeply cultivate the community, care for the elderly, promote community care and related knowledge, and hold forums and activities related to elderly care. The Excelsior Healthcare Foundation continuously disseminates the knowledge of “life as care, and care as life” and organizes numerous activities for the elderly, for them to participate in so that the elderly can have the quality aged life. Adaptive to the government’s policies, the Excelsior Healthcare Foundation has established bases for dementia patients, bases of care, C-level alley long-term care stations, and public day-care centers, as the continuous promotion of the concept of “life as care and care as life.” The number of people under care has been growing every year. To align with the Sustainable Development Goals (SDGs) 3 of the United Nations, “Good Health and Well-being”

Number of Day-care Centers and Service Recipients (2022–2024) Unit: Annual Service Recipients

Category	Community Center	2022	2023	2024	Growth Rate
Bases for Dementia Patients	Songshan	2,611	7,139	8,614	20.6%
	Da'an	2,160	4,230	5,133	21.3%
	Wenshan	2,432	4,545	5,155	13.4%
	Zhongzheng	N/A	N/A	4,491	Newly established
	Sanxia Heng'an	972	1,512	-	End of contract
	Zhongli	N/A	N/A	3,205	Newly established
C-Level Alley Long-Term Care Stations	Kaohsiung	3,472	5,266	5,321	1%
Public Day-Care Centers	Sanxia Daycare	3,602	4,377	4,029	-8%
Bases of Care	Wenshan	936	2,785	3,403	22.1%

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Extending Corporate Core Values to Strengthen Community Engagement and Senior Care

Life as care, and care as life


Fall Prevention and Physical Strengthening



Caregiver Support




Social Activities




Horticultural Therapy




Art Therapy




Communal Dining



Active Functional Fitness



Cognitive Stimulation





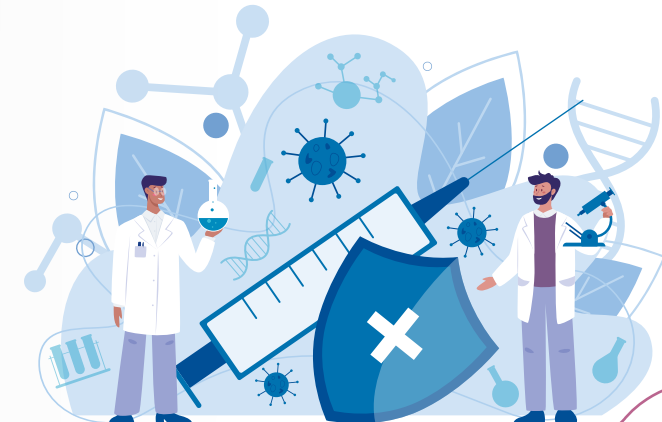
5.4.5 Sponsorship of scholarship and grants

In order to subsidize students from economically disadvantaged families and students who are dialysis patients in dialysis centers, as encouragement for them to successfully complete their studies and to cultivate talents as an act of kindness and continuation of love, the “Excelsior Healthcare Foundation” has formulated the procedures for scholarships and grants. After going through the processes of application, review, and approval, the scholarships and grants are paid to the students, with a maximum amount of NT\$20,000 per person. Since its inception in 2019, 76 students have benefited from the program, which has been distributed to 45 schools, including elementary schools, high schools, and universities. As of December 2024, a total of NT\$1.38 million has been distributed. For 2024, a total of 14 students qualified, and NT\$260,000 was distributed. Excelsior Health Foundation will continuously distribute the scholarships to cultivate talent. To align with the Sustainable Development Goals (SDGs) 4 of the United Nations, “Quality Education”



5.4.6 Internship Program

Excelsior’s training system is comprehensive, aiming to foster talent and enabling students to understand how a company operates as quickly as possible. Therefore, the internship program has been launched since 2023. Meanwhile, we will promote the internship cultivation plan for the mid and long term. Those who are interested in the Excelsior industry may join the long-term talent cultivation and development plan, which allows for rotation among different subsidiaries or overseas business groups within the Group. This program aims to provide opportunities to become senior executives in the future, facilitating long-term development within the Group. So far, there have been five successful cases where interns transitioned to full-time employees retained by the Company; two of them became full-time employees in 2023 and three in 2024. This also align with the United Nations’ Sustainable Development Goal (SDGs) 8, “Decent Work and Economic Growth” and the SDG 4 “Quality Education.”





5.4.7 Campaigns for healthy life

Excelsior is a company engaged in the sales and promotion of medical devices and pharmaceuticals. The main products are consumables and medications for hemodialysis, and we are committed to promoting knowledge about kidney care. On December 28, 2024, at the National Taiwan Science Education Center, we organized the “Healthy Life Seminar” for the general public, employees, and their families. The dietitians, nephrologists, and pharmacists were invited to discuss three topics related to kidney healthcare starting with a healthy diet, essential knowledge of vitamins, and medication safety. These pieces of knowledge are all related to kidney care, and the aim is to improve the public’s understanding and actions regarding kidney care in daily life. To align with the SDG 3 of the United Nations, “Good Health and Well-being”



佳醫集團
Excelsior Healthcare Group

健康生活宣講活動

活動日期 / 2024.12.28(六)

活動地點 / 國立台灣科學教育館B1 M03教室

時間	題目	主講人
14:00~14:40	腎臟保健從健康飲食開始	賴文鈞 營養師
14:40~15:20	您不可不知的維他命	王偉傑 院長 衛生福利部 樂生醫院
15:20~16:00	您要有的用藥安全觀念	林嫻儒 藥師
16:00~16:15	問答享獎活動	



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Disclaimer	Excelsior Health has reported the period from January 1 to December 31, 2024 by following the GRI Standards				
GRI 1 used	GRI 1: Foundation 2021				
Applicable GRI Industrial Standards	The industry category of Excelsior is TWSE listed biotechnology and medical industry, and there is no GRI industry standard				
Material Topics	★ means material topics				
Topic	Disclosed item	Item description	Chapter	Page number	Reason of omission / required explanation
GRI 2: General Disclosure 2021					
Organization and reporting practices	2-1	Organizational details	2.1 Company Profile	20	
	2-2	Entities included in organizational sustainability reporting	Editorial Policies	04	
	2-3	Reporting period, frequency, and contact person	Editorial Policies	04	
	2-4	Information restatement	Editorial Policies	04	
	2-5	External guarantee/assurance	Editorial Policies	04	
Activities and workers	2-6	Activities, value chains and other business relationships	2.1 Company Profile	20	
	2-7	Employees	5.1 Employee Profile	87	
	2-8	Non-employee workers	5.1 Employee Profile	87	
Governance	2-9	Governance structure and composition	3.1 Governance Practices	28	
	2-10	Nomination and selection of the highest governance body	3.1 Governance Practices	28	
	2-11	Chairman of the highest governance body	3.1 Governance Practices	28	
	2-12	The role of the highest governance body in overseeing impact management	3.1 Governance Practices	28	

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Topic	Disclosed item	Item description	Chapter	Page number	Reason of omission / required explanation
Governance	2-13	Head of impact management	3.1 Governance Practices 3.2 Risk Management	28 43	
	2-14	The role of the highest governance body in sustainability reporting	3.1.2 Functional Committees	35	
	2-15	Conflict of interest	3.1 Governance Practices	28	
	2-16	Communication of key material events	3.1 Governance Practices	28	
	2-17	The collective wisdom of the highest governance body	3.1 Governance Practices	28	
	2-18	Performance evaluation of the highest governance body	3.1 Governance Practices	28	
	2-19	Remuneration policy	3.1 Governance Practices	28	
	2-20	Process of remuneration determination	3.1 Governance Practices	28	
	2-21	Proportion of the total annual remuneration	--		Confidentiality restrictions / The information is internal confidential and not available for public.
Strategy, Policy and Practice	2-22	Sustainable Development Strategy Statement	Message from the Chairman	02	
	2-23	Policy commitments	3.1.4 Ethics and Integrity	40	
	2-24	Incorporating into policy commitments	3.1.4 Ethics and Integrity	40	
	2-25	Procedures for remediating negative impacts	3.1.4 Ethics and Integrity	40	
	2-26	Mechanisms for seeking advice and raising concerns	3.1.4 Ethics and Integrity	40	
	2-27	Legal Compliance	3.3 Legal compliance	48	
	2-28	Membership in professional associations	2.4 Participation in External Organizations	25	

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Topic	Disclosed item	Item description	Chapter	Page number	Reason of omission / required explanation
Stakeholder engagement	2-29	Guideline of stakeholder engagement	1.2 Communication Channels with Stakeholder and Topics of Concern	08	
	2-30	Collective bargaining agreement	5.2.3 Labor-Management Communication	103	Currently, there is no union, and thus no collective bargaining agreement is signed.
GRI 3: Material Topics 2021					
Material Topics	3-1	Process to determine material topics	1.3 Identification of Material Topics	11	
	3-2	List of material topics	1.3 Identification of Material Topics	11	
Economic aspect					
★ Economic performance (operating performance)					
GRI 3: Material Topics 2021	3-3	Material topic management	3.4 Operational Performance	50	
GRI 201: Economic performance 2016	201-1	Direct economic values generated and distributed by the organization	3.4 Operational Performance	50	
	201-2	Financial impacts and other risks and opportunities generated from climate change	4.5 Climate Change Management	80	
	201-3	Defined benefit plan obligations and other retirement plans	5.2.1 Remunerations and benefits	93	
	201-3 4	Financial subsidies from the government	-	-	Confidentiality restrictions / The information is internal confidential and not available for public.

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Topic	Disclosed item	Item description	Chapter	Page number	Reason of omission / required explanation
Market position					
GRI 202: Market Position 2016	202-2	Proportion of local residents employed as senior management	5.1.2 Employee Statistics	88	
★ Anti-corruption (ethical governance)					
GRI 205: Anti-Corruption 2016	205-2	Communications and training on anti-corruption policies and procedures	3.1.4 Ethics and Integrity	40	
	205-3	Confirmed incidents of corruption and actions taken	3.1.4 Ethics and Integrity	40	
Environment aspect					
Energy					
GRI 302: Energy 2016	302-1	Energy consumption within the organization	4.1 Greenhouse Gas Management	71	
	302-2	Energy consumption outside the organization	4.1 Greenhouse Gas Management	71	
	302-3	Energy intensity	4.1 Greenhouse Gas Management	71	
★ Emissions (Energy saving and carbon reduction)					
GRI 3: Material Topics 2021	3-3	Material topic management	4.1 Greenhouse Gas Management	71	
	305-1	Direct (Scope 1) greenhouse gas emissions	4.1 Greenhouse Gas Management	71	
	305-2	Energy indirect (Scope 2) greenhouse gas emissions	4.1 Greenhouse Gas Management	71	
	305-3	Other indirect (Scope 3) greenhouse gas emissions	4.1 Greenhouse Gas Management	71	
	305-4	Intensity of GHG emissions	4.1 Greenhouse Gas Management	71	

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Topic	Disclosed item	Item description	Chapter	Page number	Reason of omission / required explanation
GRI 3: Material Topics 2021	305-5	Reduction of greenhouse gas emissions	4.1 Greenhouse Gas Management	71	
	305-6	Emissions of ozone-depleting substances	-		Not applicable/no emission
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other material gas emissions	-		Not applicable/no emission
Waste					
GRI 306: Waste 2020 Management Guidelines	306-1	Waste generation and significant impacts related to waste	4.2 Waste Management	76	
	306-2	Management of significant impacts related to waste	4.2 Waste Management	76	
★ Supplier Environmental Assessment (Supply Chain Management)					
GRI 3: Material Topics 2021	3-3	Material topic management	4.3 Supply Chain Management	77	
GRI 308: Supplier Environmental Assessment 2016	308-1	Adoption of environmental criteria to select new suppliers	4.3 Supply Chain Management	77	
	308-2	The negative impacts of the supply chain on the environment, and the actions taken	4.3 Supply Chain Management	77	
People (including human rights) aspect					
★ Employment-Relations (Compensation and Benefits)					
GRI 3: Material Topics 2021	3-3	Material topic management	5.2.1 Remunerations and benefits	93	

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GRI 401 Employment: 2016	401-1	New and resigned employees	5.1.2 Employee Statistics	88	
	401-2	Benefits provided to full-time employees (not including temporary or part-time employees)	5.2.1 Remunerations and benefits	93	
	401-3	Parental leave	5.2.1 Remunerations and benefits	93	
	Salary	The number of full-time non-managerial employees, the average and median salaries of full-time non-managerial employees, and the difference of these three figures from the previous year shall be disclosed	5.2.1 Remunerations and benefits	93	
Labor/Management Relations					
GRI 402: Labor/Management Relations 2016	402-1	Minimum advance notice period for changes in operations	5.2.3 Labor-Management Communication	87	
Occupational safety and health					
GRI 403: Occupational Safety and Health 2018 Management Guidelines	403-1	Occupational safety and health management system	5.3.1 Occupational safety and health system	88	
	403-2	Hazard identification, risk assessment, and accident investigation	5.3.3 Facilitation of Occupational Health Services 5.3.4 Worker participation, consultation and communication	109 116	
	403-4	Participation, consultation and communications with workers related to occupational safety and health	5.3.4 Worker participation, consultation and communication	116	
	403-5	Training for occupational safety and health workers	5.3.5 Training for occupational safety and health workers	116	

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GRI 403: Occupational Safety and Health 2018 Management Guidelines	403-6	Facilitation of workers' health	5.3.6 Facilitation of workers' health	118	
	403-7	Prevention and mitigation of the impact of occupational safety and health directly related to business relationships	5.3.7 Prevention and Mitigation of the Impact on Occupational Safety and Health	123	
	403-9	Occupational injuries	5.3.8 Statistics and Analysis of Occupational Accidents	124	
	403-10	Occupational illness	5.3.8 Statistics and Analysis of Occupational Accidents	124	
★ Training & Education (Talent Development)					
GRI 3: Material Topics 2021	3-3	Material topic management	5.2.2 Talent cultivation	99	
GRI 404: Training and Education 2016	404-1	Average training hours per employee per year	5.2.2 Talent cultivation	99	
	404-2	Programs for upgrading the employees' skills and transition assistance	5.2.2 Talent cultivation	99	
	404-3	Percentage of employees receiving regular performance and career development reviews	5.2.2 Talent cultivation	99	
★ Social Assessment of Supplier (Supply Chain Management)					
GRI 3: Material Topics 2021	3-3	Material topic management	4.3 Supply Chain Management	77	
GRI 414: Supplier Social Assessment 2016	414-1	The social criteria are adopted for screening new suppliers	4.3 Supply Chain Management	77	
	414-2	The negative impacts of the supply chain on the society, and the actions taken	4.3 Supply Chain Management	77	

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★ Customer Health and Safety					
GRI 3: Material Topics 2021	3-3	Material topic management	3.5.1 Product Quality and Safety	44	
GRI 416 : Customer Health and Safety 2016	416-1	Assessing the impact of product and service categories on health and safety	3.5.1 Product Quality and Safety	44	
	416-2	Incidents of violations of health and safety regulations relating to products and services	3.5.1 Product Quality and Safety	44	
★ Marketing & Labeling (Product & Service Labeling)					
GRI 3: Material Topics 2021	3-3	Material topic management	3.5.1 Product Quality and Safety	52	
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	3.5.1 Product Quality and Safety	52	
GRI 417: Marketing and Labeling 2016	417-2	Incidents of failure to comply with laws and regulations related to information and labeling of products and services	3.5.1 Product Quality and Safety	52	
	417-3	Incidents where regulations related to marketing and communications are not complied with	3.5.1 Product Quality and Safety	52	
★ Customer Privacy (Trade Secret Protection and Transaction Security)					
GRI 3: Material Topics 2021	3-3	Material topic management	3.6 Protection of Information Security	62	
GRI 418 : Customer Privacy 2016	418-1	Complaints substantiated for invasion of customer privacy or loss of customer information	3.6 Protection of Information Security	62	

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Topic	Disclosed item	Item description	Chapter	Page number	Reason of omission / required explanation
Custom Themes					
★ Customer Relationship					
GRI 3: Material Topics 2021	3-3	Material topic management	3.5.2 Customer Relations	57	
Customized material themes	Customized	Customer Satisfaction Survey	3.5.2 Customer Relations	57	
★ Product Quality					
GRI 3: Material Topics 2021	3-3	Material topic management	3.5.1 Product Quality and Safety	52	
Customized material themes	Customized	Zero event of material abnormality occurred	3.5.1 Product Quality and Safety	52	
★ Information Security					
GRI 3: Material Topics 2021	3-3	Material topic management	3.6 Protection of Information Security	62	
Customized material themes	Customized	There was no material information security incident occurred	3.6 Protection of Information Security	62	

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Healthcare/medical equipment and supplies

SASB Topics	No.	Accounting indicators	Disclosure methods	Unit	Content disclosed
Affordability & pricing	HC-MS-240a.2	Explain how price information of each product is disclosed to customers or their agents	Qualitative	-	Contracts are prepared and relevant documents are reviewed in accordance with ISO 13485.
	HC-MS-240a.3	Comparing to the previous reporting period, the percentage of change in (1) weighted average price listed and (2) weighted average net price of the product portfolio	Quantify	Percentage (%)	The products are diverse, and the sales price varies depending on the customer contracts, so it is not possible to quantify this comparison.
Product safety	HC-MS-250a.1	(1) the number of recalls announced, and (2) the total number of recalls	Qualitative	(pcs)	In November 2024, the Company recalled “Regpara” in November 2024 for 7,064 pieces, accounting for 2.0% of the full year importation, 356,190 pieces; there was no medical dispute incident.
	HC-MS-250a.2	List the medical products in public medical product safety or adverse incident warning information	Qualitative	-	Some batch numbers of “Regpara” had concerns of excessive impurities beyond the recommended limits, so the competent authorities of health were notified, and the product recall was activated; 2.0% of the total sales volume for the whole year was recalled. Although the release tests of finished products meet the standards, the recall was made based on the CSR and no medical dispute occurred.
	HC-MS-250a.3	The number of deceased related the products	Quantify	-	None
	HC-MS-250a.4	Number of law enforcement actions taken for violations of Good Manufacturing Practices (GMP) or equivalent (by type)	Quantify	-	There was no violation of current GMP in 2024.

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SASB Topics	No.	Accounting indicators	Disclosure methods	Unit	Content disclosed
Ethical sales	HC-MS-270a.1	The total amount of loss resulting from legal action for false marketing claims	Quantify	NT\$	There was no incident of law violation due to false labeling in 2024.
	HC-MS-270a.2	The description of ethics regulating the uses other than these specified in the product label	Qualitative	-	The use is based on the indications contained in the package insert approved by the competent authority of health.
Product design and product lifecycle management	HC-MS-410a.1	Process of evaluating and managing environment and human health considerations related to chemicals in products, and discussion for meeting the needs of sustainable products	Qualitative	-	Not applicable
	HC-MS-410a.2	Total weight of products recovered and reused, recycled, or donated, by (1) equipment and devices and (2) consumables	Quantify	(tons)	In 2024, we promoted the plan of matching medical assistive devices. The Assistive Device Department of Excelsior sends vehicles to medical institutions to retrieve idle assistive devices. The devices are then sterilized at a sterilization plant through four sterilization procedures and one inspection/repair to ensure their safety and increase their recycling value. However, there are no current statistics.
Supply Chain Management	HC-MS-430a.1	Percentage (%) of third-party audits conducted for the physical factories and Level 1 suppliers on process and product quality	Quantify	Percentage (%)	Excelsior does not have a production factory, but the Company has 100% passed ISO 13458, and 100% of the pharmaceutical and medical device suppliers have passed the quality management systems such as ISO 13485, PIC/S GMP and ISO 9001.
	HC-MS-430a.2	Describe the efforts to maintain traceability in the supply chain	Qualitative	-	All products have manufacturing batch numbers to be recorded in detail during the distribution process for subsequent traceability.
	HC-MS-430a.3	Describe risk management adopted for the critical substances	Qualitative	-	All manufacturers of the medical devices distributed by Excelsior are asked to provide supporting information of relevant product safety and the TFDA medical device licenses are obtained.

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SASB Topics	No.	Accounting indicators	Disclosure methods	Unit	Content disclosed																		
Business ethics	HC-MS-510a.1	The total amount of losses in legal proceedings related to bribery and corruption	Quantify	NT\$	In 2024, there was no legal proceeding related to bribery or corruption.																		
	HC-MS-510a.2	Describe the code of ethics for interacting with medical and healthcare professionals	Qualitative	-	For details, refer to Ethics and Integrity, Section 3.1.4 of the Report																		
Activity Metrics																							
-	HC MS 000.A	The quantity of units sold by product category	Quantify	Quantity	<div>Sales volume in 2024</div> <table><tr><th>Item</th><th>Quantity (unit: pieces, barrels, bags, and units)</th></tr><tr><td>Surgical consumables</td><td>2,320,892</td></tr><tr><td>Artificial kidneys, blood circuit tubes, and puncture needles</td><td>12,869,312</td></tr><tr><td>Erythropoietin, medicinal liquid, and medicinal powders</td><td>5,457,325</td></tr><tr><td>Pharmaceuticals</td><td>3,373,578</td></tr><tr><td>Blood bags and wound/ostomy products</td><td>684,468</td></tr><tr><td>Appliance products</td><td>28,127</td></tr><tr><td>Medical cosmetic devices</td><td>736</td></tr><tr><td>Medical equipment</td><td>901</td></tr></table>	Item	Quantity (unit: pieces, barrels, bags, and units)	Surgical consumables	2,320,892	Artificial kidneys, blood circuit tubes, and puncture needles	12,869,312	Erythropoietin, medicinal liquid, and medicinal powders	5,457,325	Pharmaceuticals	3,373,578	Blood bags and wound/ostomy products	684,468	Appliance products	28,127	Medical cosmetic devices	736	Medical equipment	901
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Appliance products	28,127																						
Medical cosmetic devices	736																						
Medical equipment	901																						

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Item	Execution status
1. Describe the Board of Directors' and management's oversight and governance of climate-related risks and opportunities.	The discussion and management related to climate change of the Company are discussed and evaluated by the Sustainable Development Committee, and the resolutions related to climate change are approved by the Board of Directors. Under the Committee, several task forces are established, and the Environmental Sustainability Task Force, in conjunction with other task forces, collects and investigates relevant data, and reports to the Board of Directors every year on TCFD climate governance countermeasures, such as GHG inventory.
2. Describe how the identified climate risks and opportunities affect the business, strategy, and finances of the business (short, medium, and long term).	To address the impact of climate-related risks and opportunities on strategic and financial planning, the Company refers to the Shared Socioeconomic Pathways (SSPs) SSP1-2.6 and SSP5-8.5 in the Sixth Assessment Report (AR6) of the Intergovernmental Panel on Climate Change (IPCC) of the United Nations as the basic database for climate analysis. The impact of future climate change in global warming scenarios over the next 200 years, using 1850–1900 as the baseline, refers to the Science Based Targets initiative (SBTi) and projected future carbon reductions for the adjustment of operating strategies. We simultaneously adopt the tools provided by the Taiwan Climate Change Projection Information and Adaptation Knowledge Platform (TCCIP) as a reference for assessing the physical risk scenarios under climate change. By simulating the physical risks faced by Excelsior in both the ideal scenario (SSP1-2.6) and the worst-case scenario (SSP5-8.5), we study and determine the impacts that may be encountered in future operations and the potential financial effects, and develop managerial countermeasures. For instance, power consumption increases due to rising temperatures, resulting in higher expenses. Therefore, the Company reduces waste and decreases power consumption through hardware investments and further optimization of system processes to mitigate financial impacts. Regarding the time scopes, the short term is 1–3 years, 3–5 years as mid-term, and 6–10 years for the long term.
3. Describe the financial impact of extreme weather events and transformative actions.	<p>There are five transition risks and physical risks identified.</p> <ol style="list-style-type: none"> 1. Increasing the pricing of GHG emissions impacts operations and finances, as the rising temperatures caused by climate change increase the Company's operating costs. 2. The rising costs of raw materials impact operations and finances, as the reduction or contraction of resource supplies results in increased operating costs. 3. Changes in rainfall patterns and extreme shifts in climate have an impact on operations and finances, leading to increased operating costs. 4. The increasing severity of extreme weather events, such as typhoons and floods, impacts operations and finances by causing disruptions (e.g. production suspensions, transportation difficulties, and interrupted supply chains). 5. The enhanced emissions reporting obligation impacts operations and finances, leading to increased operating costs, such as compliance costs and insurance premiums.

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Item	Execution status
4. Describe how climate risk identification, assessment, and management processes are integrated into the overall risk management system.	<p>TCFD Risk Management Process</p> <p>Step1 The members of the Sustainable Development Committee complete the collection of climate and environmental background information and evaluation of climate risk and operation scopes.</p> <p>Step2 The list of climate risks and opportunities is established, and the internal questionnaire regarding operational impact is developed.</p> <p>Step3 The members of the Sustainable Development Committee analyze the climate risks and opportunities and operational impacts, and determine the material risks.</p> <p>Step4 The execution strategies were established and goals were set.</p> <p>Step5 The effects of the implementation strategy and goals are reviewed on a rolling basis annually through the meetings of the Sustainable Development Committee.</p>
5. If scenario analysis is used to assess resilience to climate change risks, the scenarios, parameters, assumptions, analysis factors and major financial impacts used shall be described.	<p>Through the discussion of the Sustainable Development Committee, the Company outlines the topics of climate change risks and opportunities in the aforementioned SSP5-8.5 scenario. This includes transition risks (policies and regulations, technology, market, and reputation), physical risks (immediate and long-term risks), and opportunities (resource efficiency, energy sources, products/services, markets, resilience). Additionally, the Company gathers future climate development trends related to external markets, regulations, technologies, and physical changes in order to identify the climate risks and opportunities that Excelsior may face. By considering the level of impact and the likelihood of occurrence, the material climate risks and opportunities are identified. Then, the relevant climate risks will be assessed by the appropriate units, and items that could potentially cause a financial impact of NT\$5 million or more per year will be considered significant risks and opportunities. These will be prioritized based on their likelihood and severity to formulate corresponding countermeasures. For risks assessed for higher impacts, a climate scenario analysis is also conducted, and the potential financial impact is calculated based on the current operating position. Finally, the climate risks and opportunities related to the scope of operations were identified. The relevant members were convened to discuss and identify climate change risks and opportunities through this meeting.</p>

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Item	Execution status
6. If there is a transition plan for managing climate-related risks, describe the content of the plan, and the indicators and targets used to identify and manage physical risks and transition risks.	<p>There are five physical and transition risks in the regards of responses to the climate change risks and opportunities:</p> <ol style="list-style-type: none"> 1. The countermeasures to the risks and opportunities of increasing the pricing of GHG emissions are to introduce the ISO 14064-1 standards for GHG inventory, with voluntary reduction measures. 2. The countermeasures to the risks and opportunities posed by rising costs of raw materials include establishing closer partnerships with suppliers, negotiating better procurement conditions, and seeking alternative suppliers. These measures aim to mitigate the effects of fluctuations in raw material costs. 3. The countermeasure to the risks and opportunities presented by changes in rainfall patterns and extreme climate variations is to replace existing equipment with low-energy-consuming alternatives to address the increased water and electricity consumption resulting from the rising average temperature. 4. The countermeasures to the risks and opportunities posed by the rising severity of extreme weather events, such as typhoons and floods, include establishing emergency response plans. This involves formulating a response plan for extreme weather events, clarifying the responsibilities of employees, outlining evacuation routes, and providing emergency contact methods to ensure a rapid response in the event of a disaster and to reduce the loss of life and property. 5. The countermeasures to the risks and opportunities associated with the enhancement of emission reporting obligations are to continuously inventory GHG emissions every year and undergo third-party verification, while maintaining ongoing disclosures in the ESG reports and including subsidiaries in the inventory with third-party verification. <p>Based on the indicators set by TCFD climate risks and opportunities, the Company further sets targets:</p> <ol style="list-style-type: none"> 1. Complete the third-party GHG inventory report in accordance with ISO 14064-1 every year. 2. Reduce the carbon intensity by 1% or more every year, and reduce by 10% cumulatively in five years.
7. If internal pricing is used as a planning tool, the basis for setting the price shall be stated.	Not yet introduced
8. If climate-related targets have been set, the activities covered, the scope of greenhouse gas emissions, the planning horizon, and the progress achieved each year shall be specified. If carbon credits or renewable energy certificates (RECs) are used to achieve relevant targets, the source and quantity of carbon credits or RECs to be offset shall be specified.	<p>The effectiveness of the implementation strategies and targets is reviewed on a rolling basis through the meetings of the Sustainable Development Committee on climate change risks and opportunities. In the future, the feasibility of achieving the relevant targets with carbon offsets or RECs will be assessed.</p>

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9. Greenhouse gas inventory and assurance
status and reduction targets, strategy, and
concrete action plan

Refer the table below for details

1-1 Greenhouse Gas Inventory Information for the most recent two year

1-1-1 Greenhouse Gas Inventory Information

Describe the emission volume (metric tons CO ₂ e), intensity (metric tons CO ₂ e/NT\$ million), and data coverage of greenhouse gases in the most recent 2 fiscal years.			
Intensity of GHG emissions	Operating revenue (NT\$ million)	Total emissions (metric tons CO ₂ e)	Intensity (metric tons CO ₂ e/ NT\$ million)
2023	5,246.87	742.1366	0.1414
2024	5,290.98	783.6113	0.1481
Greenhouse gas inventory covers: Head Office + Taichung Office + Tainan Office + Kaohsiung Office			

1-1-2 Greenhouse Gas Assurance Information

Describe the assurance in the most recent two fiscal years, including the scope of the assurance, the assurance body, the assurance standards, and the assurance opinions.	
2023 and 2024	
The assurance covers: Head Office + Taichung Office + Tainan Office + Kaohsiung Office	
Assurance body: Great International Certification Co., Ltd	
Assurance standards: ISO 14064 –3:2019	
Assurance opinions: Categories 1–2 are the reasonable assurance / Categories 3–6 are limited assurance	

1-2 Greenhouse Gas Reduction targets, strategy, and concrete action plan

Specify the greenhouse gas reduction base year and its data, the reduction targets, strategy and concrete action plan, and the status of achievement of the reduction targets.
The base year is set at 2022, with a GHG emission intensity of 0.1573. In 2024, the Board of Directors approved a reduction target in which greenhouse gas emission intensity is reduced by at least 1% annually from the base year, with a cumulative reduction of 10% over five years. Through the activation of smart electricity-saving measures for the cooling water pumps of the office building, the replacement of energy-saving lamps and elevators, the elimination of old company cars, and the attainment of energy efficiency labels for branded appliances, GHG emission intensity decreased significantly in 2023. However, due to increased business volume and the expansion of some office spaces, intensity increased slightly in 2024. The GHG emission intensity in 2024 decreased by 5.85% from the base year 2022.

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Independent Assurance Statement Based on 2024 Sustainability Report of EXCEIOR MEDICAL CO., LTD.

Statement No.: 2506003

EXCELSIOR MEDICAL CO., LTD. (hereinafter referred to as EXCELSIOR MEDICAL) and GREAT International Certification Co., Ltd. (hereinafter referred to as GREAT) are independent companies and organizations. Except for the evaluation and verification of the company's 2024 sustainability report, GREAT has no financial relationship with EXCELSIOR MEDICAL.

The purpose of this independent assurance statement (hereinafter referred to as the Statement) is only to serve as the conclusion of guaranteeing the relevant matters within the scope defined in the following relevant EXCELSIOR MEDICAL's Sustainability Report, and not for other purposes. Except for the Statement for fact verification, GREAT does not bear any relevant legal or other responsibilities for the use of other purposes, or anyone who reads this Statement.

This Statement is based on the conclusions made by the relevant information verification provided by EXCELSIOR MEDICAL to GREAT. Therefore, the scope of the review is based on and limited to the content of the information provided. GREAT believes that the information content is complete, accurate and precise. Any questions about the content of this Statement or related matters will be answered by EXCELSIOR MEDICAL.

The Scope of Assurance

The verification scope of EXCELSIOR MEDICAL and GREAT agreement includes:

- The contents of the entire sustainability report and all operating performance of EXCELSIOR MEDICAL from January 1, 2024 to December 31, 2024;
- According to the type 1 of AA1000 Assurance Standard v3, evaluate the nature and degree of EXCELSIOR MEDICAL's compliance with the AA1000 Accountability Principles (2018), excluding the verification of the reliability of the information/data disclosed in the report.
- This Statement is made in Chinese and translated into English for reference.

Verification Opinion

We summarize the content of EXCELSIOR MEDICAL's sustainability report, and provide a fair standpoint of EXCELSIOR MEDICAL's related operations and performance. We believe that the specific performance indicators of EXCELSIOR MEDICAL in 2024, such as environment, society and corporate governance, are presented correctly. The performance indicators disclosed in the report demonstrate EXCELSIOR MEDICAL's expectations and efforts to identify and satisfy stakeholders.

Our verification work is carried out by a group of teams with verification capabilities according to the AA1000 Assurance Standard v3, as well as the planning and execution of this part of the work to obtain the necessary information data and instructions. We believe that the evidence provided by EXCELSIOR MEDICAL is sufficient to show that its reporting method and self-declaration in accordance with the AA1000 Assurance Standard v3 and its 2018 appendix are in line with the GRI Sustainability Reporting Guidelines.

Verification method

To gather the evidence relevant to the conclusions, we performed the following:

- To conduct a senior management review of issues from external parties related to EXCELSIOR MEDICAL's corporate policies to confirm the appropriateness of the statement in this report;
- To discuss with the managers of EXCELSIOR MEDICAL about the way of stakeholder participations, and have no direct contact with external stakeholders;
- To interview with employees related to the preparation of the sustainability report and information provision;
- To audit the performance data of EXCELSIOR MEDICAL on a sampling basis;
- To evidence supporting the claims made in the review report;
- To Review the management process of the principles of inclusivity, materiality, responsiveness, and impact described in the company report and its related AA1000 Accountability Principles (2018).

Conclusion

The results of a detailed review of the AA1000 Accountability Principles (2018) including inclusivity, materiality, responsiveness, impact and GRI sustainability reporting standards are as follows:

- Inclusivity

EXCELSIOR MEDICAL has established a process of cooperation with major stakeholders, including government agencies, shareholders/investors, customers, suppliers/contractors, employees and banks, etc., and will launch a series of



stakeholder activities in 2024, involving economy, environment, society and a series of major themes. In terms of our professional opinion, this report covers the inclusivity issues of EXCELSIOR MEDICAL.

- Materiality

The report has stated that EXCELSIOR MEDICAL focuses on economy, environment, and society topics, and identified 11 major topics including operating performance, product quality, customer relations, salary and benefits, information security, talent cultivation, product and service labels, business secret protection and transaction security, supply chain sustainable management, governance with integrity and energy saving and carbon reduction, etc. In terms of our professional opinion, this report appropriately covers the materiality issues of EXCELSIOR MEDICAL.

- Responsiveness

EXCELSIOR MEDICAL responds to requests and opinions from stakeholders. Implementation methods include spokesperson/deputy spokesperson, shareholders' meetings, official website investor area, public information observatory, customer meetings/business visits/satisfaction survey, supplier business review meetings, labor-management meeting, employee complaint channels, bank visits/meetings, phone calls and E-MAIL, etc., those numerous internal and external stakeholder communication mechanisms, as an opportunity to provide further responses to stakeholders, and to promptly respond to stakeholder concerns. In terms of our professional opinion, this report covers the responsiveness issues of EXCELSIOR MEDICAL.

- Impact

EXCELSIOR MEDICAL has identified and fairly demonstrated its impact with balanced and effective measurement and disclosure. EXCELSIOR MEDICAL has established a process for monitoring, measuring, evaluating and managing impacts, which helps to achieve more effective decision-making and results management within the organization. In terms of our professional opinion, this report covers the impact issues of EXCELSIOR MEDICAL.

- GRI Guidelines

EXCELSIOR MEDICAL provides the self-declaration of compliance with the GRI Sustainability Reporting Standards and relevant information. Based on the results of the review, we confirm that the report refers to the social responsibility and sustainability of the GRI Sustainability Reporting Standards. Relevant disclosure items for developments have been disclosed, partially disclosed, or omitted. In terms of our professional opinion, this self-declaration covers EXCELSIOR MEDICAL's social responsibility and sustainability themes.

Assurance level

According to the AA1000 Assurance Standard v3 and its 2018 Appendix, we have verified that this Statement is a moderate level of assurance, as described in the scope and methods of this Statement.

Responsibility

The responsibility of the sustainability report, as stated in this Statement, is owned by the person in charge of EXCELSIOR MEDICAL. The responsibility of GREAT is solely to provide professional opinions based on the scope and methods described, and to provide a Statement for the stakeholders.

Ability and Independence

GREAT is composed of experts in various management system fields. The verification team is composed of members with professional background, who have received training in a series of sustainable development, environmental and social management standards such as AA1000 AS v3, ISO 9001, ISO 14001 and ISO 45001, and are qualified as lead auditors.

On behalf of the assurance team JUNE 10, 2025

GREAT International Certification Co., Ltd.

Taiwan, Republic of China


Signed by General Manager W. J. Chen





佳醫健康事業
Excelsior Medical