

Governance Excellence



3.1 Product & Technology Innovation



3.2 Customer Service & Health/Safety



3.3 Procurement & Supply Chain Collaboration



3.4 Privacy & Information Security



宏泰電工股份有限公司
HONG TAI ELECTRIC INDUSTRIAL CO., LTD



Product & Technology Innovation

INNOVATION IN PRODUCTS & TECHNOLOGY

Policy	Guided by the philosophy of “integrity, diligence, and continuous innovation,” the Company advances product R&D and production technology to meet customer requirements and maintain qualified manufacturing capability.
Strategy	• Uphold the belief that “Hong Tai's quality is the customer's assurance,” meeting customer needs with superior product quality while upgrading production technology and employee training • Apply the ISO 9001 quality management system's Customer Complaint Handling Procedure to classify, investigate, analyze root causes, and resolve issues, with follow-up support and feedback • Prevent and control potential hazards through standards such as ISO 9001 and the IECQ QC080000 hazardous substance process management system
Goals	• Short term: Invest in 2 or more dedicated pieces of equipment (aluminum wire-drawing machines, stranding machines, etc.), with products meeting JIS, JCS, and IEC standards • Mid-to-long term: Ensure quality reliability, obtain Taipower manufacturing-capability approval, actively pursue orders, raise market share by 10%, and create corporate value



Dual-Certified Quality Management System

Implementing the ISO 9001 quality management system and the IECQ QC080000 hazardous substance process management system in parallel, with a Customer Complaint Handling Procedure for classification, root-cause analysis, and resolution—strengthening product R&D and production technology to build customer trust and market competitiveness.

01

10%

Market share growth target

2 or more units

New dedicated wire-drawing / stranding equipment

Customer Service Management

CUSTOMER SERVICE MANAGEMENT

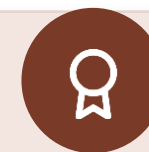
Policy	A win-win between supply and demand, pragmatic fundamentals-focused management, and continuous system refinement.
Strategy	• Proactive management: managers from relevant units conduct annual client visits and satisfaction surveys • Preventive management: track customer business trends and apply standard procedures to accept, investigate, and appropriately resolve customer-reported issues, safeguarding customer rights • Remedial measures: established processes and channels are in place to properly handle customer complaints and product anomalies
Goals	• Short term: raise market share, with a customer satisfaction survey target of 86% or above • Mid-to-long term: become the leading brand in the power cable industry

84.4%

2025 customer satisfaction survey result

86%+

Annual customer satisfaction target



Become the leading brand in the power cable industry

Client visits and satisfaction surveys track customer trends, with standardized intake, investigation, and resolution processes safeguarding customer rights.

02

Customer Health & Safety · Product Quality Management

CUSTOMER HEALTH, SAFETY & PRODUCT QUALITY

Policy	The Company's Hazardous Substance Free (HSF) Policy: meet applicable hazardous-substance-free requirements and pursue continuous improvement.
Strategy	- Proactive management: conduct regular market research to assess industry trends, consumer behavior, and competitor conditions, and develop customized marketing strategies - Prevention and remediation: conduct impact analyses to assess effects on operations, finances, and market image, prioritizing response and long-term monitoring by risk level
Goals	- Short term: thoroughly implement the product hazardous-substance management mechanism, achieving 100% compliance with RoHS 2.0 and REACH - Mid-to-long term: 100% compliance with hazardous-substance standards agreed with customers

International Quality Standards Followed on the Production Line

 ASTM – American Society for Testing and Materials	 BS – British Standards Institution	 CNS – Taiwan National Standards	 IEC – International Electrotechnical Commission
 JIS – Japanese Industrial Standards	 TPC – Taiwan Power Company Material Specifications	 IPC – International Electronics Industry Connecting Association	 UL – Underwriters Laboratories (USA)

03

15

Products with international safety certifications (CNS / UL / LR / TUV, etc.)

0

Regulatory penalty incidents

100%

RoHS / REACH compliant

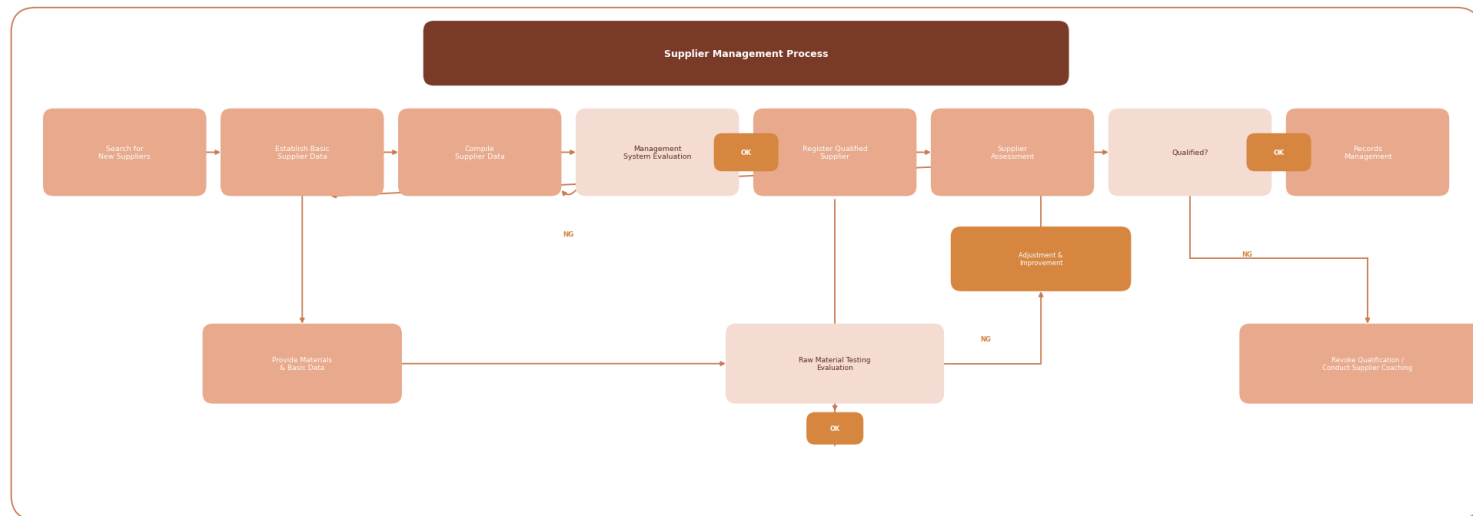
Procurement & Supply Chain Collaboration

PROCUREMENT & SUPPLY CHAIN COLLABORATION

Suppliers are screened against the technical department's performance requirements, with restricted-substance controls in place to ensure stable long-term supply that meets customer and environmental standards.

- Suppliers must provide SGS and SDS hazardous substance survey forms, restricted substance lists, raw material procurement agreements, and related documentation
- Suppliers complete outsourced work orders, are briefed on site conditions, and jointly discuss work methods to avoid occupational safety and health issues
- Regular assessment, system evaluation, and raw material testing are conducted; suppliers that fail are required to improve, and repeated failure results in loss of qualified-supplier status

100% of suppliers sign restricted-substance guarantee statements and avoid conflict minerals (Sn, Ta, W, Au, Co,



04

51

Suppliers with 100% restricted-substance guarantee signature rate

9

Partner suppliers audited in 2025, all with no deficiencies

No Conflict Minerals

Suppliers must ensure that tin, tantalum, tungsten, gold, cobalt, palladium, mica, and other materials do not originate from conflict zones controlled by armed groups.

Privacy & Information Security

PRIVACY & INFORMATION SECURITY

Policy	Upholding the Company's information security principles, all stored or transmitted data is fully protected, ensuring customer privacy with zero complaints of data leakage, theft, or loss.
Strategy	- Proactive management: firewalls and antivirus software block external intrusion, system data is backed up regularly, and employee awareness of security risks and emerging attack methods is strengthened - Prevention and remediation: ongoing general information-security training for employees covers both systems and general awareness, instilling concepts of information security, password complexity, and attack prevention
Goals	Short-, mid-, and long-term goal: zero incidents of customer data leakage, theft, or loss.

Information Security Governance Focus



Information Security Policy



Asset Confidentiality & Availability Management



Incident Reporting Mechanism



Segregation of Duties Management



Prohibit Unauthorized Hardware / Software



Layer 7 Next-Gen Firewall



13 Dedicated Security Lines



ApexONE Antivirus System

05

138

Social engineering drills, testing 690 simulated phishing emails

0

Customer data leakage / privacy complaint incidents

Information security training: 57 participants

Social engineering drills: 138 participants

Integrity-Driven Governance, Earning Customer Trust

84.4%

2025 customer satisfaction

15

Products with international safety certifications

100%

Supplier restricted-substance signature rate

9

Partner suppliers audited annually, all with no deficiencies

0

Customer data leakage / privacy complaint incidents

0

Product health/safety regulatory penalty incidents