

2021

Eastern Media International Corporation Sustainability Report



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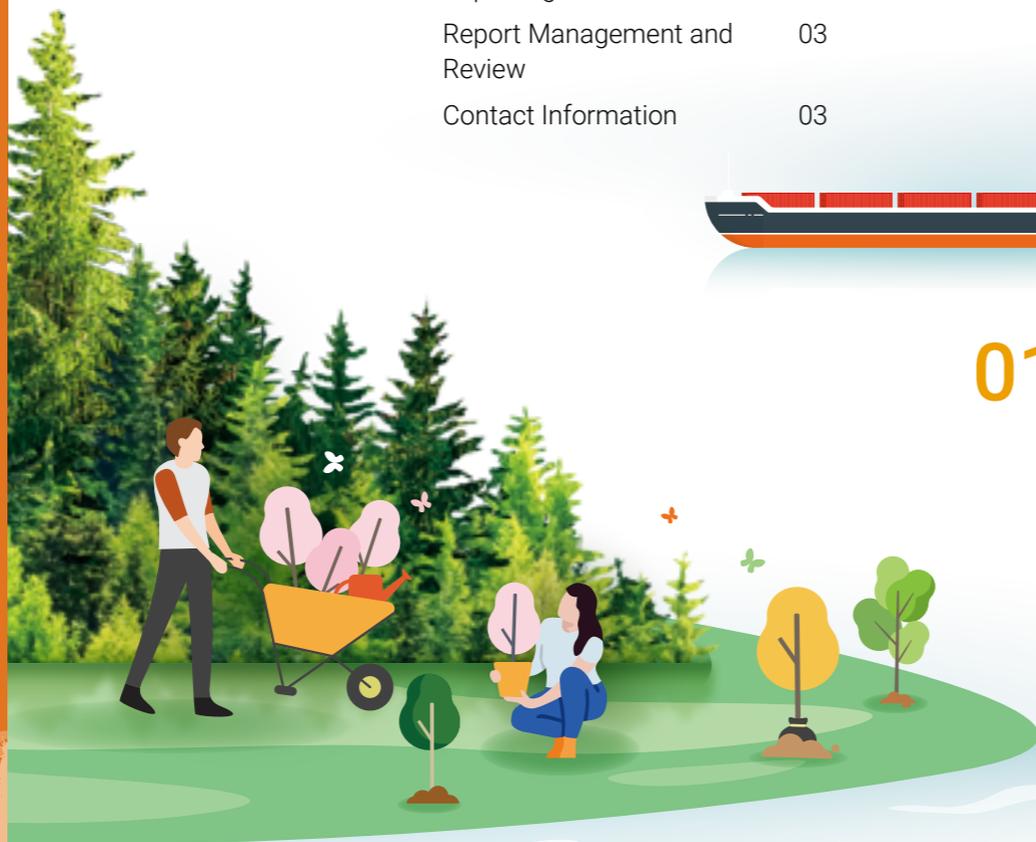
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About this Report

This constitutes the 2021 Corporate Sustainability Report for Eastern Media International Corporation and its subsidiaries (hereinafter referred to as EMI, the Corporation, we, us, or our). This Report discloses our Environment (E), Social (S), and Governance (G) achievements and strategic goals in an open and transparent manner to inform our stakeholders of our recent efforts and continued commitment toward sustainable development.

Scope of this Report

The disclosure period for this Report spans from January 1, 2021 to December 31, 2021. This Report was issued in July 2022. We regularly issue reports on our corporate website and the Market Observation Post System (MOPS), which serve as important channels for stakeholder communication. The information in this Report mainly encompasses our warehousing business (including EMI Headquarters, Taichung Operations Management Office, and Kaohsiung Operations Management Office), media business (ET New Media Holdings), and trade business (ET Pet). Previous records and future plans may be included in order to fully disclose related information on corporate sustainability.

Company Information within the Reporting Scope

Warehousing Business (Eastern Media International)

Headquarters

📍 5F & 8F., No. 368 Fuxing S. Rd. Sec. 1, Da'an Dist., Taipei City

☎ +886-2-2755-7565

Taichung Operations Management Office

📍 No. 23, North 5th Road, Qingshui District, Taichung City

☎ +886-4-2657-5960

Kaohsiung Operations Management Office

📍 Pier 71, Xiaogang District, Kaohsiung City

☎ +886-7-811-1131

Media Business (ET New Media)

📍 No. 72, Chongyang Rd., Nangang Dist., Taipei City

☎ +886-2-5555-6366

Trade (Pet) Business (ET Pet)

📍 No. 72, Chongyang Rd., Nangang Dist., Taipei City

☎ +886-2-5555-6366

Reporting Structure

Report Management and Review

Internal

This Report is based on the Global Reporting Initiative (GRI) Standards issued by the Global Sustainability Standard Board (GSSB) in 2016 and relevant industry reporting standards issued by the Sustainability Accounting Standards Board (SASB). The disclosed financial data were derived from publicly available consolidated financial statements certified by independent certified public accountants, and non-financial data and information were provided by various dedicated units and compiled by the work groups under the EMI Corporate Governance and Sustainability Development Committee.

External

The assurance engagement for this Report was planned and performed by Ernst & Young, an independent and credible firm, in accordance with Statements of Assurance Engagements Standards No. 1 ("Assurance Engagements Other than Audits or Reviews of Historical Financial Information"). Ernst & Young provides limited assurance on this 2021 Corporate Sustainability Report compiled according to GRI Standards. The results of limited assurance have been effectively communicated with governance units. For details on assurance scope and conclusions, please refer to the Independent Assurance Statement in the Appendix.

Contact Information

If you have any questions regarding the 2021 EMI Sustainability Report, please contact us using the information listed below. For grievance mechanisms and channels, please refer to [3.1.3 Grievances and Feedback](#).

Eastern Media International Investor Relations Department

Contact Manager Wallace He
Address 5F., No. 368 Fuxing S. Rd. Sec. 1, Da'an Dist., Taipei City
Phone +886-2-2755-7565 #892
E-mail wallace_he@emic.com.tw
Official website http://www.emic.com.tw

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Words from our Chairman

EMI considers sustainability to be our core mission. We began as a port warehousing company and constantly tackle new challenges to continue generating value for our shareholders while also working to better society and the environment. We strive to exert our influence in promotion of sustainable value chains to provide healthy, safe, and beautiful products and foods to our consumers, and we work with our stakeholders to build a company that enables environmental sustainability and social prosperity.

We established a Corporate Governance and Sustainability Development Committee under our Board of Directors in 2021 for continued promotion of sustainable development at EMI. The Committee is composed of three independent directors and our chairman, spokesperson, and corporate governance officer, with one independent director serving as convener and meeting chair. Seven teams have been established under the Committee to promote different ESG aspects within the corporation and adherence with the Sustainable Development Goals (SDGs). We hope we can continue to generate sustainable values through our core capabilities to enable environmental and social contributions.

Generate value through green services

The Eastern Media Group (EMG) continues to diversify its operations. We focused on the Online Merge Offline (OMO) economy in 2021, integrating new retail and new media to form an axis for entry into the health, beauty, pet, and entertainment industries, providing consumers with a comprehensive range of services that maximized our corporate values and formed a quality living sphere revolving around "deliciousness, beauty, and health." Additionally, global environments are facing serious threats in recent years, and climate change has become a common global challenge. We therefore led the industry in implementing the ISO50001 energy management system for our warehousing business in 2021, began cultivating and training dedicated personnel, and established an energy management team. We obtained external verification in February 2022 and compiled a greenhouse gas inventory in accordance with ISO14064-1 in the first half of 2022. We plan to complete third-party verification during the second half of 2022 and will implement the ISO 14001 environmental management system before 2023 so we can make strides toward our goal of net zero emissions in 2050.

Face continued challenges to achieve excellence

EMI has never indulged in self-complacency. We continued to receive great acclaim from external critics in 2021 and were awarded the "Top Ten Outstanding Business Leaders" and "Customer Satisfaction" Golden Torch Awards; the *Manager Today* Super MVP award; the Gold TCSA Taiwan Corporate Sustainability Award; the Bronze TSAA Taiwan Sustainability Action Awards; and the Gold Happy Enterprise Award in the Household Services Category. Furthermore, EMI was ranked 23rd in the "Top 200 Resilient Enterprises-Top 100 in Annual Growth" category, ranked 3rd in the service industry, and ranked 11th out of the top 50 fastest growing service industry enterprises by the *CommonWealth Magazine* Top 2000 Survey. Our 8th (2021) Corporate Governance Evaluation results showed significant improvement, increasing 44%, and we were ranked in the top 35% (21-35% group) of 913 public companies, thereby reaffirming our commitment to continued improvements in corporate governance and ESG.

Localizing development for mutual prosperity

The COVID-19 pandemic continued to spread in 2021. EMI spared no effort in supporting medical staff through our actions and resources while sustaining our focus on disadvantaged groups throughout the pandemic. We continued to invest in the care of rural regions, former inmates, and the elderly through donations of cash and resources equivalent to NT\$ 19 million. As 2021 is the 20th anniversary of the Dung Sen Charity Foundation and the Dung Sen Culture Foundation, we invited children from rural tribes to create unique drawings that were made into charity desk calendars, with all proceeds used as funds for the "Sending Love to Rural Tribes" project. The spread of the pandemic in 2021 posed a major global challenge. During this difficult period, EMG was the first corporation to announce there would be "no layoffs or pay cuts." We assisted all employees in undergoing PCR tests and provided face masks, health foods, desktop humidifiers, and other epidemic prevention products to offer the strongest support for our employees.

This 2021 Sustainability Report details our economic, environmental, and social achievements over the past year. We continue to make strides towards the United Nations Sustainable Development Goals (SDGs) and hope to gain further affirmation and build rapport so we can continue to progress and contribute to society.

Eastern Media International
Chairman

廖尚文



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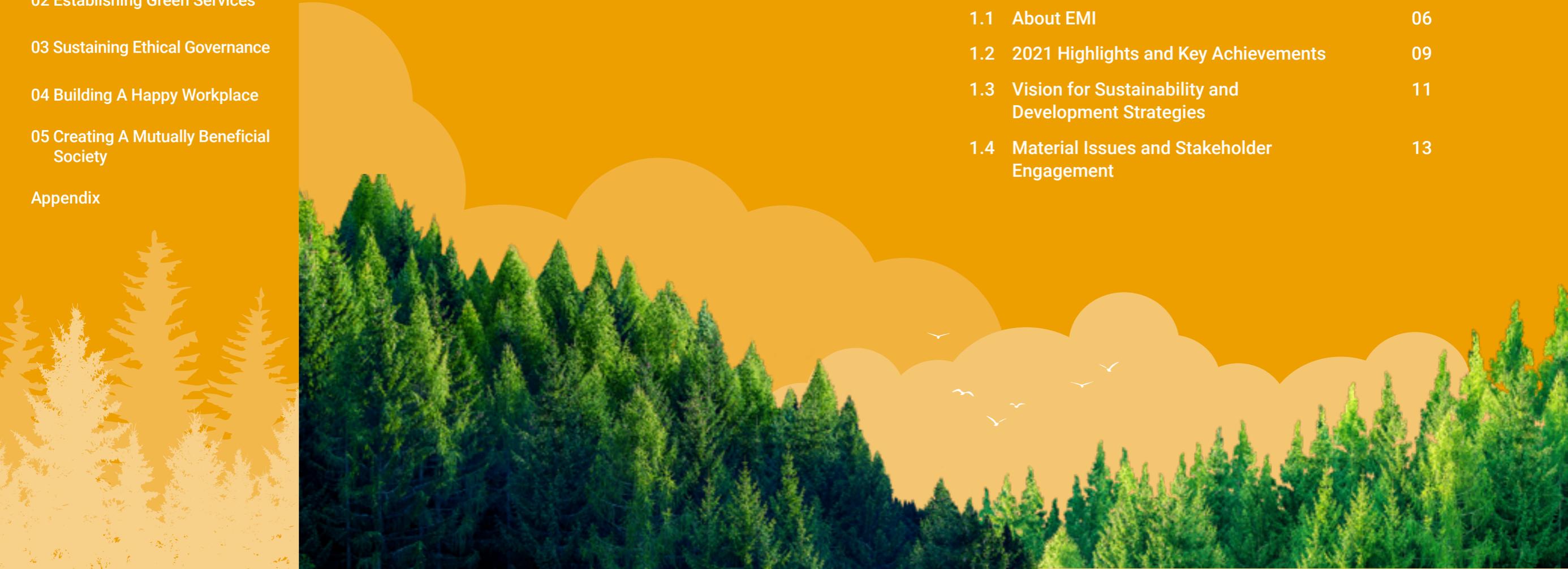
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1.1 About EMI

EMI began expanding its core business and reinvesting in media, entertainment, retail, real estate, pet goods, and digital out-of-home advertising industries starting in 2000, and entered the beauty industry in 2021 to strengthen reinvestments in the Online-Merge-Offline (OMO) economy, accelerate development of proprietary products, and facilitate integration of multiple channels, thereby providing our consumers with a comprehensive range of services while driving growth in our various businesses. Diversification strategies and resource sharing enable us to actively expand our e-commerce sales platforms and channels, fully develop our proprietary products and Online-to-Offline (O2O) customer conversion services, and effectively maximize benefits through integration of our dual core strategies of "new retail" and "new media."

EMI believes in giving back to society and upholds a spirit of corporate sustainability in governance, seeking to be a responsible corporate citizen while exerting our core values and capabilities to fulfill our corporate social responsibilities. Our mission and vision is to implement sustainable actions that enable harmonious coexistence with the environment and social prosperity. In addition to maximizing shareholder profits, we also work with our suppliers and contractors to reduce environmental and social impacts; promote sustainable value chains; and provide healthy, safe, and beautiful consumer products and foods to build sustainable living spheres.



EMI Company Profile

Company Name	Eastern Media International Corporation
Number of Employees	257
Founding Date	May 14, 1975
Chairman and President	Shang Wen Liao
Location of Headquarters	5F & 8F., No. 368 Fuxing S. Rd. Sec. 1, Da'an Dist., Taipei City
Amount of Capital	NT\$ 5,289,503,950
Ticker symbol	2614
Main Affiliated Companies	Eastern Home Shopping & Leisure Co., Ltd. (EHS), Natural Beauty Bio-Technology Limited, Strawberry Cosmetics Holdings Limited, Happy Shopping Co., Ltd.

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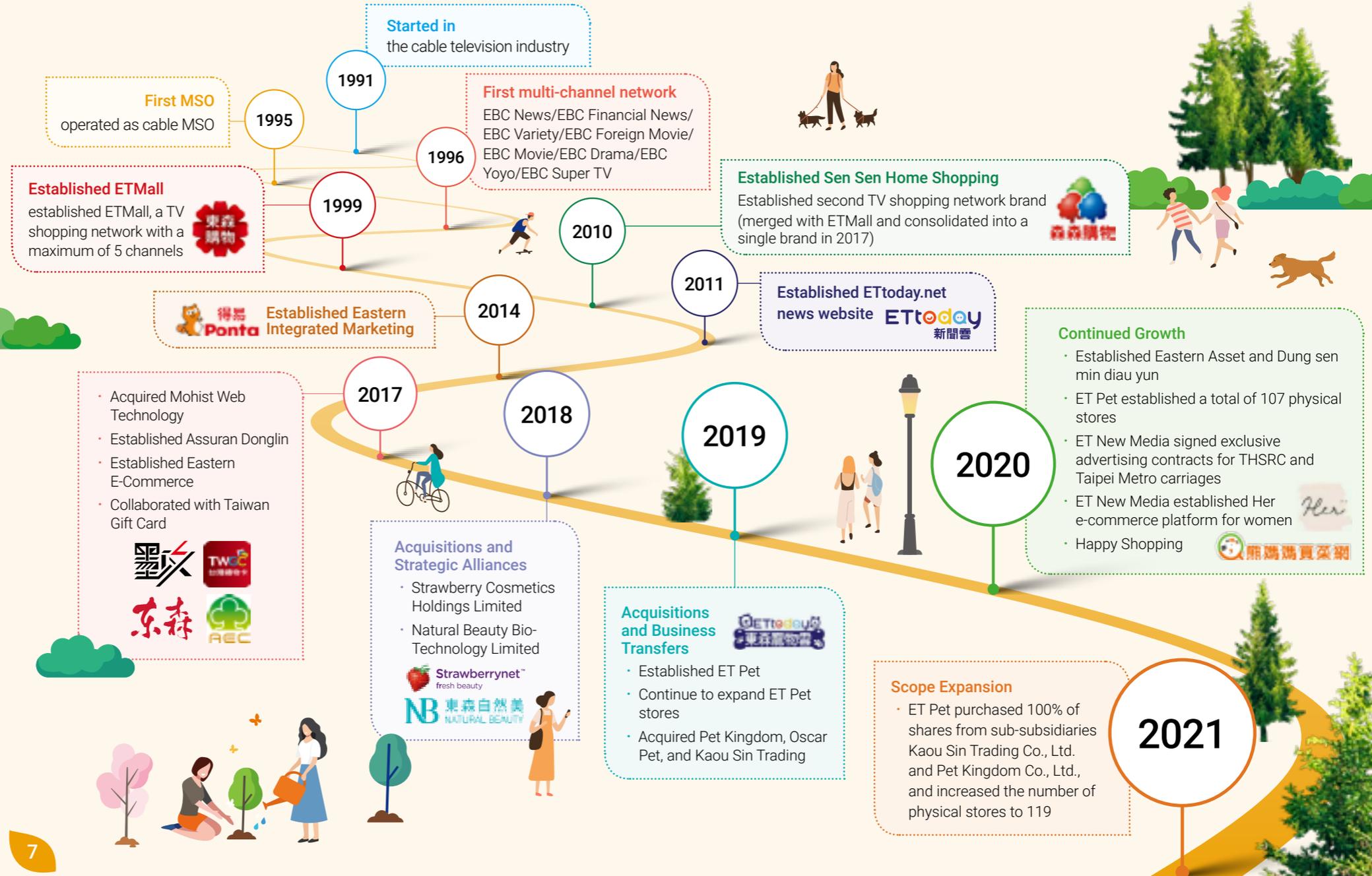
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Milestones of Diversified Businesses at EMI



Warehousing Business

EMI was founded as a port warehousing business. Following the COVID-19 outbreak in 2020, we not only actively cooperated with the government to formulate an emergency food supply plan that ensured stable supply of food in Taiwan, but also demonstrated our core values and capabilities in bulk grain storage. In 2021, we received the Bronze Award at the first Taiwan Sustainability Action Awards (TSAA) for using smart silos to ensure food security in Taiwan. We take practical actions in response to the United Nations Sustainable Development Goals of Zero Hunger (SDG 2); Industry, Innovation and Infrastructure (SDG 9); and Climate Action (SDG 13), continuing to exert our company's core values and capabilities as we build long-term competitive advantages in our main warehousing business.

Media Business: ET New Media

The advent of the broadband era has fully transformed our new media business in terms of traffic monetization, video content, subscriber membership, online and offline integration, and content commerce. Rising traffic volumes for ETtoday and support from offline advertising increased revenues by 39% in 2021 compared to the previous year. We actively integrated online advertisements with offline transit advertising, street advertising, and building advertising while also collaborating with many renowned hair salons to establish an "AI hair salon" using our embedded-screen "magic mirror" technology which enables advertisements to penetrate into consumer lives through cell phones, commercial offices, communities, and daily transits. We combined eye tracking systems and creative advertising copy to enhance media efficiency and also developed business models for online shopping to create Taiwan's largest one-stop shop for precision marketing media.

Trade (Pet) Business: ET Pet

Since its establishment in January 2019, ET Pet has continued to expand its operational scope and market share, with the number of physical stores reaching a total of 119 in 2021. ET Pet is the top pet store chain in Taiwan, with 8.5% market share of physical stores and 10.1% market share of revenues. In future, ET Pet will continue to develop proprietary pet products and pet veterinarian services while establishing cross-industry alliances to build composite physical stores for further expansion of business scale. We also collaborated with stray animal shelters and animal protection organizations to promote adoptions of strays, mobile veterinary clinics, and other public welfare activities to build a pet-friendly environment.



1.2 2021 Highlights and Key Achievements



Governance

Received TCSA Corporate Sustainability Report Awards

Gold Award

Warehousing business received TSSA Taiwan Sustainability Action Awards

Bronze Award



Ranked **23rd** in the "Top 200 Resilient Enterprises-Top 100 in Annual Growth" category, ranked 3rd in the service industry, and ranked 11th out of the top 50 fastest growing service industry enterprises by the *CommonWealth Magazine* Top 2000 Survey

Media business was ranked as the new media business with the highest reach and trust scores in Taiwan by Oxford University for

four consecutive years



Media business received *Manager Today* **Super MVP Award**



Ranked **21% - 35%** (third ranking group) in the 8th Corporate Governance Evaluation

Media business received **Honorable Mention** at the Executive Yuan Consumer Protection Committee Consumer Rights Reporting Awards

Media business was ranked as the new media business with **the best** social interaction performance in Taiwan by CrowdTangle



Media business received **"Top 10 Outstanding Business Leaders"** and **"Customer Satisfaction"** Golden Torch Awards



Environmental

In 2021, our warehousing business invested **NT\$ 10.22 million** in energy management, and reduced annual electricity consumption by **773,881 kWh** and carbon emissions by **388,488 kg**

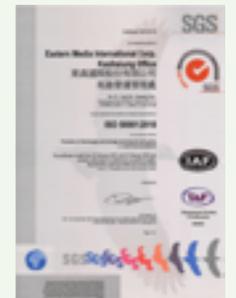
Warehousing business reduced water consumption by **2,895 tons** in 2021 compared with 2020



Media business reduced water consumption by **324 tons** in 2021 compared with 2020



Warehousing business implemented **ISO 50001** Energy Management System and obtained third-party verification



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Received
Promotion Bronze Medal and
Long-Term Sponsorship Award
at the 13th Sports Activists Awards from the
Ministry of Education Sports Administration



Provided free high-standard PCR screening tests to all employees to create
a safe and healthy workplace

Continued to provide breakfasts for disadvantaged children for
the 15th consecutive year,
benefiting more than **30,000 children**



Social

Received 2021
Gold Happy Enterprise Award
in the Household Services Category



E-learning digital platform
received **13,744 visits**
over a total of
3,070 reading hours



Employee welfare expenditures amounted to
NT\$ 57,306,542
benefiting **5,258 persons**



Received
Badge of Accredited Healthy Workplace
for Preliminary Health Workplace



Total investment in all social participation activities amounted to
NT\$ 23,244,580



Invested
NT\$ 2,392,922
in education and training for a total of **2,955 persons**



1.3 Vision for Sustainability and Development Strategies

1.3.1 Vision for Sustainability

Our mission is to facilitate economic, social, and environmental progress. We firmly believe corporate social responsibility should be more than a slogan and that attention should be paid to the needs of our internal and external stakeholders. We have therefore formulated clear prospects and management mechanisms to fulfill our responsibilities and commitments to all our stakeholders. Our vision for sustainability is to enable harmonious coexistence with the environment and social prosperity. We hope to continually generate sustainable values through our core capabilities so we can make contributions to the environment and to society.

Sustainable Development Strategies and Responses to the UN SDGs

EMI has extended four core strategies under its vision of sustainability: "Sustainable Operation," "Steady Economic Growth," "Creating Inclusive Society," and "Sustainable Green Environment," as well as three medium and long-term operational plans to "realize the spirit of corporate governance and enhance corporate values for shareholders," "expand businesses while maintaining a low-carbon economy to create new sustainable business models," and "collaborate with value chain partners to create sustainable new living modes." We also responded to the 17 Sustainable Development Goals (SDGs) proposed by the United Nations in 2015 through continued investment in talent cultivation, public welfare communications, consumer rights, cultural development, environmental protection, and support for the disadvantaged, thereby fulfilling our mission of serving and connecting with people while giving back to society with a heart of gratitude, and at the same time building sustainable value chains for all our businesses and working with our stakeholders to create value.



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1.3.2 Sustainable Governance

We established a Corporate Governance and Sustainability Development Committee under our Board of Directors on November 4, 2021 for continued promotion of sustainable development at EMI. The Committee is composed of three independent directors, our chairman, our spokesperson, and our corporate governance officer, with one independent director serving as convener and committee chair. Seven work groups have been established under the Committee to implement sustainability matters across all three ESG aspects. Each work group is headed by a senior executive who not only periodically tracks performance based on corporate governance evaluation indicators, but also formulates short, medium, and long-term goals based on issues of concern for stakeholders. We will continue to track and review our implementation results in order to meet public expectations.



Committee convening frequency, number of meetings, and important resolutions

All functional teams assume their respective responsibilities in accordance with the Committee charter. The Committee convenes and reports on quarterly progress on the same day as when quarterly financial reports are approved by the Board. The Committee's first meeting was held on December 23, 2021 to report on the short-term goals of the sustainability work groups and current progress, as well as improvements in corporate governance evaluation indicators and current achievements. The "Regulations for Risk Management Policies and Procedures" was formulated and submitted to the Board following Committee approval.

Cultivation of sustainability awareness

To strengthen sustainable development, we cultivated sustainability awareness and actions in all our employees to form an organizational culture with sustainability at its core. The heads of all Committee work groups are responsible for coordinating cross-departmental matters, and for planning and implementing sustainability strategies and projects. We also commissioned external professional teams to conduct sustainability training at least once a year to communicate the latest sustainable development trends at home and abroad as well as case studies of sustainable actions adopted by benchmark companies to our senior executives and Committee work group members.

To help our work groups establish clear ESG strategies and goals, we hosted a sustainability seminar on February 16, 2022, and invited our independent directors to act as lecturers on topics including ESG, Corporate Governance 3.0 and information on Task Force on Climate-Related Financial Disclosures (TCFD) to aid our colleagues in better understanding and accepting sustainability concepts while working with us to realize sustainable development.

1.4 Material Issues and Stakeholder Engagement

1.4.1 Stakeholder Engagement

EMI attaches great importance to the opinions of our stakeholders. To obtain stakeholder feedback for formulation of sustainability strategies, we referenced the AA 1000 Stakeholder Engagement Standard (2015) and asked department heads and colleagues to identify important stakeholders. We then identified the six most important stakeholder categories, namely employees, customers, competent authorities, shareholders/investors, suppliers/contractors, and the media.

Stakeholders	Significance for EMI	Major Issues of Concern	Communication Channels	Frequency	Corresponding Sections
 Employees	Excellent management teams and talented people form the foundation for a business to pursue sustainable operations and growth. EMI considers employees to be important corporate assets and strives to enhance workplace environments for our employees.	<ul style="list-style-type: none"> Occupational Safety and Health Respect for Human Rights 	Annual performance appraisals	Twice a year	04 Building A Happy Workplace
			Labor-management meetings	Quarterly	
			Occupational Health and Safety Committee	Quarterly	
			Employee Welfare Committee	At least once a year	
			Supervisory Committee of Labor Retirement Reserve	Non-periodically	
			Internal training and E-learning digital learning platform	Non-periodically	
			Subsidies for external training	Non-periodically	
			Sexual harassment report channels, face-to-face communications, and grievance mailbox	Immediate	
Stakeholder section on corporate website: email and surveys	Immediate				
 Customers/Audiences	EMI emphasizes customer needs and strives to enhance efficiency, reduce costs, and create value for our customers. We hope to continue enhancing our corporate values to provide consumers with advanced and comprehensive services.	<ul style="list-style-type: none"> Corporate Governance Enhance Quality of Life Through Excellent Services and Products Data Privacy and Security 	Meetings and communications	Quarterly	02 Establishing Green Services 03 Sustaining Ethical Governance
			Customer satisfaction surveys	Non-periodically	
			Customer report channels	Non-periodically	
			Business communications	Immediate	
			Stakeholder section on corporate website: phone, email, and surveys	Immediate	

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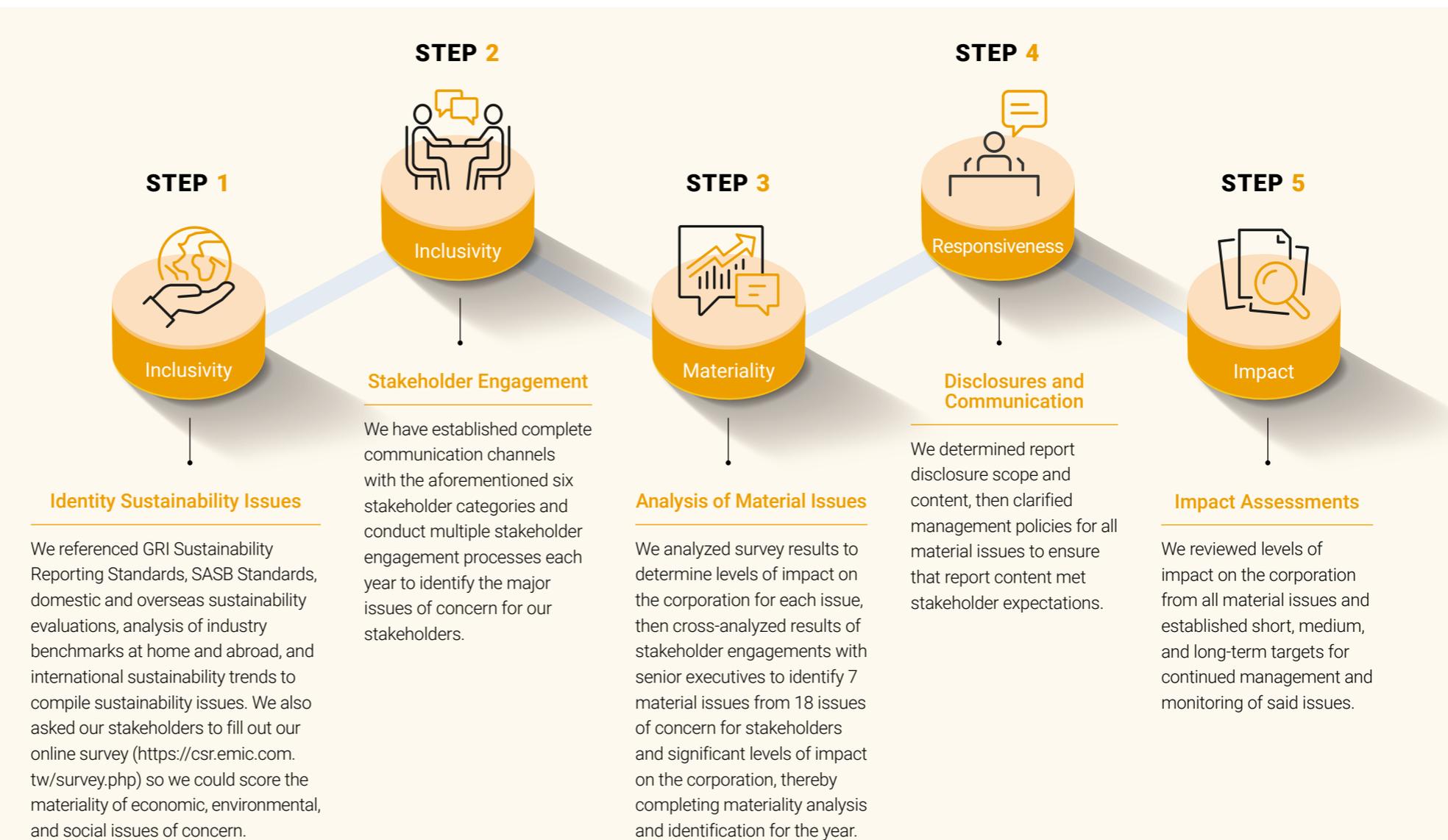
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Stakeholders	Significance for EMI	Major Issues of Concern	Communication Channels	Frequency	Corresponding Sections
 Competent Authorities	Various competent authorities are responsible for supervising company operations. EMI works to maintain smooth communications with competent authorities to ensure that we comply with laws exceed legal requirements.	<ul style="list-style-type: none"> Corporate Governance Enhance Quality of Life Through Excellent Services and Products Climate Change and Energy Management 	Exchange of official correspondences	Non-periodically	02 Establishing Green Services 03 Sustaining Ethical Governance
			Phone	Non-periodically	
			Email	Non-periodically	
			Meetings and symposiums	Non-periodically	
 Shareholders/ Investors	Shareholders and investors provide the capital required for long-term corporate developments, serving as an important foundation for sustainable operations. EMI works to build market competitiveness and give back to shareholders/investors through excellent business performance.	<ul style="list-style-type: none"> Corporate Governance Climate Change and Energy Management 	Stakeholder section on corporate website: phone, email, and surveys	Immediate	03 Sustaining Ethical Governance 04 Building A Happy Workplace
			Annual shareholders' meeting/ annual report	Annually	
			Investor conferences	At least once a year	
			Announcements on operational performance	Monthly	
			Quarterly financial reports	March, May, August, and November of each year	
			Press releases/material information	Non-periodically	
			Investor visits	Non-periodically	
 Suppliers/ Contractors	The diversified products and services offered by EMI rely on our suppliers and contractors providing excellent products and services that comply with legal requirements.	<ul style="list-style-type: none"> Enhance Quality of Life Through Excellent Services and Products Sustainable Supply Chains 	Stakeholder section on corporate website: phone, email, and surveys	Immediate	02 Establishing Green Services 03 Sustaining Ethical Governance
			Mailbox for external communications	Immediate	
			Immediate business communications	Immediate	
			Inspections, visits, and meetings	Non-periodically	
 Media	The media serves as the most important medium for EMI to communicate with external parties, discuss social issues, participate in social welfare activities, and create brand value.	<ul style="list-style-type: none"> Corporate Governance 	Stakeholder section on corporate website: phone, email, and surveys	Immediate	03 Sustaining Ethical Governance
			Announcements on corporate website	Non-periodically	
			Press conferences	Non-periodically	
			Press releases	Non-periodically	

1.4.2 Identification and Ranking of Material Issues

To gain a full grasp on material issues with significant impacts on corporate operations, the environment, and society, we referenced AA 1000 Accountability Principles (2018) on Inclusivity, Materiality, Responsiveness, and Impact to establish a systemic analysis model with five steps.



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Issue Classification



Environmental (E)
Climate Change and Energy Management, Wastewater and Waste Management, Green Packaging and Logistics, Biodiversity



Social (S)
Labor-Management Relations, Occupational Health and Safety, Employee Training and Development, Employee Diversity and Inclusiveness, Talent Recruitment and Retention, Social Participation, Respect for Human Rights



Governance (G)
Corporate Governance, Data Privacy and Security, Risk Management, Legal Compliance, Financial Performance, Enhance Quality of Life Through Excellent Services and Products, Sustainable Supply Chain

Materiality Matrix



Ranking of Identified Material Issues and Corresponding SDGs

Ranking	Aspect	Issues	SDGs	GRI Themes	Corresponding Sections
1	Governance (G)	Corporate Governance	GOAL 8	GRI 205	3.1 Sustainable Governance
2	Governance (G)	Enhance Quality of Life Through Excellent Services and Products	GOAL 9	GRI 416	2.1 Excellent Products and Services
3	Environmental (E)	Climate Change and Energy Management	GOAL 13	GRI 302	2.2 Green and Sustainable Values
4	Governance (G)	Data Privacy and Security	GOAL 16	GRI 418	2.1 Excellent Products and Services
5	Social (S)	Occupational Safety and Health	GOAL 3	GRI 403	4.4 Occupational Health and Safety
6	Governance (G)	Sustainable Supply Chains	GOAL 12	GRI 414	3.2 Sustainable Supply Chain
7	Social (S)	Respect for Human Rights	GOAL 5, GOAL 10	GRI 412	4.5 Respect for Human Rights

Impact Boundaries and Involvement of Material Issues

Material Issue	Impact Boundary on Value Chain					
	Internal	External				
		EMI	Customers /Audience	Competent Authorities	Shareholders /Investors	Suppliers/ Contractors
Corporate Governance	■	■	■	■		■
Enhance Quality of Life Through Excellent Services and Products	■	■	■		■	
Climate Change and Energy Management	■		■	■		
Data Privacy and Security	■	■				
Occupational Safety and Health	■					
Sustainable Supply Chains	■				■	
Respect for Human Rights	■					

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2.1 Excellent Products and Services

Material Topic: Enhance quality of life through excellent products and services

Significance for EMI

We work with all colleagues to implement strict requirements for service quality and provide the best service experience for our customers.

Policies and Commitments

- We continue to optimize our silo facilities and require suppliers to provide complete quality inspection and quarantine documentation to ensure the quality of our stored grains.
- We continue to launch large-scale talent shows to support development of Taiwan's audio-visual industry.
- We work with external product manufacturers to develop pet products which are submitted to third-party units for inspection to ensure product safety for our consumers.

Targets for Upcoming Year

- Complete updates and integrations of PLC automation systems for four silos to provide our clients with real-time warehousing information.
- Convene weekly industrial safety meetings to strengthen management and supervision of industrial and operational safety.
- Expand overseas developments and collaborations; continue to provide timely news reports, event livestreams, and customized productions while expanding developments in audio-visual, social media, podcasts, and other media types; aim for 18 million daily average pageviews and revenues of NT\$ 5.2 billion.
- Expand scale of advertising business and actively increase ad space and design creativity on the Taipei Metro system.

Targets for Upcoming 3-5 Years

- Update automated warehousing operations and dust collection systems, continue to replace aged equipment, improve silo operations, and aim to achieve 90% overall satisfaction.
- Maintain 99% achievement rate for our grain unloading loss rate target of 0.5%.
- Aim to achieve 20 million daily average pageviews and revenues of NT\$ 11.5 billion for ETtoday by 2026.



Corresponding SDG for Material Topics: **SDG 9**

- Formulate applications for social media big data, using big data and individualized recommendation systems to accurately predict the news items that readers wish to read.
- Upload a variety of online videos, short films, and livestreams to overseas digital platforms, and expand our "non-download" advertising business.
- Achieve our monthly goal of 20,000 pet visits to our grooming salons.

Achievement of Targets for Previous Year

- 96% of our bulk carriers maintained a loading and unloading loss rate of 0.5%.
- Strengthened our environmental protection facilities, significantly reducing environmental issues resulting from dust leakages.
- Received zero customer complaints.
- Results of overall customer service satisfaction survey: 77% customers were satisfied and 23% were neutral.

Responsible Unit

- Taichung and Kaohsiung operations management offices of EMI warehousing business.
- ET New Media General Management Office, News Division, and Management Division General Affairs Department.
- ET Pet Operational Support Division, Operational Division, and other relevant responsible units.

Specific Actions

- Raised management level for industrial safety, established dedicated personnel reporting directing to the vice director of the Operations Division, and required on-site managers of all levels to obtain health and safety management specialist certifications of Level C and above.
- Completed integrations and updates of automation systems for four silos to provide our clients with real-time warehousing information.
- Established health check stations at our physical stores to provide health consultation services for pets.
- Developed pet health products, enabled our affiliated company to set up associations for pre-market product tests, took out product liability insurance of NT\$ 100 million, and required manufacturers to provide results of quality assurance tests.



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Material Topic: Data privacy and security

Significance for EMI

- We strictly abide by laws and regulations as we work to protect the confidentiality and security of customer and employee personal information and privacy.
- We provide the most accurate and complete news, protect the personal information of our members, and ensure information security while working to implement equipment upgrades and technical exchanges.

Policies and Commitments

We work with external units to develop and implement information security protections. We respect customer privacy and comply with confidentiality principles for business information, optimize our proprietary member system, and provide open and transparent grievance reporting channels.

Targets for Upcoming Year

- Require all employees to abide by our information security management and confidentiality principles, and undergo at least one hour of training each year; periodically host information security seminars.
- Prevent external cyberattacks and achieve our goal of zero information leakages.

Targets for Upcoming 3-5 Years

- Establish an information security management team under our warehousing business to manage all personal information within the scope of the business and formulate reporting processes for information security incidents.
- Require relevant personnel to undergo at least three hours of information security training each year.
- Periodically inspect security risks of cyber environments and correct vulnerabilities; set up firewalls and encryption procedures.

Responsible Unit

- EMI Information Office, Audit Office, and Taichung and Kaohsiung operations management offices of warehousing business.
- ET New Media R&D Center.

Specific Actions

- Placed all database servers in our control center and preserved all data for more than five years in accordance with governmental regulations.
- Established off-site backup hosts and performed daily off-site backup procedures.
- Formulated "Cybersecurity Risk Management Policy" at the end of 2021 and incorporated these policies into internal controls while also strengthening information security by establishing dedicated IPs, accounts, and encryption certificates for our clients. We installed stricter firewalls and information exchange environments, improved verification mechanisms and steganography designs, and collaborated with police departments to install "honeypots" on our servers to prevent hackers from stealing member information.



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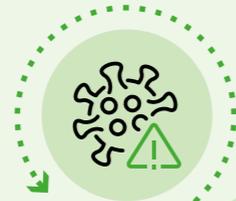
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EMI was founded as a port warehousing business and has upheld the "EMI four core sustainability strategies" for many years. We have continued to adhere to our core principles of environmental protection, social prosperity, stable operations, and sustainable business, and work to maintain the quality of our products and services in tandem with our warehousing, media, and pet businesses, making EMI the top brand for customer confidence and innovation.



2.1.1 Innovation Strategies and Values

Warehousing Business



Challenges and impacts of international grain markets

Challenges

Factors including the global pandemic, extreme weather, China's expanded import needs, and potential adjustments in export tariffs by Russia, the largest wheat exporter in the world.



Impacts

International bulk grain prices for soybean, corn, and wheat have risen 2%, 25%, and 27%, respectively, and bulk grain prices are continuing to increase, exposing the market to severe agricultural supply risks.

Faced with risks of global agricultural supply and severe market changes, EMI mainly aims to maintain stable operations and profits. Overall grain import volumes for Taiwan in 2021 were 8.3 million tons. Of this, silo operating volumes accounted for 6.31 million tons, accounting for 76% of national import volumes. This was higher than the average proportion over the past five years, and our revenues reached NT\$ 1.37 billion. We adhere to our belief that corporate growth can take place alongside protection of ecological environments. In 2021, we implemented the ISO 50001 Energy Management System and plan to implement the ISO 14064 Greenhouse Gas Inventory, ISO 14001 Environmental Management System, and ISO 45001 Occupational Health and Safety System in 2022 while also strengthening supply chain management and risk management mechanisms as we continue to work toward our goal of corporate sustainability.



Innovative actions implemented by our warehousing business in 2021 were as follows:

Innovative actions	Our innovation approach	Benefits
 <p>Equipment upgrades</p>	<p>Replaced two outdoor grain pneumatic unloaders in 2021; we have currently completed major replacements for 60% of our grain pneumatic unloaders.</p> 	<p>Replaced aged and energy-consuming equipment to enhance operational efficiency, increase energy and carbon reductions, reduce operational costs, and enhance service quality.</p> <ul style="list-style-type: none"> Replacement of grain pneumatic unloaders at Taichung Port enhanced unloading efficiency by 29%. Replacement of grain pneumatic unloaders at Kaohsiung Port enhanced unloading efficiency by 13%. 
	<p>Replaced two high-performance voltage transformers, three 100 HP inverter air compressors, five high-performance motors, and 295 high-performance LED lights</p>  	<p>Annual reductions of 182,190 kWh in electricity usage and 91,459 kg in carbon emissions.</p> 
	<p>Improved and maintained power factor efficiency at 92-98%, and replaced all equipment that fell below this range.</p>	<p>Annual reductions of 316,675 kWh in electricity usage and 158,971 kg in carbon emissions.</p>
 <p>System settings and upgrades</p>	<p>Completed outbound system integrations for access control systems and RFID automation systems for truck loading docks at two silos in Kaohsiung</p> 	<p>Controlled truck flows and waiting times to enhance outbound manpower efficiency by 25%.</p> <p>In 2021, we saved an estimated 9,351.42 hours for outbound trucks and reduced an estimated 43,865.63 kg of carbon emissions.</p>
	<p>Completed upgrades and integrations of PLC systems for two silos (No. 1 silo at Taichung Port and No. 72 silo at Kaohsiung Port)</p>	<p>Enhanced stability of inbound and outbound systems prevented system disruptions due to shortages from PLC component materials.</p>
	<p>Completed upgrades for graphic control systems of No. 72 silo at Kaohsiung Port</p>	<ul style="list-style-type: none"> Installed compressed air system meters for real-time monitoring and prevention of equipment abnormalities due to insufficient negative pressures. Digitalized current converters for more accurate currency readings, easier calibration, and better maintenance.

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Media Business

Our media business has continued to launch innovations in online news since its establishment in 2011. We began expanding our offline advertising business in 2018 to establish a unique business model that integrates O2O (Online-to-Offline) advertising, representing a breakthrough for OOH (Out-of-Home) media in Taiwan. Additionally, we transformed our innovative strategies into innovative projects and commercialized print and audio-visual content through multiple aspects such as social media, livestreams and videos, and digital innovations, making the media more than a medium for readers to receive information. We invited our readers to become members so they could enjoy a comprehensive range of content and services provided by ET New Media; we attracted more readers to our news platform by displaying a variety of content.

5 innovative strategies	Innovative projects	Project description and results
 <p>Social media</p>	Member rewards system	We established a member rewards system to increase member loyalty and news cloud traffic. Members who view content on our news app receive ETtoday T Points which can be converted into ETmall Coins that can be used on the e-commerce platforms of our affiliated companies such as ETMall.
	Expand social media management	<ul style="list-style-type: none"> ETtoday has 33 fan pages, 17 Instagram accounts, 26 YouTube channels, and 6 we-media accounts. Currently, we own 6 fan pages with more than a million followers, and our focus in the future is to convert our "fans" into "members," and then convert "members" into "consumers."
	Polling cloud platform	<ul style="list-style-type: none"> We actively recruit members for our polling cloud platform, and currently have more than a million members. We improve the accuracy of our public opinion polls and market surveys through online and phone surveys; our results are used to better understand audience opinions and needs.
 <p>Video content</p>	Strategies for livestreams and videos	<ul style="list-style-type: none"> We launched our own podcast to cover content related to society, real estate, and pets. Currently, the ET New Media podcast is ranked among the top 100 podcasts in the world. We continue to produce high-quality intellectual properties and videos, and have invested in large-scale talent shows including Jungle Voice and CookIng, using our established intellectual properties to enhance our brand value while developing new products related to our intellectual properties. Self-produced short videos: We established a video platform and production team to enrich our video content, fulfilling the needs of different audiences and aligning with current affairs.
	Strategic collaborations for large-scale events	We actively collaborated with large-scale events. For example, we established a news section dedicated to the Tokyo Olympics in 2021, and provided livestreams and videos of the Golden Bell and Golden Horse awards.

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5 innovative strategies	Innovative projects	Project description and results
 Mobilization	Innovative digital integrations	Integrated strategies relating to digital technologies, big data analysis, and reader interviews to strengthen our understanding of audience needs and used related analysis results as a reference for developing services at each department.
 Online and offline strategies	Online and offline events	<ul style="list-style-type: none"> • Online activities: We hosted the "High School Graduation Song" event to facilitate interactions between young students. • Offline activities: Hosted in 2021 at the New Taipei City Government Square.
	Offline advertising strategies	Apart from Taipei Metro, we also began placing advertisements on New Taipei City's Three Ring Three Line system, the Taoyuan Metro, Taiwan High Speed Rail, and Taipei City buses and streets to expand the scope of our advertising operations, thereby building our market positioning for out-of-home advertisements.

Operational performance highlights for our media business in 2021 were as follows:

Innovative highlights for 2021

<p>Our revenues for 2021 were NT\$ 1.998 billion, representing a 39% growth compared to revenues for 2020 (NT\$ 1.435 billion).</p> 	<p>Daily average pageviews reached 17.38 million and we accumulated over 21 million followers on our Facebook fan page in 2021.</p> 	<p>Our market share of Taipei Metro advertisements exceeded 90%.</p> 
--	--	--

The **"ETtoday Good Friends Life Festival"** was attended by more than **25,000 participants**, our live broadcast of the main stage received a record **350,000 clicks**, our total sales revenues reached NT\$ **4.3 million**, and more than **97%** of satisfaction survey respondents felt satisfied by the event.



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2021 ETtoday Good Friends Life Festival



Production of high-quality intellectual properties (Jungle Voice and Cooking)



Online activity: High School Graduation Song event



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 **Pet Business**

ET New Media entered the pet business at the end of 2018 and worked to expand the number of physical stores, reaching 119 stores across Taiwan by 2021, becoming the largest pet chain store in the nation, and representing a breakthrough in previous online developments by moving closer to the lives of the general public. Unlike traditional pet stores, ET Pet believes that "pets are family members" and strives to "provide a better life for owners and their pets" by utilizing resources from EMI's media business and affiliated companies to implement online and offline integration, membership management, social media activities, development of proprietary products, and provision of convenient medical education and services. ET Pet also takes advantage of EMG's technological expertise to develop brand applications that break through the traditional stereotypes of the pet industry.



We keep abreast of innovative opportunities in the pet industry and implemented the following innovative actions in 2021, resulting in a plethora of achievements:

Innovative actions	Our innovation approach	Our achievements
 Online and offline integration	We turned 1.7 million subscribers on the ETtoday pet cloud fan page into sales leads for ET Pet's physical stores, creating a new retail channel for the pet industry and facilitating upgrades over traditional pet chain stores. 	Increased the number of physical stores from 13 in 2018 to 119 by the end of 2021. 
 Member management and social media activities	Provided member privileges and launched the "Grooming Experience for Pets and Owners" in tandem with Natural Beauty to provide simultaneous beauty services for owners and their pets. Organized the pet-exclusive event of the year, "Golden Cute Awards of ET Pet."	The "Golden Cute Awards of ET Pet" has been hosted on the ETtoday pet news cloud and social media account for two consecutive years ; more than 100,000 people participated in the event. 

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Innovative actions	Our innovation approach	Our achievements
 Development of proprietary products	We continued to develop proprietary products and act as an exclusive channel for high-quality products from overseas.	We became the sole distributor for "NU PETS probiotics for dogs and cats" and "Revolutionary probiotic wet wipes for pets." 
 Convenient medical education and services	<ul style="list-style-type: none"> Established an ET Pet health station at our Taichung Henan store with a dedicated veterinarian and irregular weekend classes on pet health to educate pet owners. Established pet health sections at 12 of our stores to provide a comprehensive range of pet health products for convenient purchasing. 	We paired our pet health sections with 3 pet health lectures that were attended by 60 pet owners . 
 Media promotion	We partnered with ETtoday in 2021 to launch the "A Little Furry" podcast and the "Adorkable" online pet program.	26,000 total viewers and 3,666 subscribers . 
 ET Pet app	We released the ET Pet app in 2021 with a number of functions including membership cards, loyalty points, discount coupons, batch purchases, and links to our online store.	Launched in December 2021; downloaded 77,804 times as of May 2022.

2021 highlights for our pet business:

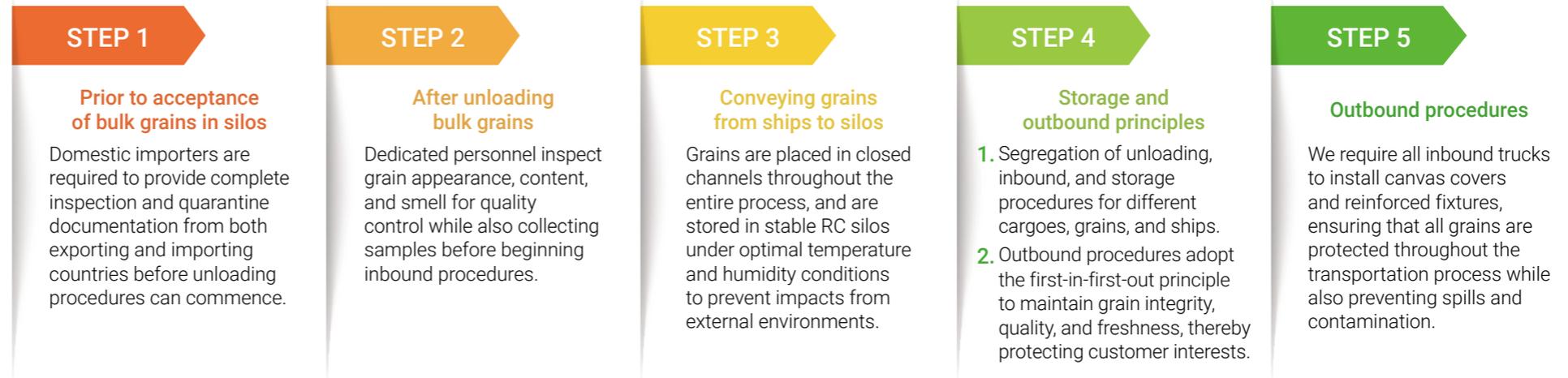
Highlights	Our investment	Activity description and target	Participants	Achievements
 Participated in pet exhibition	<ul style="list-style-type: none"> Organization fees of NT\$ 310,000. News, fan page, and online/offline promotions of our brand. On-site promotions of proprietary products and ET Pet app membership. 	Participation in a pet goods exhibition allowed us to promote our brand, heighten product awareness, and recruit members who could be turned into sales leads for our physical stores.	136,000 people	<ul style="list-style-type: none"> Revenues from pet goods exhibition: Almost NT\$ 1 million Recruited more than 2,800 members
 Golden Cute Awards of ET Pet	<ul style="list-style-type: none"> Organization fees and gift expenditures amounting to NT\$ 165,000. Promoted the event through the ETtoday news cloud, fan page, A Little Furry fan group, Taipei Metro lightbox ads, all ET Pet physical stores across Taiwan, and the online program "Adorkable." 	Organized the pet-exclusive event of the year and brought together owners and pets all across Taiwan to attend the Golden Cute Awards of ET Pet, generating buzz for the event which represented the highest honor for a pet owner.	<ul style="list-style-type: none"> Received 2,772 submissions Received 427,641 votes 	Fan page reached more than 540,000 people.

2.1.2 Quality Management



Warehousing Business

To ensure quality of incoming grains, EMI fully automates all loading and unloading processes relating to inbound, storage, and outbound operations to prevent manual and measurement errors. We established the following steps for quality management to ensure operational accuracy:



Our warehousing business focuses on temporary storage and transfers for bulk grains at ports. We adhere to rigorous quality management regulations while maximizing silo utilization to meet the capacity needs of grain importers in Taiwan. We have established the following silo quality management principles:

Quality management principles	Description
Increase storage capacity and turnover	As our warehousing business focuses on temporary storage and transfers, we strive to maintain storage capacity over the long term to align with highly variable bulk shipping schedules and to meet the inbound and outbound needs of our clients.
Avoid lengthy storage times	Lengthy storage times may lead to deterioration of grain quality, but as storage times are solely determined by our clients, we work to protect client interests by constantly monitoring grain quality. We implement necessary grain maintenance procedures based on storage times and quality changes while also adjusting storage temperatures to ensure optimal conditions.

Introduction to RC silos



EMI uses large circular RC silos that offer relatively stable temperature and humidity conditions for grain storage; our four silos have a total storage capacity of 330,000 tons. We ensure stable grain quality through automated warehousing processes and first-in-first-out principles.

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Media Business

ETtoday holds objectivity and impartiality as the highest principles for news reporting and broadcasting, and we have also formulated the following procedures for self-regulation which adhere to relevant laws; we formulated internal bylaws such as the "Regulations for Production and Broadcasting for News Programs," "Code of Conduct for News Editing and Interviews," "Charter for Internal Self-Regulation News Ethics Committee," "Self-Regulation Guidelines for Cooperation with External Media" in accordance with the Implementation Guidelines for Self-Regulation of Broadcast and Satellite News, and the Television Association News Self-Regulation Convention, thereby ensuring news and program quality, and for implementation of compliance evaluations and management.

ETtoday has established a three-stage review process for news reports:

Standards and principles for reviewing news reports

- Regulations for Production and Broadcasting for News Programs
- Code of Conduct for News Editing and Interviews
- Charter for Internal Self-Regulation News Ethics Committee
- Self-Regulation Guidelines for Cooperation with External Media



Three-stage review process for news reports

- Failure to comply with regulations
- Reporting ban
- Repeated verification



Compliance and broadcast

Focus of review:

- Content producers verify targets and institutes involved in news reports, and determine whether interview content may result in misunderstandings by the public; if supervisors determine that interviews contain misstatements, they should require immediate verification by the reporter, and said news item should not be released.
- Determine whether said content adheres to standards for decency, authenticity, public interest, copyright, and other values; reports should be objective and avoid discriminatory or provocative phrases that may trigger audience members.





We require adherence to internal management principles and regulations for advertisements; these principles and regulations are shared with our clients, and we require client advertisement to comply with these regulations:

Non-periodic internal employee training:

Lectures relating to the Copyright Act, Trademark Act, Medical Care Act, Cosmetic Hygiene and Safety Act, Act Governing Food Safety and Sanitation, and other laws.

Dissemination based on individual needs:

We disseminate information on practical cases at various meetings, seminars, and case discussion meetings to strengthen legal awareness of our colleagues across all departments.



Dissemination:

We disseminate associated legal information based on client industries, particularly for clients of our beauty, medical, and health products, and conduct timely communications with our clients regarding the legality of advertisement content.

Regulations:

Our advertising contracts stipulate that our clients guarantee all advertisement materials and content are taken from legal sources and do not violate any laws or regulations.

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 **Pet Business**

ET Pet ensures product quality by requiring all products to pass quality assurance tests. Apart from being a channel for pet goods, ET Pet also actively develops associated products, adhering to the belief that "pets are family members." We work with large biotechnology companies to develop pet health products in collaboration with nutritionists, pharmacists, and veterinarians, and work with National Taiwan University to conduct efficacy tests that provide R&D guarantees for our proprietary products. We also insure our products to provide our consumers with safe and affordable products.



Apart from inspecting product quality, ET Pet also provides three after-sale services to ensure that our clients enjoy the best service quality:

Pet grooming services

- Full records of pet conditions
- Periodic follow-up calls

An illustration of a woman in a red apron grooming a light-colored dog on a table.

After-sales services

- Guaranteed refunds for major pet food brands that pets do not like
- Warranty and repair services for specific products
- Product usage consultation services

An illustration of a woman wearing a headset and working on a laptop, with speech bubbles indicating communication.

Consultation services

- Provide consultation services related to pet care

An illustration of three people sitting around a table, with a dog sitting on the floor in front of them.

2.1.3 Customer Privacy and Protection

EMI spares no effort in protecting client privacy. We ensure the confidentiality, integrity, and accessibility of personal and transaction data obtained from our clients, as well information on EMI operations. We also referenced international information security standards to develop a management and operations process and system based around risk management to complete our cyber security management framework.

Item	Management and audit focuses
System development	Internally developed system processes and security requirements, and externally developed system processes and security requirements.
Safety areas	Access control and validity of fire equipment.
Data center security	Temperature and humidity controls of environmental control system, maintenance records from associated companies, storage media and access controls, validity of fire equipment.
Information services	Work log verification, equipment abnormalities, and troubleshooting.
System and network management	System and network equipment back-ups.
Human resource management	Security assessments of recruited and deployed personnel.
Office and information environments	Determine whether unverified shareware or freeware downloaded from the Internet or other sources are being used.
Information security incidents	Employee awareness of handling procedures for emergency information security incidents.
Business continuity plans	Formulated written plans and maintained complete records for drills.

We apply rigorous management procedures for client privacy, and our warehousing and media businesses achieved our target of zero client privacy invasions:



Client privacy invasions from 2019 to 2021



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Warehousing Business

We have established a dedicated unit for protection of client privacy and have formulated routine management and response measures:

Dedicated unit for protection of client privacy	All client information from our warehousing business are considered to be confidential, and are protected and managed by the Control Centers (and Control Teams) of our Taichung and Kaohsiung operations office.
Actions to protect client privacy	We conduct non-periodic surveys of client information usage, and have established compilation processes for client information and formulated reporting procedures for information security incidents. Upon occurrence or discovery of information security incidents, associated units immediately determine relevant issues and adopt corresponding response measures for subsequent handling and reporting to responsible supervisors.
Future plans	We have established a cross-departmental "Personal Information Protection Team" in accordance with our information security policies, and we regularly conduct personal information surveys, risks analyses, internal system assessments, reports and repairs, data destruction, and training.



Media and Pet Businesses

We attach great importance to the personal information of our members and information security. We respect customer privacy and comply with confidentiality principles for business information, optimize our proprietary member system, and provide open and transparent grievance reporting channels. We have implemented the following actions to protect the security of member information:

Data center management	To protect member privacy, our member information is stored in Chunghwa Telecom data centers, which are required to have the highest and most rigorous management standards.
Internal training	We implemented training for internal personnel relating to protection of personal information, periodically hosted book discussions and technical seminars, invited industry professionals to share their experiences, and participated in various information security lectures to conduct technical exchanges.
Cybersecurity processes	We reviewed all processes from initial system architecture design and planning to implementation of privacy and cyber security designs to ensure that our services all comply with privacy protection and information security requirements.
Principles for management of information assets	All information assets are categorized and classified for access control, and information is encrypted to reduce risks from leakages of member information.
Multilayered network security mechanisms	We have installed multilayered network security mechanisms for our internal websites and applications, using firewalls, breach detection and defense systems, VPN access controls, and other measures to ensure isolation from external networks and multidimensional protection of information assets.
Assessments and tests	Non-periodic assessments and tests of network security, strengthening of protections against environmental security risks, vulnerability repairs, and active optimization of system protections.
Grievance reporting channels	EMI adheres to the requirements of the Personal Data Protection Act. Associated parties may exercise their rights with respect to their personal information in accordance with law, and we have also established a channel for exercising their rights and reporting grievance on our website.

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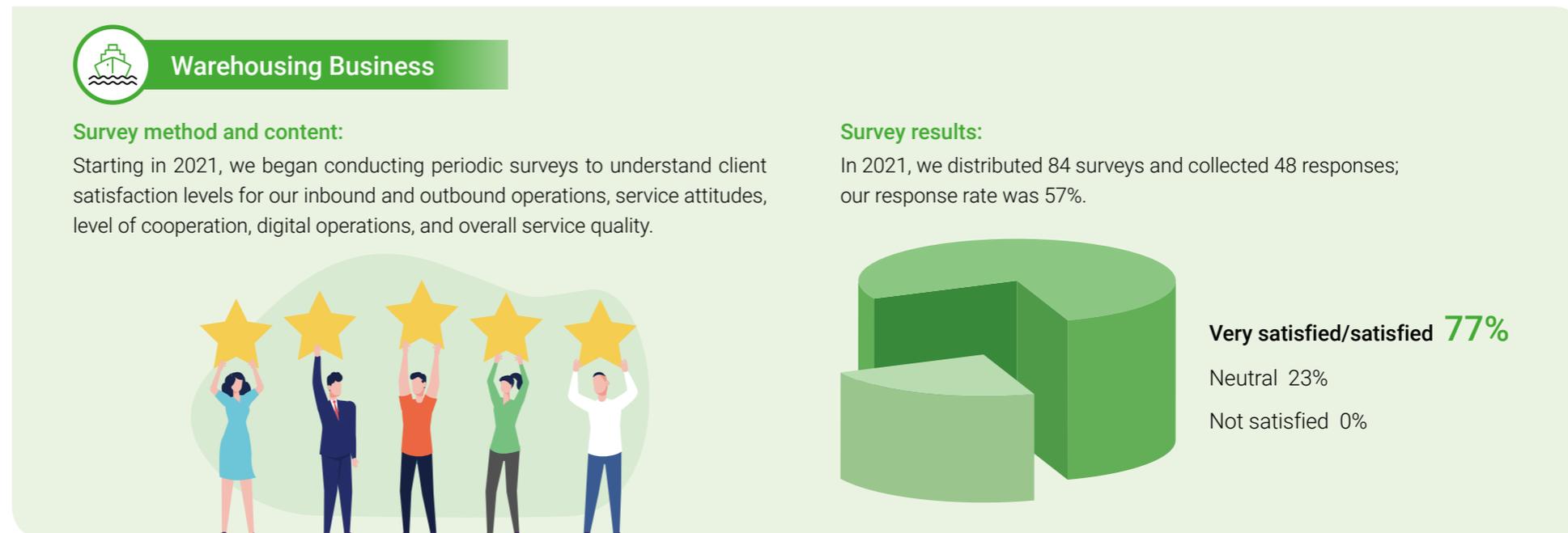
Disputes and subsequent handling in 2021:

Grievance type	Number of reports	Responses and handling actions
Suggestions regarding news reports	17	We determined that all news reports had been verified prior to release. However, we removed the reports in deference to feedback from associated parties.
Protect victims from subsequent harm	2	We determined that none of the news reports contained inappropriate information. However, we removed the reports out of consideration for the victims and their families.
Violations of the Act Governing Food Safety and Sanitation	4	News items have been removed from our website.

2.1.4 Customer Service and Feedback

EMI strives to provide the highest service quality to our clients. We obtain client feedback through phone interviews, face-to-face interviews, and interactions on our website for continued improvement of service quality and to meet client needs. We continue to implement annual client satisfaction surveys and collect feedback to ensure that we are meeting client expectations toward our products.

EMI client feedback and survey methods and results:



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Media and Pet Businesses

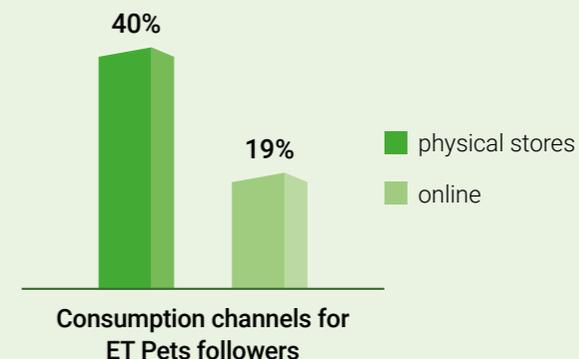
Survey method and content:

ET New Media surveyed fan page followers regarding physical and online purchasing experiences at our stores.



Survey results:

- Due to the wide variety of our products, 40% of our followers had previously made a purchase at one of our physical stores.
- Due to the convenience of online shopping, 19% of followers had previously made a purchase on our online store.



Survey method and content:

We surveyed public opinion of member services, periodic distribution of EDMs, and the ETtoday brand through the ETtoday online community and distribution of EDMs.

Survey results:

- Prize raffles were the member service with the highest level of satisfaction.
- Respondents hoped to see more soft news items relating to travel, food, lifestyle, and consumer products in EDMs.
- ETtoday was top-of-mind and the most frequently browsed online news website for most respondents, and was also the top online media brand.
- Fast, real-time, innovative, rich content, and trendy were phrases used to describe ETtoday's brand personality.

Survey method and content:

We target young audiences and survey items, activities, and social media content preferred by the young.

Survey results:

- Young people enjoy participating in music festivals, and therefore we should consider collaborating with college and university clubs.
- We should strive to obtain broadcast rights for renowned or popular mainstream competition events, and produce highlight reels to attract additional attention.

Survey method and content:

We surveyed resource utilization habits of creators to determine how we could encourage more creators to use ET New Media resources.

Survey results:

- ETtoday can provide resources relating to advertising and promotion, as well as studio space, for creators.

2.1.5 Pandemic Impacts and Responses

Epidemic Responses and Management Measures

Faced with continuous impacts from the pandemic, we set the health and safety of our employees as our first priority, adopting the following epidemic prevention measures across our entire corporate group:

Epidemic management measures	Implementation
Epidemic prevention and health promotion for employees	<ul style="list-style-type: none"> We paid a total of NT\$ 230,250 in vaccine insurance premiums for all of our 1,362 employees, and also provided free health supplements to boost employee immunity.
Free Personnel PCR Testing Program	<ul style="list-style-type: none"> We provided high-standard PCR screening tests free of charge to all personnel. Medical professionals from the Taipei Veterans General Hospital, Taoyuan Branch conducted on-site PCR testing for all personnel based on job types, age, office and resident area, and other risks. All 4,636 EMI employees across Taiwan have completed screening tests, and only one employee in the northern region of Taiwan received a positive PCR result.
Employee remuneration guarantees	<ul style="list-style-type: none"> During the pandemic, we announced that employee remuneration would be increased starting from July 2021. Full-time administrative personnel (excluding sales personnel) with salaries under NT\$ 45,000 or NT\$ 50,000 and who had worked at EMI for more than one year received upward salary adjustments of 2-7%. A total of 60 people received salary adjustments.



To prevent supply chain disruptions resulting from port grain unloading and storage operations related to the pandemic, we not only adhered to governmental and port epidemic prevention policies, but also formulated the "Epidemic Preparedness Contingency Plan for Silo Operations" while closely monitoring international pandemic trends to facilitate advanced preparations. We initiated silo separation and diversion processes for our four silos in advance of several domestic epidemic prevention policies and prohibited direct contact between the personnel of our four silos.

Risk identification

- Global economic developments and several industries were severely impacted and challenged by the coronavirus pandemic in 2021. Risks to our warehousing supply chain triggered by the pandemic included disruptions in global shipping markets, as well as labor, ship, and container shortages in the global transportation industry.
- Domestic grain import volumes for 2021 were maintained at levels required for domestic demand and only decreased by 3% compared with 2020, marking a 4% growth over average import volumes for the past ten years, indicating that the pandemic had limited impacts on domestic grain imports.

Risk response measures

Formulated the "Epidemic Preparedness Contingency Plan for Silo Operations"

While implementing separation and segregation procedures, we ensured separation of unloading personnel at each dock, prohibiting interactions during clearing operations, and also ensure segregation of shipping agencies and relevant personnel.

Protection of employee health

We formulated management and handling principles regarding vaccine administration, PCR screening, and rapid screening for silo personnel to reduce risks of infection while also preventing the invasion and spread of the epidemic, thereby ensuring protection of silo personnel health and maintaining operations.

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Implemented access controls and placed epidemic prevention equipment at all entryways



Implemented inspections in decontamination areas for shipping personnel

We continued to produce and broadcast news during the pandemic, upholding our mission to provide the latest information to the public. To maintain operations of our media business, we adopted the following measures for our media personnel and offices:



**Work from home/
alternate work shifts**

Implemented work from home procedures and alternated work shifts for one-third of our employees, temporarily suspended all guest visits, and facilitated online delivery of official documents.



**Office epidemic
prevention measures**

- Weekly disinfections; alcohol sprayers and air purifiers were placed on the desks of all conference rooms.
- Installed thermal imaging cameras and automatic alcohol dispensers at all entryways and implemented registration and segregation procedures for all personnel.



**Responses to escalations
in epidemic alert levels**

Formulated responses for Level 4 epidemic alerts in advance where all employees apart from necessary personnel worked from home.



**Epidemic prevention measures
for media personnel**

Provided sufficient epidemic prevention equipment (including goggles, protective clothing, and alcohol) to front-line reporters.

2.2 Green and Sustainable Values

Material Topic: Climate change and energy management

Significance for EMI

- EMI understands the importance of energy-saving and environmental protection actions, and actively participates in and responds to government policies to provide a sustainable environment for the next generation.

Policies and Commitments

- We adopt necessary prevention and management measures required by law to avoid pollution of surrounding regions.
- We regularly update our equipment and automation systems to enhance resource efficiency and reduce energy consumption.
- We refine waste reduction, recycling, and reuse measures while also tracking water resource management and other resource consumption conditions.
- We incorporate net zero emission goals in our investment plans for innovative businesses.

Targets for Upcoming Year

- Reduce annual carbon emissions by more than 1%.
- Connect outbound procedure systems for all four silos to reduce truck waiting times.
- Install automated motion sensor lights as well as energy-saving and high-performance equipment estimated to reduce total electricity usage by 2%.
- Implement demand bidding and power factor improvement measures estimated to reduce total electricity usage by 3%.
- Respectively complete ISO 50001 Energy Management System training and third-party verification for silos in Kaohsiung and Taichung in the first and third quarters of 2022.
- Implement ISO 14064 greenhouse gas inventory during the first half of 2022, and complete third-party verification during the second half of the year.



Corresponding SDG for Material Topics: **SDG 13**

- Implement ISO 14001 Environmental Management System and complete third-party verification before 2023.
- Reduce number of paper flyers (300,000), discount coupons (100), and membership cards (100,000).

Targets for Upcoming 3-5 Years

- Implement ISO 14064 greenhouse gas inventory and verification systems in our subsidiaries.
- Fully automate all outbound procedures by 2025.
- Achieve green energy goals through self-installed facilities or procurement measures.
- Reduce annual electricity usage by 3% and carbon emissions by 3%.

Responsible Unit

- Taichung and Kaohsiung operations management offices of EMI warehousing business.
- ET New Media Head Office and General Affairs Department.

Specific Actions

- Implemented ISO 50001 Energy Management System in September 2021.
- Formulated "Management Procedures for Green Offices" in November 2021, as well as "Procedures for Waste Management" and "Procedures for Water Management" in December. (Please refer to the accompanying QR code for further details.)



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2.2.1 Climate Change Actions

EMI attaches great importance to the major environmental, legal, and market changes caused by climate change, and actively adheres to the Task Force on Climate-related Financial Disclosures (TCFD) to strengthen our response capabilities to climate change risks.

TCFD 4 core aspects and 11 recommended disclosures:



Governance

Describe the board's oversight of climate-related risks and opportunities.

- The Corporate Governance and Sustainability Development Committee is our highest authority for management and monitoring of climate change issues, and is convened by an independent director.
- Working groups headed by top-level managers from all businesses and functional units have been established under the Committee to conduct routine management and performance tracking of operational and business tasks relating to climate change, and the results are reported to the Board before the end of the year.

Describe management's role in assessing and managing climate-related risks and opportunities.

- The risk management team is the unit responsible for implementing the TCFD Climate Risk Assessment framework, and not only conducts comprehensive assessments of all potential climate change risks, but also formulates risk response measures.
- Implementation results and response measures are reported to the Board and senior management through regular Committee meetings, and discussions around climate change issues are disclosed to relevant stakeholders in our annual Sustainability Report.



Strategy

Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.

We consider potential climate change impacts on overall operations, predict risk probabilities and levels of impact, and formulate risk response measures and crisis handling mechanisms.

Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.

We identified major climate change risks and opportunities for 2021 as shown in the "[Climate Risk Categories and Responses](#)" table.

Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios.

- We began implementing energy management systems in September 2021 and formulated energy and carbon reduction measures, the Procedures for Waste Management, and the Procedures for Water Management.
- Starting from 2022, we plan to implement annual greenhouse gas inventory and third-party verification procedures, while continuing to evaluate, inspect, and quantify our carbon reduction performance.

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Risk Management

Describe the organization's processes for identifying and assessing climate-related risks.

We identified climate change risks based on our business characteristics, and used the materiality principle to assess potential impacts and disruptions from climate-related transformation and physical risks.

Describe the organization's processes for managing climate-related risks.

We established climate risk management procedures based on TCFD guidelines and formulated the following management process:



Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.

We adopt a 10-year horizon for identification, assessment, and management of climate risks; our processes include: "List climate risks, rank risk materiality, report to the Committee, formulate specific response measures or monitoring systems, and disclose results in annual Sustainability Reports."



Metrics and Targets

Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.

- We mainly track climate indicators relating to energy, carbon emissions, water resources, waste, and renewable energies. We currently compare all indicator results with the figures from the previous year.
- Starting in 2022, we plan to invite external experts to conduct annual verifications of the previous year's greenhouse gas emissions, making 2021 our base year for future evaluations.

Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.

Starting in 2022, we plan to regularly implement ISO 14064 greenhouse gas inventory and third-party verification procedures.



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Climate Risk Categories and Responses:

Risk Category	Risk Aspect	Risk Description	Responses
 Transformation Risks	Technology	Low-carbon transformation costs	We replace aged equipment each year. Low-carbon transformations increase costs and expenditures, but enhance operational efficiency and optimizing service quality.
	Policy and Legal	Greenhouse gas regulations increase emission costs	In September 2021, we began implementing the ISO 50001 Energy Management System, established the energy management team, and trained dedicated personnel. We plan to pass external verifications in February 2022 and will continue to undergo third-party verifications and track management performance in future.
	Market	Climate change impacts on market supply and demand which reduce client imports	We integrated existing resources to develop innovative applications and rented out idle land to increase revenues; we also adhere to national food supply policies, helping to coordinate supply chains for national food reserves and establish safety stock mechanisms, thereby maintaining domestic imports of bulk grains to stabilize demand.
 Physical Risks	Chronic	Rising sea levels and tsunami risks	<ul style="list-style-type: none"> • Distributed disaster loss risks through property insurance. • Formulated "Tsunami Emergency Procedure" for port silos.
	Acute	Typhoons (hurricanes) and heavy rains	<ul style="list-style-type: none"> • Distributed disaster loss risks through property insurance. • Formulated "General Safety Measures and Emergency Procedure for Silo Operations."

2.2.2 Environmental and Energy Management

Environmental Management

EMI strives to reduce the environmental impacts of our operations while fulfilling our corporate social responsibilities. We have formulated an environmental management policy to achieve the following five environmental commitments:



We actively implement green management measures in our silos and business offices to build work environments that are environmentally friendly, energy-saving, and sustainable. Our environmental management achievements in our silos and business offices for 2021 were as follows:

Aspect	Action Item	Description
 Silo Facilities	Enhance energy usage efficiency	<ul style="list-style-type: none"> Installed LED lamps, lighting equipment, inverter air conditioners, high-performance IE3 motors, and high-performance transformers and circuits. Implemented demand bidding and power factor improvement measures. Procured infrared thermal imaging cameras for advanced detection of abnormalities and reduction of energy consumption. Set operational efficiency of grain loaders and conducted monthly reviews of power consumption per ton. Continued to obtain ISO 150001 Energy Management System certification to enhance energy usage performance.
	Dust dispersion management	<ul style="list-style-type: none"> Replaced aged dust collection equipment with low operating efficiency, and regularly cleaned grain unloaders, silo dust collectors, filter bags, the bottoms of bucket elevators, and temporary storage tanks. Increased frequency of dust cleaning and inspections in factory operations areas, and installed dust-proof nets and sprinkler equipment in outbound operations areas. Procured particle mass counters to support monitoring of ambient dust concentrations in operations areas.
	Optimize outbound processes	Reduced truck waiting times and exhaust emissions.
	Reduced water usage	Total water usage across our four silos were reduced by 2,895 tons in 2021, a 14% decrease compared with 2020.
	Reduced energy usage of air-conditioners	<ul style="list-style-type: none"> Implemented air-conditioner controls: During summer, office air-conditioner temperatures were maintained at 26 degrees; during winter, windows were opened to introduce air from the outside, thereby reducing use of air-conditioners and increasing power savings. We also installed energy-saving circulation fans to improve air-conditioner operating efficiency and enhance air quality. Set air-conditioner chillers to shut down during off-peak periods before 07:00 and after 18:00 to conserve energy.
 Office Areas	Energy conservation	<ul style="list-style-type: none"> Installed LED lights and shut down air-conditioner chillers during off-peak hours. Our media offices all use T8/LED lights with energy labels, and we gradually replaced studio spotlights with LED equipment and computer monitors with energy-saving LED backlight monitors.
	Reduced waste and paper volumes	<ul style="list-style-type: none"> Our offices completely stopped providing paper cups and bottled water, encouraged our employees to bring their own reusable water bottles, and received a certificate of appreciation from the Taipei City Government. Implemented electronic forms and signature systems to reduce paper usage. We used recycled paper for all remaining paper needs to reduce paper usage.
	Dissemination of environmental policy	Electronic bulletin boards were placed in office lobbies to disseminate EMI and government policies, and strengthen promotion of sustainability and environmental protection policies such as energy-saving and recycling measures for better integration of green lifestyle concepts and actions.
	Reduced energy usage of air-conditioners	Regularly cleaned air-conditioners and blower filters to maintain operational efficiency of air-conditioners.

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EMI strives to implement energy-saving measures and management of environmental resources to promote environmental sustainability. In 2021, we strengthened our actions relating to energy and resource management. Our investments in energy-saving measures and benefits are as follows:

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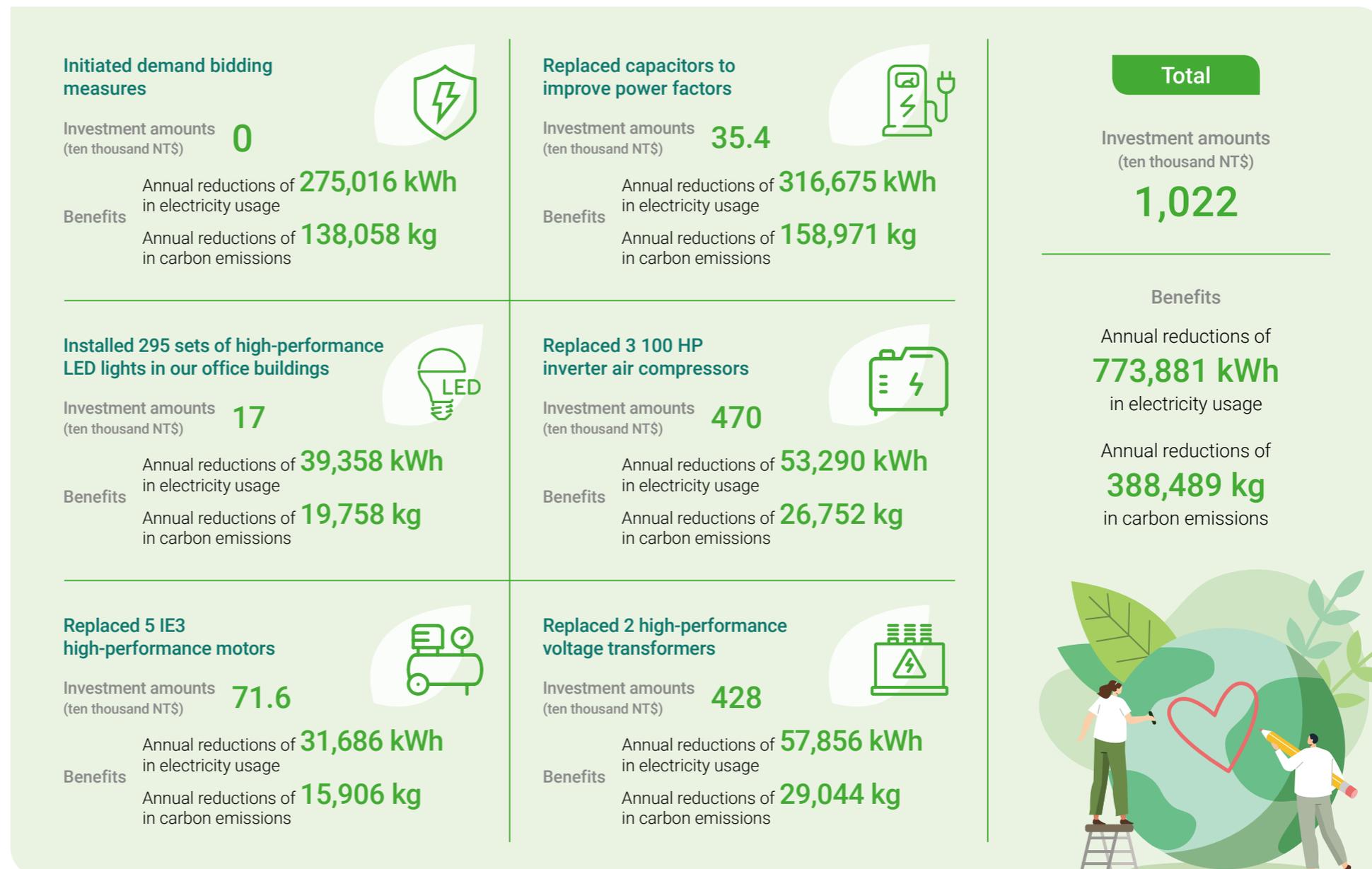
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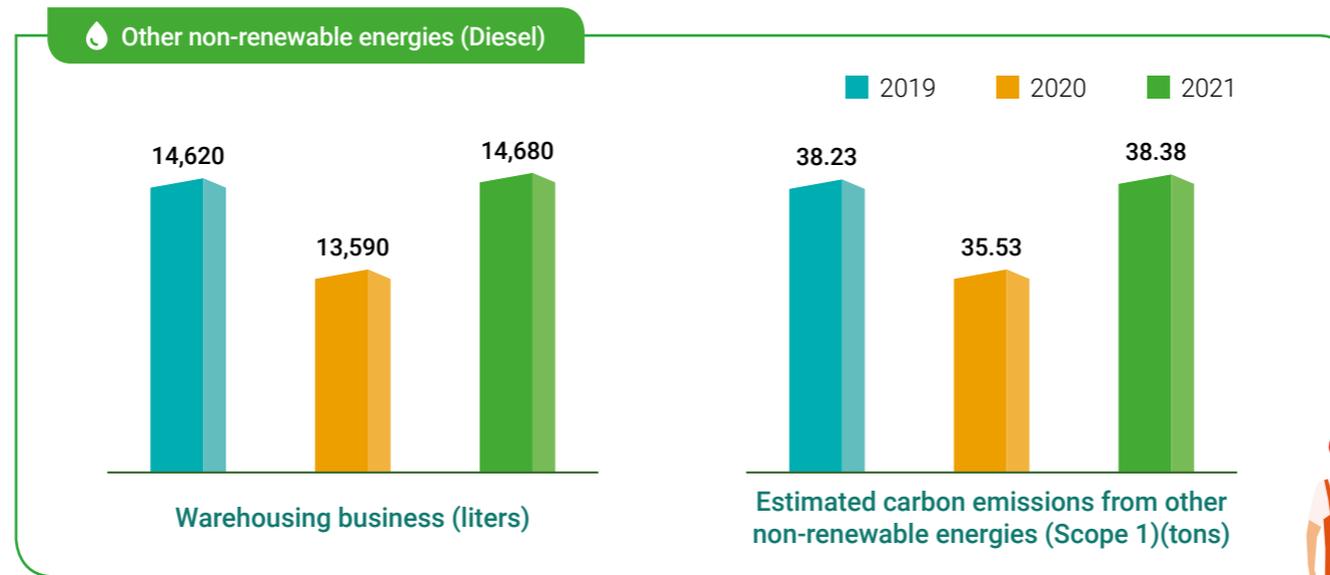
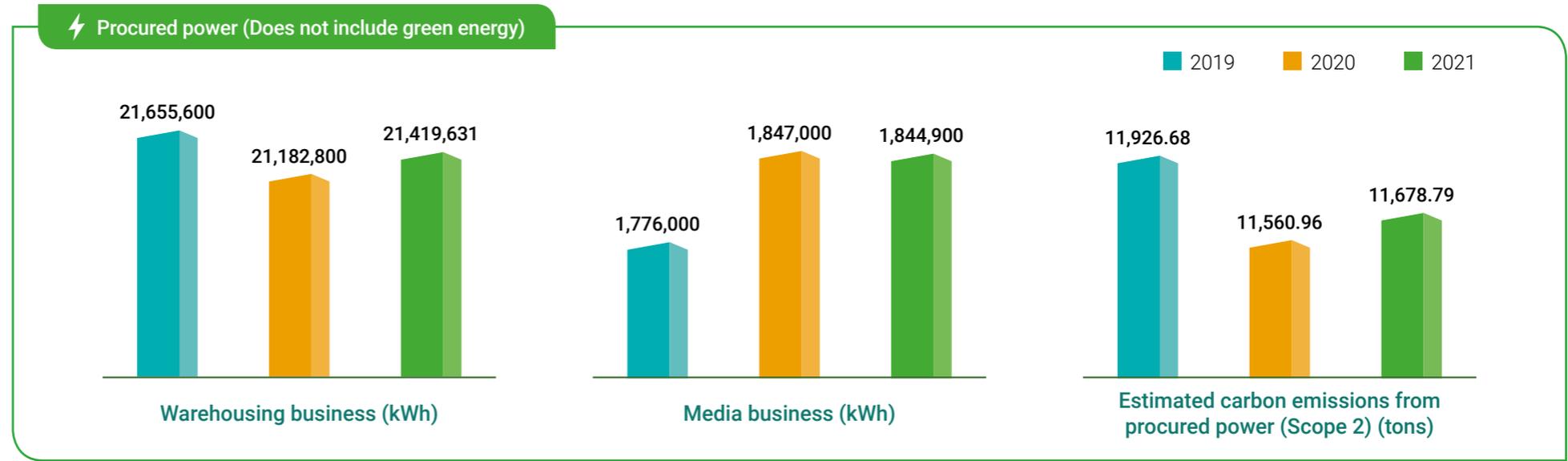
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Energy consumption volumes for EMI warehousing and media businesses over the past three years were as follows:



Note:

1. Our warehousing and media businesses did not procure any green or renewable energies from 2019 to 2021.
2. Electricity emission factors were calculated using the electricity coefficients released by the Bureau of Energy; coefficients for 2019 and 2020 were, respectively, 0.509 and 0.502 (kgCO_{2e}/kWh).
3. Diesel emission factors were calculated using the coefficient of 2.6146 KgCO₂/L taken from the Greenhouse Gas Emission Coefficient Table (Edition 6.0.4).



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Energy Management

 <p>Plans for implementation</p>	<p>The operational focuses of our energy management system established in accordance with ISO 50001 international standards were as follows: "Establish a complete strategic plan," "Form a cross-department management team," "Formulate documentation management processes," "Develop effective action plans," and "Regularly monitor and measure."</p>
 <p>Implementation targets</p>	<ul style="list-style-type: none"> Complete ISO 50001 Energy Management System training and third-party verification for two silos in Kaohsiung in the first quarter of 2022 Complete ISO 50001 Energy Management System training and third-party verification for two silos in Taichung in the third quarter of 2022



ISO 50001 Energy Management System certificate



ISO 50001 training course



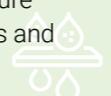
Second stage of audits

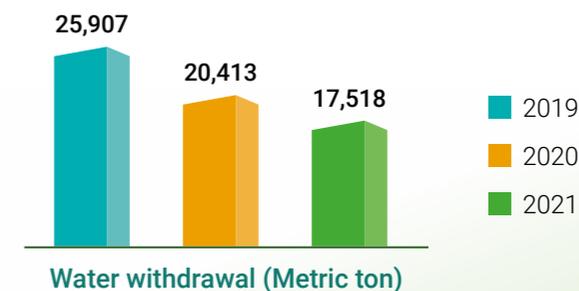
Water Resource Management

Due to climate change, unprecedented water shortages and heavy rains are occurring more and more frequently. We attach great importance to management of water resources and have adopted a number of water-saving measures to ensure effective utilization of water resources.

Business	Water resource management	Implementation results
<p>Warehousing Business</p>	<p>We improved float ball switch settings for the air-conditioner water towers in our offices to avoid unnecessary overflow, regularly inspected damages and leakages in office pipes, used equipment with water-saving labels (and replaced our faucets with water-saving devices), regularly monitored water volumes, implemented water-saving devices and measures, strengthened promotion of water-saving measures, and educated employees about water-saving behaviors.</p>	<p>Water usage for 2021 was 17,518 tons, a decrease of 2,895 tons (14%) over the previous year.</p>
<p>Media Businesses</p>	<p>Regularly inspected damages and leakages in office pipes, and installed water-saving devices on faucets.</p>	<p>Water usage for 2021 was 8,308 tons, a decrease of 324 tons (3.8%) over the previous year.</p>

Water resource management and water withdrawal volumes for our warehousing businesses over the past three years:

<p>Water sources Tap water (surface water)</p> 	<p>Main water usage</p> <ul style="list-style-type: none"> Cooling towers environmental cleaning dust reduction office usage fire protection 	<p>Drainage methods and management Port drainage. We ensure clear drainage facilities and maintain public safety</p> 
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3.1 Sustainable Governance

Material Topic: Corporate Governance

Significance for EMI

- We prioritize the interests of our shareholders and stakeholders as we work to establish an honest, transparent, and sound corporate governance structure.
- We have planned advanced response measures to operational risks. We also comply with legal regulations and implement internal controls.
- We have internal controls in place to manage news media quality so we can provide high-quality, immediate, and diverse news content.

Policies and Commitments

- We continue to strengthen our performance on corporate governance evaluation indicators and work to improve upon new indicators released by the Securities and Futures Bureau each year and the indicators we have not yet achieved.
- We continue to strengthen the functions, performance evaluation systems, and continued training of our Board of Directors and functional committees.
- We continue to monitor supplier product quality to ensure that we provide high-quality products and services to the public.

Targets for Upcoming Year

- Host several internal promotion events or training courses related to corporate governance each year.
- Establish and publish our "Procedures for Handling Material Inside Information and Regulations on Insider Trading," "Ethical Corporate Management Operational Procedures and Guidelines for the Conduct," and "Ethical Corporate Management Best Practice Principles."
- Require all corporation employees to sign documents committing to confidentiality and anti-corruption, and request that new employees sign said documents upon hiring.

Targets for Upcoming 3-5 Years

- Diversify Board composition to include at least one female director.
- Continue to host several internal promotion events or training courses related to corporate governance each year.



Corresponding SDG for Material Topics: **SDG 8**

- Conduct external Board evaluations and present recommendations for improvement to the Board of Directors.
- Continue to strengthen corporate governance systems to enhance corporate governance evaluation results.

Achievement of Targets for Previous Year

✓ Completed

Targets for Previous Year

Comply with Rules of Procedure for Board of Directors Meetings and implement Board of Directors Performance Evaluation Measures to strengthen Board operations.

Achievement of Targets

Performance evaluations for the Board should be completed before the end of the first quarter of the following year, and there are clear stipulations that evaluations should be conducted by an external professional independent institute or an external team of experts and academics at least once every three years.

✓ Completed

Targets for Previous Year

Complete self-evaluation procedures for corporate governance evaluations and review unachieved indicators to facilitate improvements.

Achievement of Targets

We surveyed unachieved indicators during the second half of 2021 and mainly improved upon the publication of English quarterly financial statements, annual report, and annual general meeting handbook.

Our performance in the 8th (2021) Corporate Governance Evaluation improved by 44% over the previous Evaluation and we ascended to the third ranking group (21%-35%).

Material Topic: Corporate Governance

Achievement of Targets for Previous Year

✓ Completed

Targets for Previous Year

Continue to implement various audit plans in accordance with our internal control system and regulatory requirements.

Achievement of Targets

Our audit plans for 2021 included audit items in the "Regulations Governing Establishment of Internal Control Systems by Public Companies." Our Auditing Office has completed all audits in accordance with our audit plans. Identified internal control deficiencies and abnormalities have been disclosed in audit reports and will be tracked quarterly until improvements have been completed.

✓ Completed

Targets for Previous Year

Establish information management backup mechanisms.

Achievement of Targets

Established Information Security Management Team and "Information Security Risk Management Policies and Framework." Please refer to the "[Other Bylaws](#)" section on our official website.



✓ Completed

Targets for Previous Year

Identify risks related to major operational processes to strengthen risk management systems.

Achievement of Targets

Established Risk Management Team and "Regulations for Risk Management Policies and Procedures." Please refer to the "[Other Bylaws](#)" section on our official website.



✓ Completed

Targets for Previous Year

Maintain our record of no major legal violations incurring fines over NT\$ 1 million.

Achievement of Targets

Maintained our record of no major legal violations.

Responsible Unit

- EMI Audit Office, Legal Affairs Office, Stock Affairs Office, Investor Relations Office, Accounting Division, and corporate governance officer.
- ET New Media Head Office and Accounting Department.

Specific Actions

- Strengthened Board operations and director functions: Ensured that more than half of our independent directors had not been in office for more than three consecutive terms; established Executive Risk Management Team; established corporate governance officer; established functional committees in excess of legal requirements.
- Revised "Board of Directors Performance Evaluation Measures" to stipulate that external evaluations of Board performance should be conducted once every three years. We plan to complete evaluations in the first quarter of 2023 and present recommendations for improvement to the Board of Directors.
- Our media and pet businesses hosted irregular training courses on legal and ethical issues.



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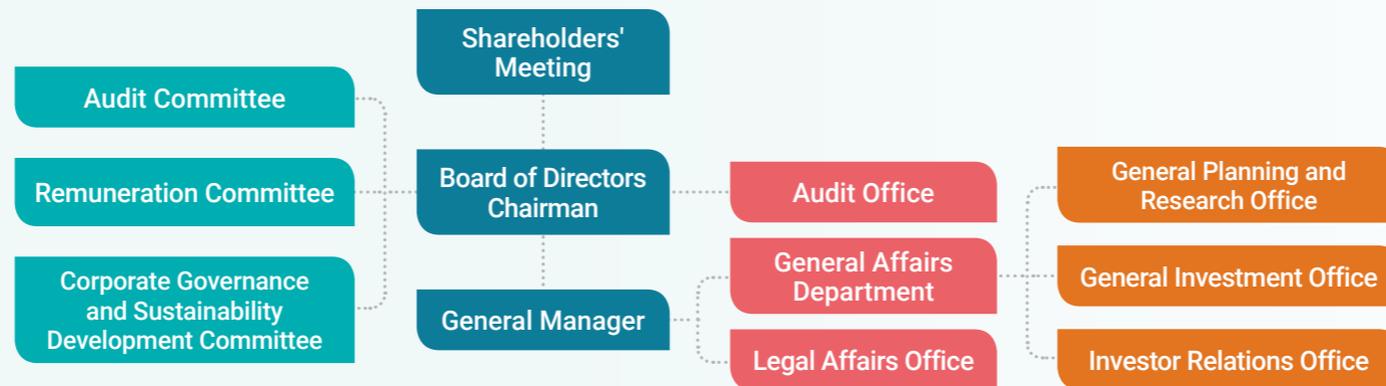
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3.1.1 Corporate Governance

Corporate Governance Structure



The Shareholders General Meeting is the highest authority at EMI, and has elected directors to form the Board of Directors which serves as the highest corporate governance unit of the corporation. We have also established an Audit Office which maintains its independence by reporting directly to the Board. The Audit Office evaluates the internal control systems of all EMI units, subsidiaries, and sub-subsidiaries; conducts self-evaluations of internal controls at least once a year; submits overall evaluation results and recommendations for improvement; and prepares a "Statement on Internal Control" which is published in EMI annual reports and prospectuses following Board approval. EMI respectively established a Remuneration Committee and an Audit Committee in 2015 and 2017. Both committees are composed of three independent directors and report directly to the Board. EMI established a Corporate Governance and Sustainability Development Committee in 2021. The committee is composed of three independent directors, our chairman, our spokesperson, and our corporate governance officer, and reports directly to the Board. Attendance rates at EMI Board meetings were close to 100%. Please refer to our annual report for a list of Board directors.



EMI Annual Report

Evaluations of Board Performance

EMI established the "Board of Directors Performance Evaluation Measures" in December 2019. Evaluation scope encompasses evaluation of the board as a whole, individual directors, and functional committees. Internal self-evaluations are conducted once a year, and external evaluations conducted by external professional independent institutes or an external team of experts and academics should take place at least once every three years. Methods of evaluation include internal evaluation of the board and self-evaluation by individual board members. Please refer to our official website for further details.

Criteria for evaluating the performance of the board of directors

- Participation in the operation of the company
- Improvement of the quality of the board of directors' decision making
- Composition and structure of the board of directors
- Election and continuing education of the directors
- Internal control

Criteria for evaluating the performance of board members

- 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 relationship and communication
- The director's professionalism and continuing education
- Internal control

Criteria for evaluating the performance of functional committees

- Participation in the operation of the company
- Awareness of the duties of the functional committee
- Improvement of quality of decisions made by the functional committee
- Makeup of the functional committee and election of its members
- Internal control



EMI Board of Directors Performance Evaluation Measures

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Operations of Functional Committees

Committee Name	Composition and Main Duties	Operational Status in 2021	Member Title	Name
 <p>Remuneration Committee</p>	<ul style="list-style-type: none"> The fourth term committee members are composed of all independent directors and convenes at least once every half year. Main duties and supervisory matters: Formulate and regularly review director and manager performance evaluations and remuneration policies, systems, standards, and structures. 	<ul style="list-style-type: none"> Convened a total of 4 times. Attendance rates were all 100%. 	Independent director	Su-Chang Chen (Chair)
			Independent director	Kuen-Chang Lee
			Independent director	Tien-Wei Shih
 <p>Audit Committee</p>	<ul style="list-style-type: none"> The second term committee members are composed of all independent directors and convenes at least once every quarter. Main duties and supervisory matters: Fair presentation of corporation financial statements, selection and dismissal of CPAs, assessment of CPA independence and performance, effective implementation of internal controls, compliance with laws and regulations, and management of existing or potential risks. 	<ul style="list-style-type: none"> Convened a total of 9 times. Attendance rates were all 100%. 	Independent director	Kuen-Chang Lee (Chair)
			Independent director	Su-Chang Chen
			Independent director	Tien-Wei Shih
 <p>Corporate Governance and Sustainability Development Committee</p>	<ul style="list-style-type: none"> The first term committee members are composed of three independent directors, our chairman, our spokesperson, and our corporate governance officer, and convenes at least once every quarter. Main duties and supervisory matters: Implementation and strengthening of plans for corporate governance and sustainable development, progress tracking, review, and provision of suggestions. 	<ul style="list-style-type: none"> Convened a total of 1 time. Attendance rates were all 100%. 	Independent director	Tien-Wei Shih (Chair)
			Independent director	Kuen-Chang Lee
			Independent director	Su-Chang Chen
			Chairman	Shang-Wen Liao
			Spokesperson	Ying-Na Cheng
			Corporate Governance Officer	Hui-Ying Chou

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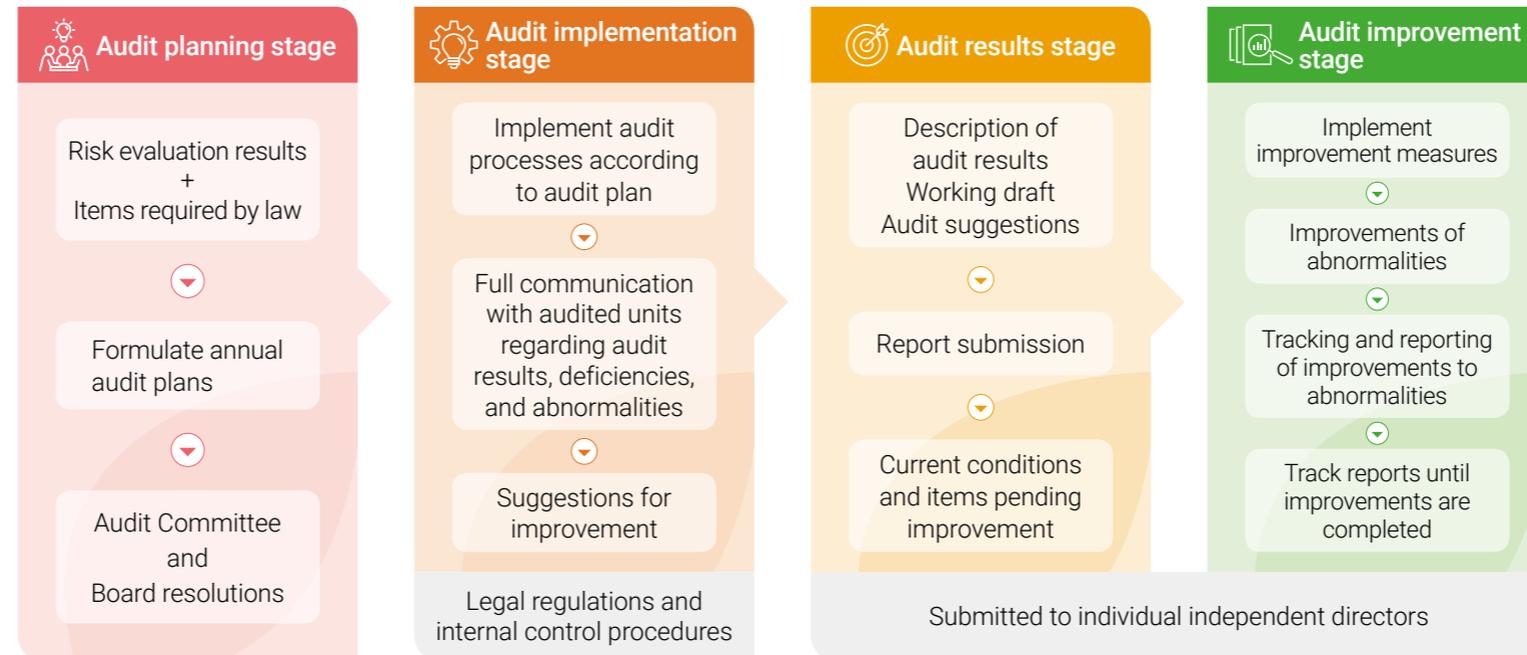
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Internal Audits and Internal Controls

The Audit Office established under the Board is responsible for internal audits and internal controls at EMI. The chief audit executive (CAE) not only periodically reports on auditing matters to the Audit Committee, but also attends Board meetings to present reports. Audit tasks include assisting the Board and managers in inspecting and reviewing deficiencies in internal controls, measuring operational performance and efficiency, and providing timely suggestions for improvements to ensure that internal controls can continue to be effectively implemented.



A total of 69 audit reports were completed in 2021. Audit results regarding deficiencies and abnormalities were fully communicated with all audited units and disclosed in audit reports submitted to all audited units. Improvement measures are being implemented in accordance with audit suggestions, and progress will be tracked through quarterly reports until improvements are completed. Following submission of audit reports and progress reports, reports on completed audit items are submitted to individual independent directors for review before the end of the following month. Additionally, audit results are summarized and reported to the Audit Committee and the Board.

3.1.2 Legal Compliance and Ethical Management

EMI periodically promotes core values relating to ethical management and continues to be attentive of local and foreign policies and regulations which may impact on corporation operations and finances. Various corporate governance bylaws and regulations have been established to implement ethical management, anti-corruption, and legal compliance, and we have built a corporate culture focusing on integrity. Additionally, we assist all business units in understanding legal requirements, establishing operational regulations, drafting contracts, and diversifying legal risks, and we also warn management of impending issues.



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Ethical Management Policies and Regulations

Unit (Business)	Policies and Measures	Implementation Frequency	Violations in 2021
 Warehousing Business	Our "Employee Work Rules" and "Employee Code of Integrity" guide and regulate employee business activities, clearly stipulate employee codes of conduct, and contain articles relating to incentives for acts of integrity and penalties for fraudulent practices.	<ul style="list-style-type: none"> • Instructions provided to new employees upon hiring • Irregular implementations 	No violations
 Media and Pet Businesses	<p>Clear stipulations related to professional ethics, intellectual property rights, and commitment to honest behaviors are included in employment agreements.</p> <p>Employees are required to sign agreements relating to Ethical Corporate Management Best Practice Principles.</p>		



Codes of Ethics and Conduct

EMI requires directors, managers, employees, and persons with material management rights to hold ethical management as the highest principle when conducting all business activities. Our "Ethical Corporate Management Best Practice Principles," "Ethical Corporate Management Operational Procedures and Guidelines for the Conduct," and "Procedures for Handling Material Inside Information and Regulations on Insider Trading " were established on March 23, 2022 following Board approval.

We implemented the following measures to manage ethical risks:



Established regulations and response measures

Analyzed operational behaviors with potential ethical risks and used these to formulate regulations and measures for strengthening risk management.



Reporting, auditing, and penalties

We have established internal and external reporting mechanisms and our internal audit units conduct periodic and non-periodic audits to ensure timely discovery and remedy of employee violations of internal codes of conduct. Violations are recorded, investigated, and penalized in accordance with our "Code of Ethical Conduct." Please scan the accompanying QR code for further details on reporting mechanisms for illegal and unethical behaviors of internal and external personnel.



Internal training

New employees are required to attend training courses relating to our "Code of Ethical Behaviors," and we also host non-periodic courses relating to misconduct management, intellectual property rights management, prevention of insider trading, prevention of trade secrets infringements, and compliance policies for internal and external customer communication. Please scan the accompanying QR code for further details on regulations relating to our codes of ethics and conduct.



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Internal ethical management training in 2021:

Course title	Classes	Cumulative number of attendees	Cumulative training hours
Employee contracts	57	432	864
Employee Code of Integrity			
Instructions on Code of Ethical Behaviors for new employees			
Sexual Harassment Prevention Act and other human rights regulations	12	432	2,592



Participation in Public Associations

EMI acts as an advocate through membership in public associations and actively participates in external activities to connect with industry peers. Please refer to [Appendix III](#) for a list of affiliated public associations.

2021 "Market Opportunities and Challenges in the Contactless Economy" Forum

Market observations on consumer trends and digital transformation in the post-pandemic era. Various parties exchanged views and discussed business concepts required for the contactless industry in the future from multiple perspectives.



Kaohsiung International Vessel Association visit to Talin Power Plant

This visit included interactions and exchanges relating to the occupational safety facilities and measures at the Talin Power Plant.



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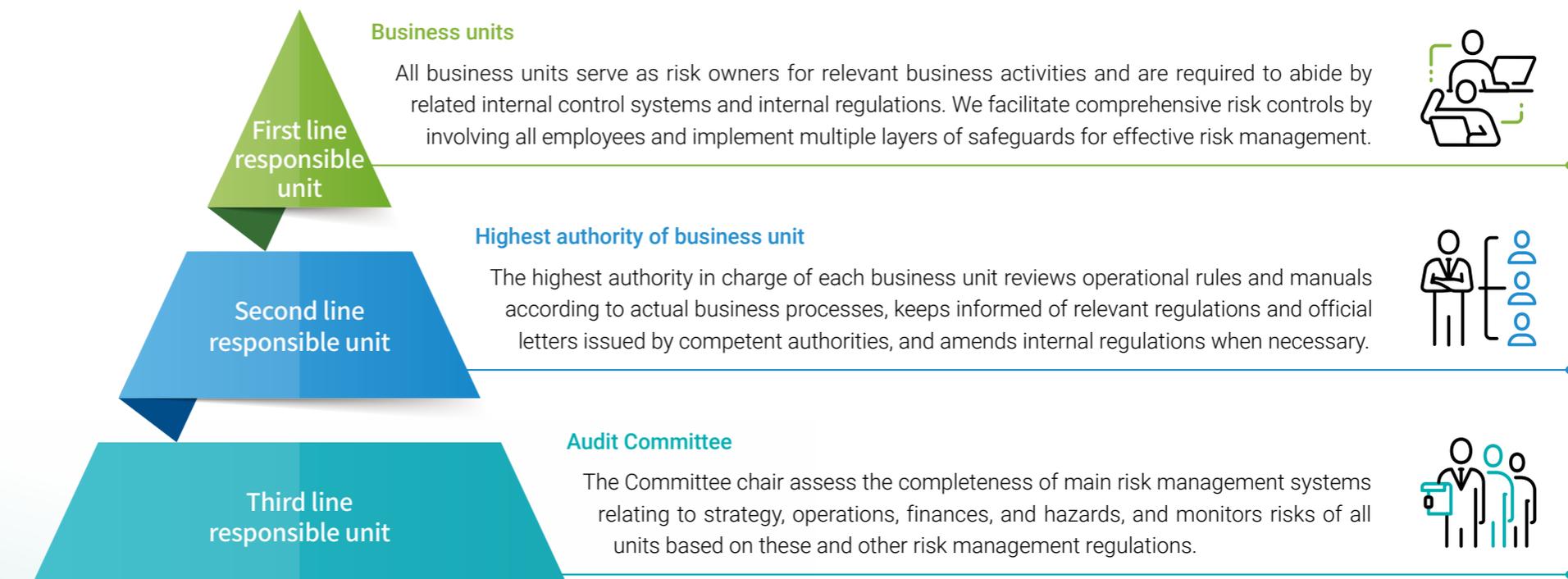
3.1.3 Risk Management

Risk Management Systems and Processes

Under EMI's risk policy, the Audit Committee coordinates implementation of risk management procedures by responsible units based on risk categories. The head of the risk management team compiles relevant data from all responsible units encompassing risk identification, measurements, monitoring, reports, disclosures, and responses for effective control of risks. The data is then submitted to the Board by the Audit Committee.

We identified major risks for EMI, including strategic, information security, human rights, credit, climate change, emerging, and other risks. We have established rigorous risk management processes that enable risk measurement, monitoring, active responses, and periodic reporting and disclosures.

EMI adopts a framework with three safeguards and division of labor to implement risk management processes. Internal audit personnel monitor all units to ensure compliance with management regulations and processes, thereby ensuring awareness and full implementation of risk management. Our three safeguards are as follows:



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Risk Management Measures

Risk Category	Risk Management
 <p>Products and services</p>	<ul style="list-style-type: none"> • Diversified developments: Adjusted silo strategies and incorporated national food reserves in scope of business while also renting out idle land and warehouses to form cross-industry alliances. • Transferred risks: We utilized insurance mechanisms to transfer risks of property and operational losses stemming from typhoons, earthquakes, fires, and other disasters. • Industrial safety risks: Actively removed dust from silo operating environments and conducted equipment maintenance, improvement, and updating procedures. • Risk perceptions: Constantly collect information from market news, industry financial statements, daily market updates, reader symposiums, and user feedback to keep abreast of market changes. • Operational interruptions: As the pandemic and other emergencies could interrupt corporate operations, we have established standard procedures for working from home and remote working.
 <p>Finance</p>	<ul style="list-style-type: none"> • Our operational units have established credit rating policies which are used to establish regulations relating to credit limits and accounts receivable requirements based on the ratings of individual clients; our financial units ensure stability of capital flows by monitoring the inflows and outflows of funds. • We have established allowance and impairment accounts based on estimated losses in accounts receivables and investments. Business units are required to report past due payments and collection procedures are initiated once abnormalities in client accounts are confirmed. • Our financial units analyze and monitor credit risks relating to bank deposits, fixed income investments, and other financial instruments. • All operating subsidiaries are incorporated into our annual audit plans and are audited at least once every year.
 <p>Legal regulations</p>	<ul style="list-style-type: none"> • Our legal affairs office assists all units in assessing the legal risks of various business matters, legal documents, and contracts. • We have implemented dispute handling mechanisms to resolve issues relating to legal disputes. • We have established a sexual harassment prevention committee which is responsible for formulating sexual harassment prevention mechanisms and response measures to sexual harassment incidents.
 <p>Information security</p>	<ul style="list-style-type: none"> • We have established encryption, individual file and database access, and monitoring and protection mechanisms to secure internet transmissions, as well as system warnings and user notifications. • We have formulated information security regulations and information security handling mechanisms for monitoring information security and enabling notifications of information security violations. • We strictly prohibit personal computers and mobile devices from connecting to internal networks.
 <p>Intellectual property rights</p>	<ul style="list-style-type: none"> • We commissioned trademark agencies to assist us in applying for and maintaining our trademarks. • Ownership of relevant intellectual property rights involving collaborating companies are reviewed and confirmed by our legal affairs officers. • Intellectual property rights issues are included in mandatory training courses for new employees.
 <p>Climate</p>	<ul style="list-style-type: none"> • We identified climate change and physical risks and formulated responses based on different risk dimensions. (Please refer to Chapter Two. 2.2.1 Climate Change Actions for further details)

Grievance Reporting and Feedback

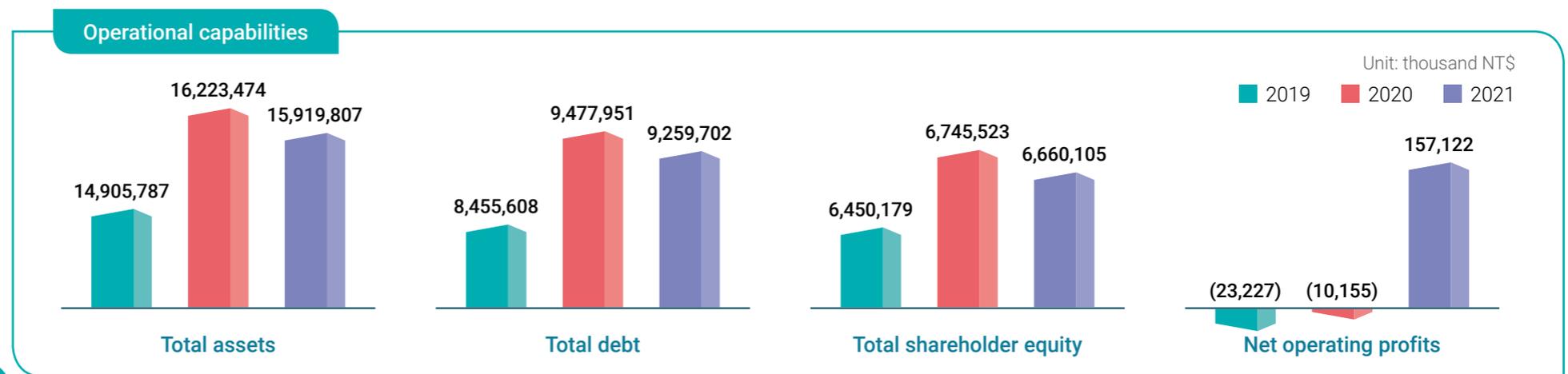
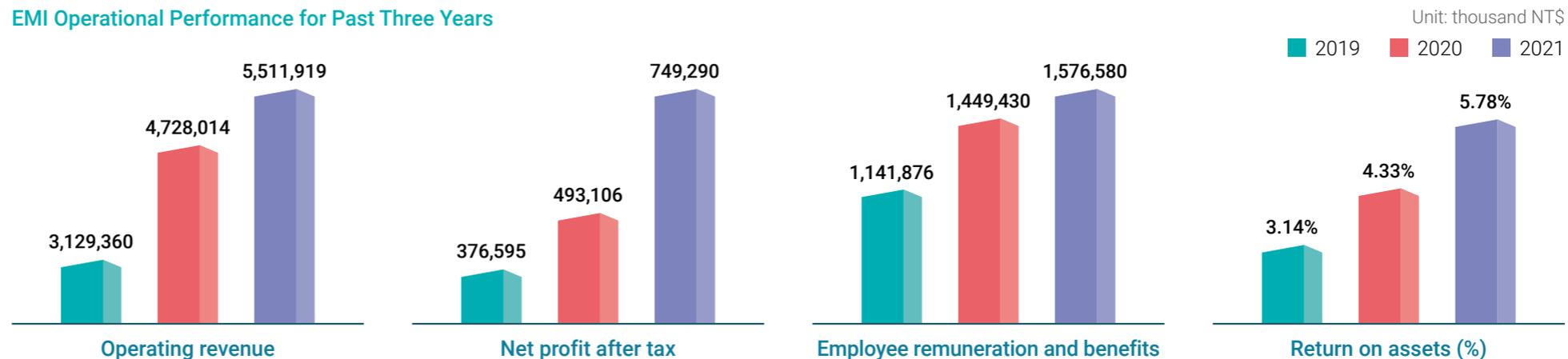
To ensure smooth communications with our stakeholders, as well as prompt handling of disputes, violations, and other incidents requiring feedback, our [corporate website](#) has listed contact information for all of our businesses, public grievance reporting channels, and grievance handling procedures, thereby ensuring that the interests of our employees, suppliers, and other stakeholders are fully protected. Please refer to [4.3.3 Employee Grievance Mechanisms and Channels](#) for further details on employee grievance reporting mechanisms.

Incidents reported in 2021 | Suppliers: **0**

3.1.4 Operational Performance

All of our businesses adopt strategic actions related to diversification, innovative development, and timely responses to changes in market environments while facilitating breakthroughs in multi-faceted businesses to achieve excellent operational performance.

EMI Operational Performance for Past Three Years



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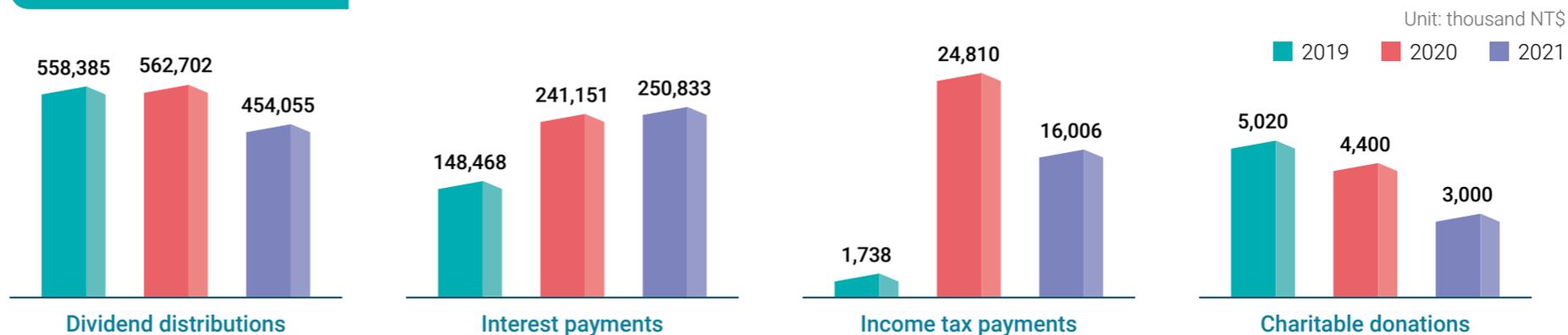
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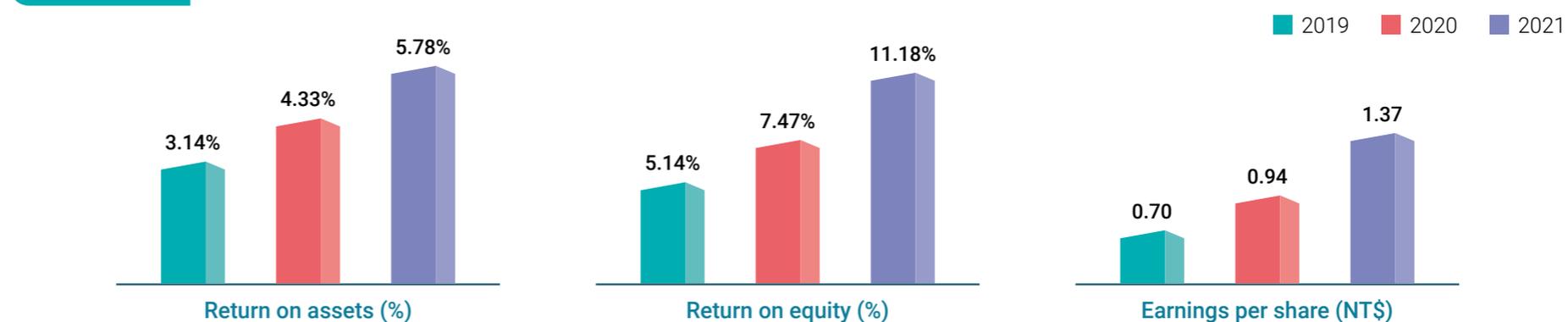
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Distributed economic value



Profitability



Revenues for EMI Businesses over Past Three Years



Revenues from embedded advertising in media business

2021 | **NT\$ 379 million**

3.2 Sustainable Supply Chain



Corresponding SDG for Material Topics: **SDG 12**

Material Topic: Sustainable Supply Chain

Significance for EMI

Management of suppliers and partners is the most important cornerstone of sustainable operations and quality service.

Policies and Commitments

- Formulated "Regulations for Management of Supplier Corporate Social Responsibilities" and required suppliers to sign "Commitment to Code of Conduct and Ethical Regulations."
- Selected high-quality corporate partners through procurement meetings and required suppliers to operate according to ethical management principles specified in relevant contracts.

Targets for Upcoming Year

- Include main suppliers in evaluations related to environmental safety, human rights, and ethical responsibilities.
- Require 60% of suppliers with transaction amounts exceeding NT\$ 100,000 to sign the "Commitment to Code of Conduct and Ethical Regulations."
- Inspect and control quality of engineering and construction projects in accordance with procurement contracts and regulations, submit final inspection and acceptance reports, and conduct at least one audit each year.

Targets for Upcoming 3-5 Years

- Evaluate suppliers, conduct on-site inspections or commission independent third-party institutes to conduct inspections if necessary, and reference evaluation results when renewing contracts.
- Require more than 80% of suppliers with transaction amounts exceeding NT\$ 100,000 to sign the "Commitment to Code of Conduct and Ethical Regulations."

Responsible Unit

- Taichung and Kaohsiung operations management offices of EMI warehousing business.
- ET New Media business units.
- ET Pet product development and procurement departments.

Specific Actions

- No suppliers incurred contract violations in 2021.
- Formulated "Regulations for Management of Supplier Corporate Social Responsibilities" in December 2021.



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3.2.1 Suppliers and Contractors

EMI selects qualified contractors based on the highest standards, and we require our contractors to be legal, locally registered businesses with good health and safety management capabilities. Our contractors must abide by our occupational health and safety regulations, their statement of commitment to health and safety, and the hazard notification requirements during operational processes.

In order to prevent contractors and sub-contractors from incurring occupational hazards when working on projects, our occupational health and safety management regulations effectively manage the health and safety of contractor and sub-contractor workplace environments, and we have formulated a contractor management plan which clearly stipulates that contractors should sign a statement of commitment to health and safety prior to beginning work, be attentive of safety precautions, and take out insurance on project personnel during the period specified in contracts.

Local Procurement

EMI has rigorous mechanisms in place for supplier screening and seeks to implement local procurement procedures in Taiwan to support local Taiwanese suppliers, promote mutual prosperity in local Taiwanese supply chains, and continue to create opportunities for local industries. Local procurement ratios for our warehousing, media, and pet businesses for the past three years were as follows:



Note: We gradually replaced four European grain unloaders from 2017 to 2021, which significantly decreased local procurement ratios. (Purchases for grain unloaders were recorded in the years when actual payments were made.)



3.2.2 Supply Chain Management

We attach great importance to our supplier partners and work to realize a spirit of sustainability and sound operations. We formulated our "Regulations for Management of Supplier Corporate Social Responsibilities" in 2021 to strengthen supplier legal compliance, social responsibilities, and environmental responsibilities, and we have strict requirements regarding product and service quality.

Implementation Item	Description	Expected Target in 2022
Incorporate social and environmental standards in supplier/contractor selection and evaluation processes	Require suppliers/contractors with transaction amounts exceeding NT\$ 100,000 to sign the "Commitment to Code of Conduct and Ethical Regulations" beginning in 2022	60% signing rate
Enhance environmental and social capabilities of suppliers/contractors	Host supplier/contractor training courses which incorporate social and environmental content, and track improvements on environmental items through supplier/contractor communication meetings	Provide training related to social issues and environmental protection for 30% of suppliers/contractors

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Supplier Management



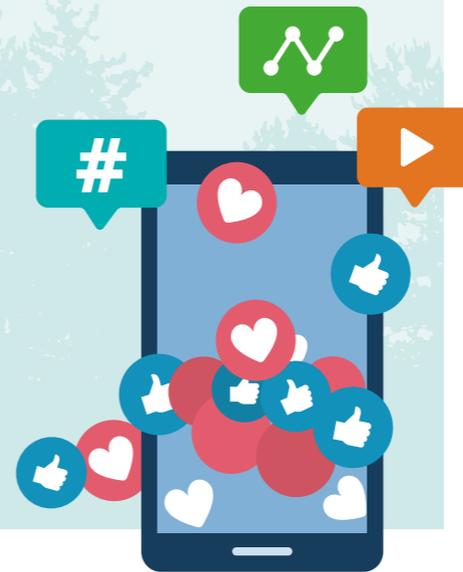
Warehousing Business

- We formulated our "Regulations for Management of Supplier Corporate Social Responsibilities" in December 2021 and worked with our suppliers to comply with labor rights, human rights, employee health and safety, environmental protection, and ethical regulations to promote sustainable development and economic, social, and environmental balance.
- Starting in 2022, we began requiring suppliers/contractors with transaction amounts exceeding NT\$ 100,000 to sign the "Commitment to Code of Conduct and Ethical Regulations."
- Starting in 2022, we began strengthening our management procedures to include assessments of environmental safety, human rights, and ethical responsibilities in supplier evaluations.



Media Business

- We implemented public tendering processes and sought quotations from more than three companies in accordance with our procurement regulations, then invited companies to participate in public pitches. Our administration, financial, and accounting departments are responsible for supplier management.



Pet Business

- Evaluation criteria for new suppliers include: Costs, product quality, brand awareness, number of business personnel, and timely handling of customer complaints. Candidate companies have to fulfill these conditions before they can be listed as qualified suppliers.
- Our suppliers are required to sign supplier contracts prior to working with us. We require on-time delivery of products which are valid for more than 6 months, and our personnel conduct periodic store visits to inspect product validity and replace expiring products. In the event of product disputes, suppliers are required to pay for inspections to confirm product safety and protect consumer rights.



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Supplier Training

All contractors who perform hazardous work in port operation areas are informed of relevant hazards and required to sign a hazard notification form and a statement of commitment to health and safety. Contractors must comply with health and safety commitments and hazard notification regulations. Contractors who violate relevant regulations are required to implement improvements in accordance with our health and safety regulations, and those who do not implement improvements are terminated. In 2021, our contractors signed a total of 188 statements of commitment to health and safety and hazard notification forms.

Contractor training achievements over the past three years in warehousing business:

Item	2019	2020	2021
Training method	Face-to-face discussions/meetings	Face-to-face discussions/meetings	Face-to-face discussions/meetings
Number of contractors trained	79	78	105
Ratio of trained contractors (Number of audited companies/ Total number of companies)	100%	100%	100%
Total training hours	370	432	419.5
Total number of trainees	410	485	523

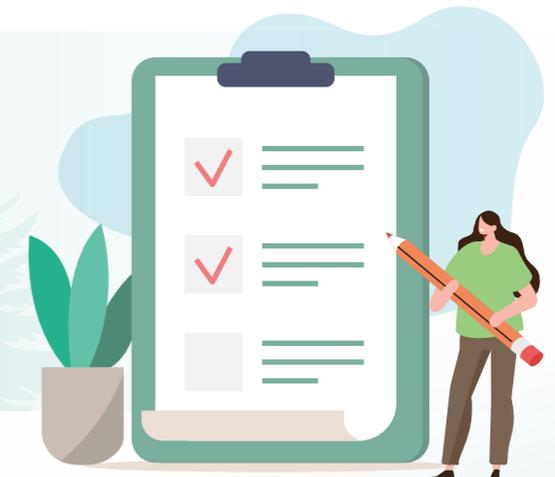


Apart from contractors of our warehousing business, our pet business has actively expanded sales of pet products in recent years and has increased focus on management of supplier product quality and communications. Supplier training achievements in 2021 for pet business:

Quantitative results for 2021

- **Training method:** Annual supplier review symposium
- **Number of contractors trained:** 50
- **Ratio of trained suppliers*:** 25%
- **Total training hours:** 50
- **Total number of trainees:** 100

* Ratio of trained suppliers = Number of audited companies / Total number of companies



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4.1 Human Resources and Employment

EMI strives to build a friendly workplace. We offer our employees physical and mental health care as well as health promotion activities to establish a comfortable and positive work environment; we implement diversity in the workplace, facilitate respect for employee human rights, and build multiple communication channels to ensure efficient and smooth two-way communications. Talent cultivation lies at the foundation of corporate operations. We have strengthened our talent cultivation system and implement a diverse yet comprehensive education and training system to meet various employee career development needs. We also create synergy by working with our reinvested companies to lead our employees in generating mutual growth and sustainability in corporate talents.

4.1.1 Talent Recruitment

EMI manages talent with sustainability in mind, and attaches great importance to new hire and turnover rates, as well as development and retention of new hires. Our human resource policies and bylaws for employee recruitment and retention adhere to the "Labor Standards Act," "Act of Gender Equality in Employment," "Occupational Safety and Health Act," and other labor laws, and we provide equal development opportunities for all. We actively utilize job banks, industry-academia collaborations, internship projects at various schools, and other external recruitment channels, and also work with many headhunting companies in Taiwan to recruit middle to senior level professionals while simultaneously optimizing incentives for internal referrals of outstanding talent. Furthermore, we accelerate cultivation of young talent through our young management trainee program, and have established a framework for corporate succession through our middle and senior level manager succession program in response to changing business trends and models.

Human Resource Management Framework

EMI's human resource management framework was composed using five aspects: "talent selection, utilization, cultivation, promotion, and retention." We implement human resource management tasks for each aspect. To attract outstanding and professional talent, we offer remuneration, benefits, and work environments superior to our peers, as well as diverse and equal opportunities for learning and development that encourage our employees to strive for perfection as we work to build a happy workplace.



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4.1.2 Employee Structure

EMI employment policies adhere to international human rights conventions and government labor laws. We do not employ child labor. In recent years, we have worked to build a lively, open, equal, and free corporate culture, and to become a desirable workplace for the younger generation. We attach great importance to the diversity and inclusiveness of our human resources, and do not differentiate on the basis of race or disability. Our employee structure for 2021 is shown in the following table:

EMI Employee Structure for 2021

Item	Category	Male		Female		Total and Ratio	
		Number of Employees	Category Ratio	Number of Employees	Category Ratio	Number of Employees	Category Ratio
Position	Administrative position	60	4.41%	70	5.14%	130	9.54%
	Professional position	343	25.18%	562	41.26%	905	66.45%
	Management position (Managers and above)	149	10.94%	178	13.07%	327	24.01%
Age	Under 30	132	9.69%	425	31.20%	557	40.90%
	31-40	185	13.58%	220	16.15%	405	29.74%
	40-50	128	9.40%	117	8.59%	245	17.99%
	Over 50	107	7.86%	48	3.52%	155	11.38%
Diverse employment	Indigenous employees	2	8.70%	11	47.82%	13	56.52%
	Disabled employees	8	34.78%	2	8.70%	10	43.48%
Total		1,362					

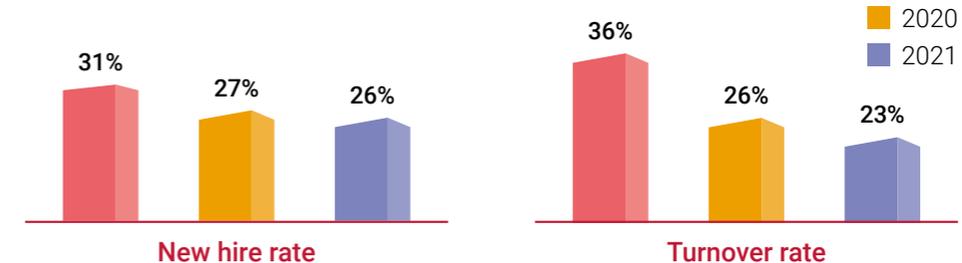
Note 1: Basis of calculation: Current number of employees as of December 31, 2021 (including full-time and part-time employees).

Note 2: Summer interns from universities and colleges who worked with us from July to August were not included in the total number of employees.

New Employee Hires and Employee Turnover

EMI hopes to inject new life and energy in corporate operations through sound recruitment and retention. Apart from new hire and turnover indicators, we also strengthen employee care systems and exit interviews for continued adjustment of recruitment and retention methods in response to market needs. EMI recruited a total of 357 new hires in 2021, accounting for 26.21% of total employees.

EMI New Hire/Turnover Rate over Past Three Years



Gender and Age of New Hires for 2021

Age Group	Number of new hires	New hire rate
Under 30	41	3.01%
31-40	31	2.28%
40-50	25	1.84%
Over 50	6	0.44%
Total	103	7.56%

Age Group	Number of new hires	New hire rate
Under 30	160	11.75%
31-40	64	4.70%
40-50	26	1.91%
Over 50	4	0.29%
Total	254	18.65%

Note: The rates listed above were calculated by dividing the number of employees in each category by the total number of employees (1,362).

Gender and Age of Terminated Employees in 2021

Age Group	Number of terminated employees	Turnover rate
Under 30	41	3.01%
31-40	38	2.79%
40-50	17	1.25%
Over 50	13	0.95%
Total	109	8.00%

Age Group	Number of terminated employees	Turnover rate
Under 30	118	8.66%
31-40	65	4.77%
40-50	20	1.47%
Over 50	7	0.51%
Total	210	15.42%

Note: The rates listed above were calculated by dividing the number of employees in each category by the total number of employees (1,362).

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4.2 Education and Training

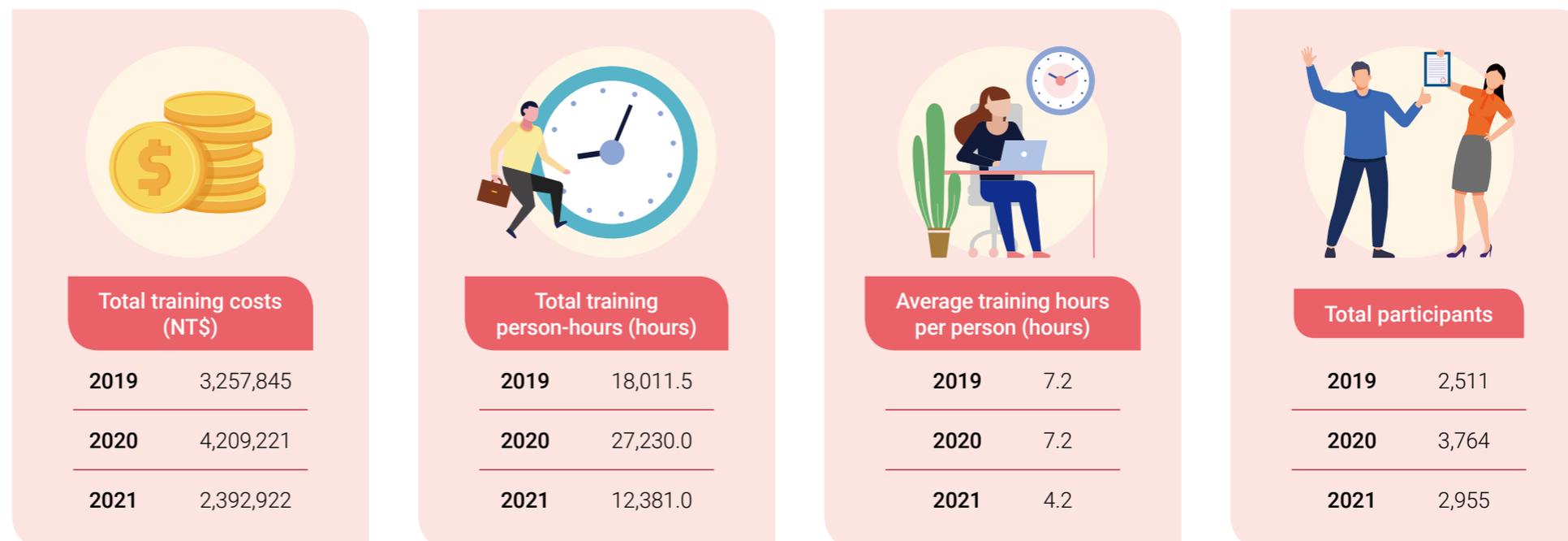
4.2.1 Internal Training Courses

Employees are our most valuable asset. We continue to cultivate professional talent in all fields through establishment of sound employee training and development systems that adhere to employee needs, while also integrating diverse training methods such as physical classes and digital platforms. In 2021, we began offering digital courses from the Harvard Business Review to our middle and senior level managers to increase course variety and quantity; the courses cover ten major themes: leadership, business trends, talent cultivation, planning and implementation, project management, strategic thinking, case analysis, industrial changes, global politics and economics, and self-growth. These courses enable our employees to keep abreast of the latest industrial information while also providing practical applications for the workplace and enhancing employee capabilities for innovative thinking, thereby creating new business opportunities for EMI.

Harvard Business Review Course Categories, Themes, and Content

Course Category	Course Theme	Course Content
Leadership management	Leadership and communication	Problem solving and learning
Market trends and growth	Industrial trends	Diverse industries and emerging growth
Market trends and growth	Global markets	Technical strategies

Training Statistics for Past Three Years



Note: Starting from this year, the scope of the EMI ESG Report no longer encompasses Eastern Home Shopping & Leisure. This table no longer contains training hours and participant numbers from Eastern Home Shopping & Leisure, and therefore may differ significantly from the results shown in previous ESG reports.

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Achievements of Digital Learning Platform

EMI developed the E-Learning digital platform to provide internal training for all employees, removing barriers for fieldwork personnel who were unable to attend physical classes, and enabling our colleagues to log on freely at any time according to their individual needs, making training more flexible. This platform increased completion and participation rates for training courses. Since the platform was launched, a total of 952 courses covering environmental health and safety topics, as well as cross-domain elective lifestyle courses on "beauty, health, and deliciousness" have been offered, in addition to classes on planning and management, sales, professional career development, and capability modules. In 2021, the platform received a total of 13,744 visits and total reading time was 3,070 hours.

EMI Training in 2021



4.2.2 Talent Cultivation

EMI has formulated strategic development goals for talent cultivation in response to corporate strategies and expansions in business markets. We gathered cross-organizational and cross-functional talents through establishment of the "EMI 17 main centers" and comprehensive supporting frameworks for career development that strengthened the overall competitiveness of our corporation and employees. We have organized training courses and professional learning resources for employees of all levels to promote internal departmental exchanges and create synergy across departments and the entire corporation.

Talent cultivation program	Description
EMI 17 main centers	The Group General Management Department convened 400 talented individuals across the corporation with different types of expertise to provide cross-enterprise support and promote training of cross-disciplinary talents. Our employees are encouraged to contribute their expertise and accumulate experience on a bigger scale. The heads of each center list the names of employees eligible for bonuses each quarter based on their levels of cross-enterprise participation and support for projects. There is no upper limit on the amount of bonuses that an employee can receive.
Group meetings and training camps	We organize corporate meetings to strengthen interactions between our reinvested companies and connections between projects, enabling our employees to better understand overall Group operations through project discussions and interactions during meetings. Additionally, we host three strategic training camps each year and offer bonuses and rewards to outstanding new employees.
First/second/third line management succession program	Based on the direction of our future operations and assessments of key capabilities, we select high-potential employees for cultivation of management successors. We offer contracts with guaranteed remuneration and bonuses to enhance retention of outstanding talents and include performance of new employees in evaluations for department managers.
Elite training center	Our top sales personnel guide new and high-potential employees through small training sessions and experience-sharing classes.
Projects and industry-academia collaborations	We enhance the professional capabilities and personal horizons of our employees by collaborating with renowned enterprises and schools on a variety of projects.

In addition to the Group's talent cultivation program, we have also formulated employee training programs for our warehousing, media, and pet businesses in accordance with industry characteristics to enhance the flexibility and agility of our talent cultivation plans for different industries and markets under our diversified operations.

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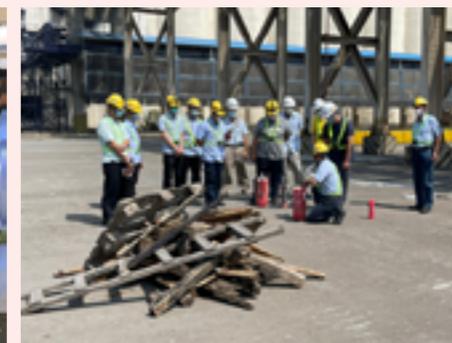
Warehousing apprenticeship

The unusual capabilities required by our grain warehousing business necessitate passing down of expertise by our experienced employees. We have therefore adopted an apprenticeship system to provide on-site mentoring for new employees, and we commission external lecturers to provide training for technical tasks requiring professional knowledge or related to machinery operations. In addition to providing basic health and safety training for new employees, we also organize a variety of training courses headed by internal lecturers, external experts, and technical lecturers for our operations personnel each year based on required capabilities. Furthermore, we continue encouraging our employees to participate in external technical training courses and certification courses to perfect their professional skills.



In 2021, our warehousing business hosted a total of **32 general operator training courses** based around various operator capabilities. The courses covered computer process controls, mechanical and electronics operations, labor safety, finance and accounting, self-defense and fire safety, and health and safety training for new employees. Additionally, we dispatched **65 employees** to participate in professional technical training courses or certification courses based on their professional capabilities.

In 2022, we plan to host **26 general operator training courses** and dispatched **72 employees** to participate in professional technical training courses and certification courses.



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Industry-academia collaborations

As the pet industry continues to flourish, EMI hopes to bring in more outstanding talents through industry-academia collaborations to become the top pet brand in Taiwan. In 2021, we initiated an industry-academia collaboration for pet management classes with Hsing Wu University and hosted a pet grooming class at the university, which was approved as a testing center for Level B and C pet grooming technician certification examinations. We plan to develop clothing products in collaboration with the Department of Fashion Design at Hsing Wu University in the near future to supply customized pet clothing. We launched various pet management courses over the summer of 2021. Participants who completed training could become interns in our branch stores all around Taiwan, thereby guaranteeing employment for trainees.

Pet Business Industry-Academia Collaboration Achievements

Year	Course theme	Partner schools	Invested hours/ participants
2020	Pet management class	Taipei City Government Education Bureau and Jingwen High School	40 students
2021	Professional pet grooming training course	Hsing Wu University	60 hours/55 students



Fu Jen Catholic University and ET New Media jointly formed the "Fu Jen Catholic University and EMI Smart Data Center" to support analysis of data from the Dung Sen Min Diao Yun (cloud polling) platform and meet customer needs. Fu Jen Catholic University and EMI also jointly established the "Fu Jen Catholic University EMI Lohas Health Industry-Academia Center." We plan to build separate centers for health foods, aesthetic medicine products, and healthcare while promoting industrialization of scientific research through our industry-academia collaboration to create more innovative products in the future, allowing our research results to benefit many more people beyond academia.



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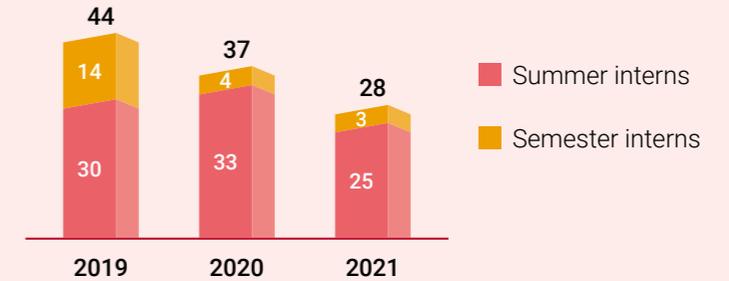
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Internship program

ET New Media's internship program provides students with real workplace opportunities, and outstanding interns are rewarded with bonuses and the chance of a full-time position following graduation. A total of 28 university and college students participated in the program in 2021 over 240 internship hours, bringing innovation and fresh energy to our workplace. We arranged corporate visits during internships to provide workplace experiences for students, and also organized a variety of activities to convey EMI's organizational culture and core values.

Media Business Internship Program Achievements over Past Three Years



Certification Training System

All branch stores for our pet business are staffed with pet groomers who strive to provide high-quality services. In order to provide comprehensive services for our customers and their pets, all pet groomers are required to obtain pet groomer certification. EMI has established formal education and training systems for advanced-level certificates relating to pet styling and customer services to assist our pet groomers in obtaining Level C certification and other certificates from private associations. We also offer training for outstanding pet groomers to equip them with managerial abilities. We conduct two advanced appraisals every year in May and November, classified according to the individual capabilities of each pet groomer. Due to the pandemic, we only conducted one appraisal for 2021 in November. A total of 8 pet groomers passed advanced-level appraisals.



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4.2.3 Talent Motivation

Performance Appraisals and Rewards

EMI began implementing 360-degree performance appraisals in 2020 as well as top-down, bottom-up, cross-enterprise, and cross-department evaluations to accurately measure the "leadership," "communication and coordination," "resource integration," "communication skills," and "innovation and change" abilities of our managers using 25 indicators under 5 aspects that served as an important reference for subsequent talent cultivation. Our periodic reviews of employee performance are used as a reference for salary adjustments, bonuses, and promotions. We also continue to promote and optimize bonuses for various projects. We have formulated appropriate incentive measures for employees of different levels and distribute bonuses to outstanding and excellent employees based on quarterly appraisals. In 2021, we distributed a total of NT\$ 5,329,300 in bonuses.

Incentives from the Group's 17 main centers

The managers of each functional center can name employees for bonuses each quarter based on their level of participation in cross-enterprise projects; individuals can receive up to a month's salary in bonuses.

Young management trainees

We offer contracts to selected management trainees that guarantee remuneration and bonuses, and provide comprehensive career development plans that promote talent utilization and organizational succession. We review employee work performance every six months to serve as a reference for salary adjustments and we offer two months of guaranteed year-end bonuses to enhance retention of outstanding talent. We also subsidize external training and boost the capabilities of our management trainees based around the two main themes of enterprise-designated learning and voluntary learning. We attach great importance to job rotations and personnel dispatched to our overseas affiliated companies are given expatriate allowances that include assignment allowances, food and accommodation allowances, and transportation allowances as part of our comprehensive training package.

Mentor bonuses

Our mentor program enables new employees to learn and adapt to their new environments under the guidance of a mentor. We offer bonuses to mentors who provide active guidance to new employees; a NT\$ 5,000 bonus is given for each new employee following their probationary period, thereby increasing retention rates of new employees.

EMI retail R&D center

We reward employees each quarter based on individual project performance, support for cross-enterprise projects, manager appraisals, and personal performance. Excellent performers are given a bonus equivalent to half a month's salary, and outstanding performers are given a bonus equivalent to one month's salary; additional bonuses are provided for exceptional performers.

Performance bonuses

Our media business provides timely rewards based on quarterly KPIs such as site traffic, number of news reports, click-through rates for single news reports, and total number of views for each quarter. We also offer a number of individual awards such as the Best Interview Award, Exclusive News Award, Special Contributions Award, Interviewer Award, Social Media Award, Influence Award, and Cameraman Award. Excellent performers are given a bonus equivalent to half a month's salary, outstanding performers are given a bonus equivalent to one month's salary, and recipients of group awards receive bonuses equivalent to 15% of total salaries. Additionally, to retain core corporate talents, we enable outstanding talent to receive up to 18 months' salaries each year.



4.3 Employee Benefits and Rights

We regard protection of employee rights as our most important responsibility. In order to provide stable and comfortable lives for our employees, we have established a comprehensive remuneration and welfare system as well as multiple employee communication channels that enable us to continuously listen to our employees. Apart from temporary strategic changes, we notify all employees at least ten days in advance when implementing significant operational changes that may impact our colleagues. EMI strives to protect employee benefits and rights while standing shoulder to shoulder with our employees.

4.3.1 Employee Benefits

EMI provides a variety of employee benefits. We not only offer a number of benefits that exceed legal requirements, but also plan to implement online employee satisfaction surveys in 2022 to collect employee feedback and maximize employee benefits so that all employees can achieve optimal work-life balance.

Diverse Employee Benefits and Expenditures

Category	Description	Number of beneficiaries	Amount (NT\$)
 Health checks	We care about employee health and provide periodic health checks that enable our colleagues to enjoy comprehensive physical and mental care.	253	1,518,000
 Festival bonuses/gifts	We provide bonuses and gifts to our colleagues every year for Dragon Boat Festival, Moon Festival, Lunar New Year, and birthdays to thank them for their hard work.	4,293	19,448,688
 Employee insurance	Labor insurance, national health insurance, group insurance (including life insurance, casualty insurance, hospitalization insurance, accident medical insurance).	317	33,704,316
 Other allowances	We provide wedding, childbirth, and funeral allowances, as well as training subsidies, to our employees.	136	628,663
 Emergency relief	We provide timely and appropriate support to employees and their families when major incidents impact on their economic welfare.	3	120,000
 Other benefits	Employee trips, birthday parties, pet days, Moon Festival barbecues, movie appreciation meetings, Valentine's Day movie tickets, raffle events, afternoon snacks.	256	1,886,875
Total		5,258	57,306,542

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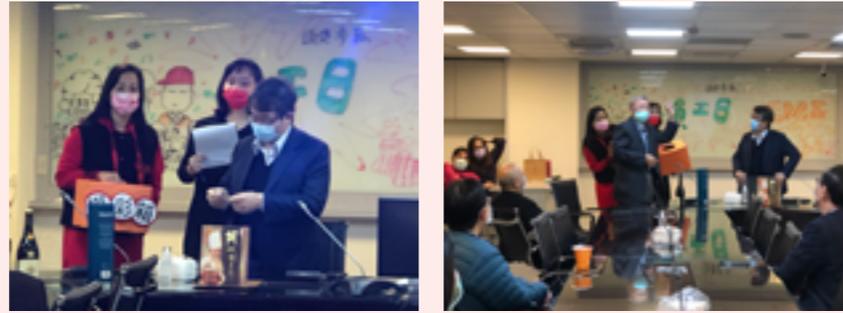
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Employee activities in 2021

Our warehousing business hosts annual "Staff Days" which not only provide lunches or refreshments, but also feature raffles where everyone gets a prize to create an atmosphere of fun.



To promote animal protection, our pet business hosts monthly "Pet Days" that allow employees to bring their pets to work.



Our celebration party for the tenth anniversary of our media business invited variety host Jacky Wu; Jungle Voice singers Kechiang Cheng, Safe Liu, and Serene Chen; Cooking champions Avery Chen and YenShuo Lin; dessert chef Eva Kao; and Cooking chief instructor Fred to join all employees in enjoying delicious foods and beautiful singing. We also hosted an on-site raffle to add to the fun.



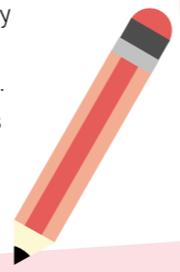
Retirement system

EMI began implementing early retirement programs for employees in 2017 in accordance with the Regulations for the Allocation and Management of the Workers' Retirement Reserve Funds and related laws. We also established the Supervisory Committee of Labor Retirement Reserve and make monthly contributions to our labor retirement reserve funds.

Eligibility for voluntary retirement

Employees fulfilling any of the following criteria can apply for voluntary retirement:

1. Having been employed at EMI for more than 25 years.
2. Having been employed at EMI for more than 15 years and are aged at least 55.
3. Having been employed at EMI for more than 5 years and are aged at least 60.





Parental leave

We work to ensure that our employees can maintain a balance between work and family. We have established a parental leavesystem that exceeds legal requirements, and support our colleagues in transitioning between different stages in their lives; all employees may apply for parental leave regardless of gender, and may apply for reinstatement when their period of leave is up.

Statistics for Parental Leave in 2021

Indicator	Male	Female	Total
A. Number of employees eligible for parental leave in 2021	9	18	27
B. Actual number of applicants for parental leave in 2021	2	13	15
Application rate (%)=B/A	22.22%	72.22%	55.56%
C. Number of parental leave employees scheduled for reinstatement in 2021	1	6	7
D. Actual number of parental leave employees reinstated in 2021	1	5	6
Reinstatement rate (%)=D/C	100.00%	83.33%	85.71%
E. Actual number of parental leave employees reinstated in 2020	5	11	16
F. Number of parental leave employees who continued working for one year following reinstatement in 2020	5	5	10
Retention rate (%)=F/E	100.00%	45.45%	62.50%

Note: A. Number of employees eligible for parental leave in 2021: The number of employees who applied for paternity and maternity leave from 2021/01/01~2021/12/31.
 B. Actual number of applicants for parental leave in 2021: The number of employees who applied for parental leave from 2021/01/01~2021/12/31.
 C. Number of parental leave employees scheduled for reinstatement in 2021: The number of employees who completed their parental leave from 2021/01/01~2021/12/31.
 D. Actual number of parental leave employees reinstated in 2021: The number of employees who completed their parental leave from 2021/01/01~2021/12/31 and were reinstated.
 E. Actual number of parental leave employees reinstated in 2020: The number of employees who applied for parental leave from 2020/01/01~2020/12/31 and were reinstated.
 F. Number of parental leave employees who continued working for one year following reinstatement in 2020: The number of employees who were on parental leave from 2020/01/01~2020/12/31 and continued working for more than a year following reinstatement.

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4.3.2 Employee Health Promotion Activities

We attach great importance to the physical and mental health of our employees, and implement health promotion activities in the workplace through on-site health care services and lectures on health. We have established a health-friendly workplace environment and work to build a health-oriented workplace culture so that all of our employees can work safely in positive, pleasant, equal, and respectful environments, achieving a win-win situation for both us and our employees as we work to build a healthy and sustainable workplace.



Healthy Workplace Lectures

Number of participants: 41



We have long cooperated with Taiwan Adventist Clinic in organizing workplace health promotion lectures relating to metabolic syndrome and the three-hypers. We also offer consultation services with medical professionals, enabling our employees to obtain health-related information during their spare time, and helping them to meet different challenges.



On-Site Health Care Services

Number of participants: 93

EMI strives to build friendly workplace environments that protect the physical and mental health of our employees. We appointed medical professionals to provide on-site employee health services in accordance with health protection laws, and implemented four health protection programs for occupational health and safety, which encompass annual health checks; visits and medical education provided by medical professionals to various business units six times every month; dissemination of information for prevention of damages from tobacco, alcohol, and betel nuts; adherence to the requirements of the Rules for Labor Health Protection; implementation of different levels for health management; disaster prevention; and health promotion activities.





Prevention of Unlawful Infringement in the Workplace

Number of participants: 15

EMI works to prevent unlawful infringement in the workplace, and invited Inspector Yi-Chun Liao from the Taipei City Labor Inspection Office to lecture on prevention of unlawful infringement in the workplace.



4.3.3 Corporate Communication Channels

EMI hopes to facilitate sound labor-management interactions through bidirectional, smooth, and diverse communication mechanisms. Employees can express their opinions through labor-management meetings, Employee Benefits Committee meetings, and employee mailboxes. To prevent discrimination, bullying, and sexual harassment in the workplace, we formulated plans for prevention of unlawful infringement during implementation of work duties and have issued written instructions for prohibition of workplace violence to protect employee interests and build a harmonious and safe workplace environment.

Employee Grievance Mechanisms and Channels

Channel	Labor-management meetings	Employee Welfare Committee meetings	Unions	Employee mailboxes	Mentors for new employees	Exit interviews
Handling process	Employees can express their needs and suggestions through labor-management meetings	Periodic discussion of employee welfare matters	Employees can participate in regular department meetings through union representatives	Constant reception of various needs and suggestions	Unit managers appoint senior staff to guide new employees and provide feedback to the human resource department	Terminated employees have to be approved by the human resources department, the head of the management department, and the company president
Focus of communication	Communication of opinions between both parties, announcement of important policies, promotion of changes to labor laws, and response measures	Discussion of annual work plans, annual utilization plans for welfare funds, department trips and meals, and adjustments in employee health check subsidies	Scheduling, overtime, and other matters related to employee benefits	Attendance, salaries, benefits, and psychological counseling	Mentors assist new employees in quickly familiarizing themselves with new environments	The human resource department conducts face-to-face interviews with each terminated employee to ensure that they can fully experience EMI's focus and care

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Number of Complaints and Responses

We strictly prohibit sexual harassment and unlawful infringement in the workplace through three main mechanisms: reports of employee grievances, reports of unlawful infringement in the workplace, and reports of sexual harassment. We have established comprehensive employee grievance mechanisms, set up special teams as necessary to investigate report details, and handle reports in accordance with government regulations and internal requirements, enabling our employees to enjoy freedom and respect.

Employee Grievances Received in 2021

Grievance report type	Grievance reporting channels	Dedicated unit	Number of grievances	Responses
Employee grievances	mail, telephone, employee suggestion mailbox, face-to-face discussions	Human resources department	0	We confirm and handle grievances through employee interviews
Unlawful infringement in the workplace			1	Set up a special team to investigate the report
Sexual harassment			1	Set up a special team to investigate the report

Labor-Management Meetings

Coordinate labor-management relations and facilitate collaboration.

Unit (Business)	Committee composition	Labor ratio	Reports and discussion items for 2021
 EMI (Warehousing business)	5 management representatives 5 labor representatives	50%	<ul style="list-style-type: none"> On-site health services, table of benefits for employee group insurance, reports on personnel changes Segregated work and work-from-home plans for epidemic prevention Chubb coronavirus vaccine protection insurance plan Revisions to the "Rules for Distribution of Employee Remuneration" and "Regulations for Implementation of Special Leave for Employees" Adjustments in employee work duties and regulations relating to flexible work hours
 ET New Media (Media business)	8 management representatives 8 labor representatives	50%	<ul style="list-style-type: none"> Adjustments in basic salaries and labor/health insurance brackets Discussion of compensatory holiday for Labor Day (May 1) on Saturday Formulation of employee schedules for public release with clear stipulations of work days, rest days, leave days, and national holidays
 ET Pet (Pet business)	5 management representatives 5 labor representatives	50%	

4.3.4 Remuneration Policies

EMI offers remuneration and benefits superior to our peers and reviews remuneration levels each quarter to provide employees with the most competitive salaries and attract outstanding talent. We also periodically adjust salaries based on annual operational performance, work responsibilities, and work performance.

Non-Executive Salaries for Full-Time Employees in 2021

Unit (Business)	Total salary for non-executive full-time employees (A) (Annual salary/thousand NT\$)	Number of non-executive full-time employees (B)	Average salaries for non-executive full-time employees (A/B) (Annual salary/thousand NT\$)	Median salaries for non-executive full-time employees (Annual salary/thousand NT\$)
 EMI (Warehousing business)	250,590	235	1,066	1,003
 ET New Media (Media business)	268,320	454	591	559
 ET Pet (Pet business)	152,931	335	457	442

Ratio of salaries and remuneration of women to men in 2021

Employee type	EMI (warehousing business)		ET New Media (media business)		ET Pet (pet business)	
	Male	Female	Male	Female	Male	Female
Entry-level employees	1.02	1.00	1.3	1	1.09	1
Junior executives	1.10	1.00	0.96	1	0.74	1
Mid-level executives	1.11	1.00	0.96	1	1.02	1
Senior executives	1.22	1.00	0.93	1	Not applicable (Note)	

Note: Not applicable as ET Pet has no female senior executives.





4.4 Occupational Health and Safety

Material Topic: Occupational Safety and Health

Significance for EMI

EMI owns multiple businesses and has formulated appropriate management actions based on the characteristics of each business to protect the safety of employees in different fields.

Policies and Commitments

To prevent occupational disasters and maintain safety of workplace environments, we adhere to all labor law requirements and continue to provide safe, healthy, and comfortable workplace environments while also implementing occupational health and safety dissemination and training to build healthy and safe environments.

Targets for Upcoming Year

- Continue to implement risk classification, management, care, and follow-up for our four major programs (prevention of human-induced hazards, prevention of diseases caused by abnormal workloads, prevention of unlawful infringement when performing work duties, and maternal health protection).
- Plan at least two physical and mental health promotion lectures each year based on the main health and work issues revealed by employee health checks.
- Install AEDs at all business units and promote CPR+AED training in cooperation with the government.

Targets for Upcoming 3-5 Years

- Distribute questionnaires relating to our four major programs to 100% of employees for hazard identification and analysis, classification of risk groups by medical professionals, and formulation of methods for improvement.
- Reach 90% achievement rate for coverage of employee health checks, ratio of employees who agree to receive health education and care, and on-site services and visitations provided by medical professionals.
- Reach 90% implementation rate for maternity care (pre-birth education and post-birth care by telephone) provided to employees.
- Continue to obtain Badge of Accredited Healthy Workplace Health Promotion Label and Department of Health AED venue certification.
- Maintain our record of zero major occupational disasters (death/disability).

Achievement of Targets for Previous Year

- No industrial safety incidents which resulted in major casualty or death for our employees.
- Hosted eight lectures for labor-management relations and health promotion.
- Provided painless endoscopies, CT scans, ECG imaging, and other tests in excess of legal requirements, and offered health management services based on health check results.
- Provided first-aid training to appropriate colleagues and assisted them in obtaining first-aid certifications. We also collaborated with occupational health and safety consultants certified by the Ministry of Labor Occupational Health and Safety Administration in accordance with law to provide six on-site healthcare sessions from medical professionals each month, encompassing professional support for occupational health and safety, as well as consultation services and health education for office employees in terms of physical and mental health.

Responsible Unit

Industrial safety departments for all EMI businesses and Warehousing Division

Specific Actions and Achievements

- EMI established the "Occupational Health and Safety Committee" and formulated occupational health and safety policies and targets to create friendly and safe workplace environments.
- Hosted employee health promotion activities including metabolic syndrome and three hypers lectures organized in collaboration with Taiwan Adventist Hospital, invited a speaker from the Taipei City Labor Inspection Office to lecture on prevention of unlawful infringement in the workplace and general employee training, and hosted fire safety lectures.
- Provided free PCR screening tests for all employees in response to the government's "Safe Enterprise Rapid Screening Program" and in accordance with EMI policies.

4.4.1 Dedicated Unit and Committee for Occupational Health and Safety

To ensure a safe workplace for our employees, we established an Occupational Safety and Health Committee in 2020 which is chaired by our Chairman. The Committee approved our "Regulations for Implementation of Hazard Identification and Risk Evaluations"; periodically discusses and reviews various occupational health and safety actions and prevention plans, including plans to maintain public safety in the workplace and to monitor occupational health and safety management; and formulated occupational health and safety policies and targets to create friendly and safe workplace environments. Committee convening frequency was increased in 2021. The Committee convenes at least once a quarter with management and labor representatives, unit managers, and other Committee members to implement occupational safety dissemination and training. In terms of risk communication, we not only periodically convene Occupational Safety and Health Committee meetings and collect employee feedback, but also incorporate risk identification, evaluation, and control in training and routine dissemination, making this a focus for employee communication. EMI incurred no industrial safety incidents which resulted in major casualty or death for employees in 2021.



Evaluation of Health and Safety Risks

We regularly assess all possible occupational health and safety risks for all operational conditions and adopt appropriate management measures and control strategies for advanced prevention of occupational disasters.

Occupational Health and Safety Committee

Committee members include occupational health and safety personnel, unit managers, and labor representatives. There are a total of seven members, and labor representatives account for 42%.

Meeting frequency	Number of meetings
Once every quarter.	A total of four meetings in 2021.

Resolutions

In accordance with revisions made to the "Regulations of the Maternity Health Protection at the Workplace" by the Ministry of Labor and to fulfill our business needs, we revised our maternal health protection, prevention of human-induced hazards, prevention of unlawful infringement when performing work duties, and prevention of diseases caused by abnormal workloads programs. We further formulated our occupational health and safety management program in the fourth quarter of 2022. All tasks were submitted to senior managers for approval and the Committee was responsible for promotion and implementation.

Occupational Safety Committee Organizational Structure



Policies and Plans

To ensure the health and safety of our employees and reduce the incidence rate of occupational disasters, we established a comprehensive occupational safety management system and reviewed our plans for self-management of occupational health and safety, health and safety training, prevention of occupational diseases, and health promotion. We conduct tests on the operating environments of our silos and offices every six months and commission monitoring agencies who adhere to government regulations to conduct environmental testing, mainly focusing on dust concentrations, carbon dioxide concentrations, lighting, and noise monitoring. Our monitoring data for 2021 all complied with the acceptable ranges stipulated by occupational health and safety laws.

 EMI	Health Management	Employees undergo periodic health checks each year, including specific tests for hazardous operations such as hearing tests, lung function tests, and lung CTs to strengthen health management in our employees.
	Site Assessments	In terms of prevention for human-induced hazards and unlawful infringement in the workplace, our on-site occupational safety and operations supervisors conduct hazard identification and risk evaluation procedures of employee operations to better understand and improve the hazards.
 Warehousing Business	Dust Protection	<ul style="list-style-type: none"> We provide personal protection equipment such as dust protection face masks and face covers (99.7% dust removal efficiency). We utilize a shift rotation system to reduce personnel contact with hazardous factors.
	Noise Protection	<ul style="list-style-type: none"> We provide personal noise protection equipment such as ear plugs. We utilize a shift rotation system to reduce personnel contact with hazardous factors.
	Emergency Response	Formulated "General Safety Measures and Emergency Procedure for Silo Operations."

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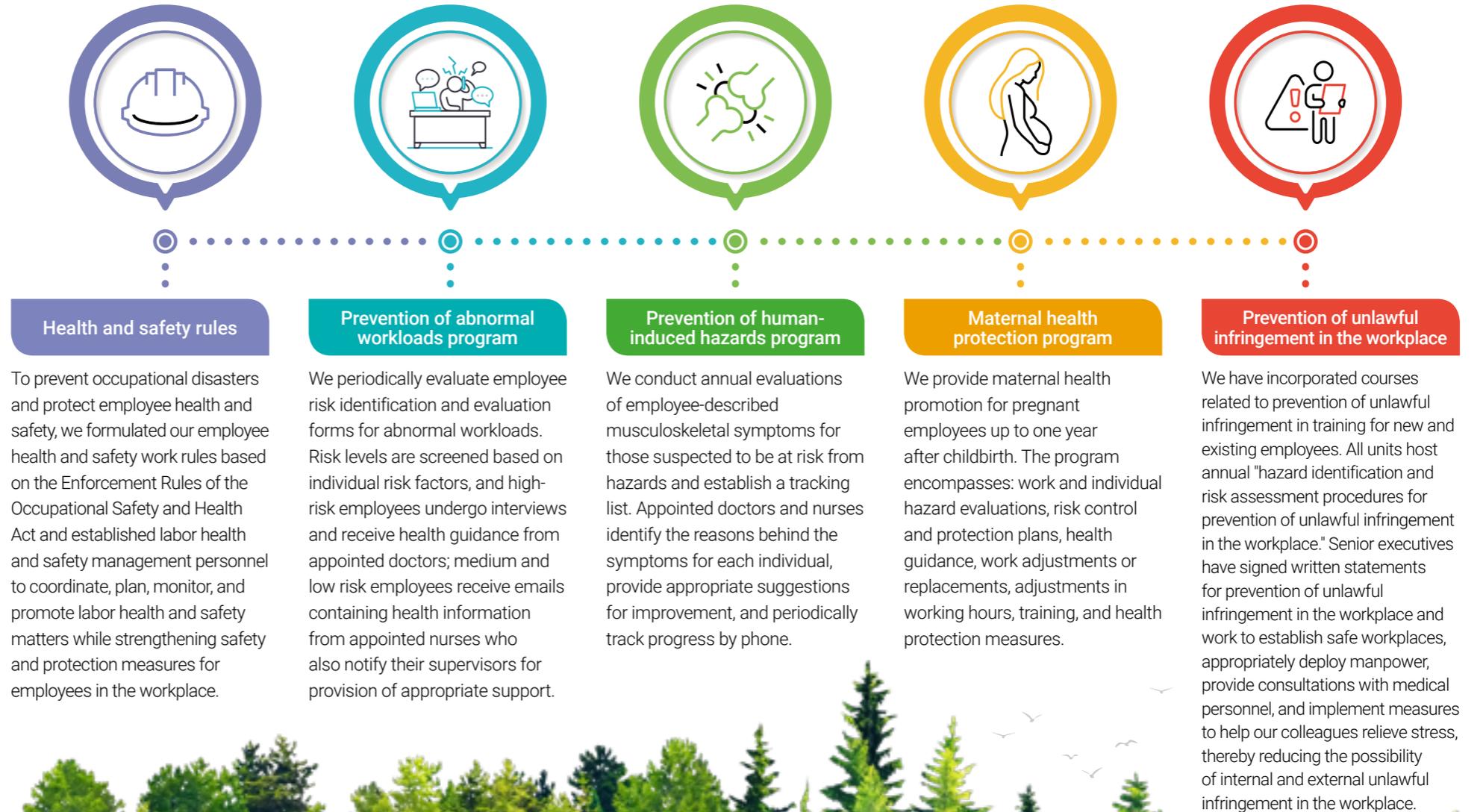
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4.4.2 Implementation Projects and Results

EMI attaches great importance to maintenance of employee physical and mental health. Our Occupational Safety Committee digitally delivers various epidemic prevention and disaster prevention information relating to occupational safety protection in response to changes in current events and weather conditions. We also completed our "prevention for human-induced hazards program" and other workplace protection programs, using simple charts to help employees understand their physical and mental conditions to prevent occupational diseases.



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Badge of Accredited Healthy Workplace for Preliminary Health Workplace

EMI was awarded the Badge of Accredited Healthy Workplace by the Ministry of Health and Welfare.

- Health and safety education: We host annual health promotion lectures and implement on-the-job health and safety training while actively creating a smoke-free workplace environment.
- Promote occupational health and safety and health management: On-site doctor services, nurse visits and health education, prevention of occupational disasters, employee risk categorization, and health promotion plans.
- Organize employee health checks:
 - (1) We periodically collaborate with hospitals approved by the Ministry of Labor and provide health checks that exceed legal regulations; health check items include painless endoscopies, low-dose CT scans, and other tests which our colleagues can select from. If health check results show abnormalities, our employees can discuss these with on-site doctors and nurses face-to-face, by phone, or through email.
 - (2) We simultaneously distribute questionnaires regarding abnormal workloads and prevention of human-induced musculoskeletal symptoms, and classify employees into four levels based on risk. Doctors and nurses conduct interviews and follow-up based on risk levels.
- Create safe and friendly environments for pregnancy and nursing: We have established lactation rooms to support nursing female employees and formulated a maternal health promotion program while also providing professional medical advice for pregnant and nursing colleagues.
- Monitoring of operating environments: We monitor operating environments every six months to ensure that there are no abnormalities. Starting in 2022, we installed AEDs at all business units and promote CPR+AED training in cooperation with the government to provide aid for patients prior to arrival at the hospital, helping to improve their rate of survival.



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Statistics on Work-Related Injuries for 2021

	Male	Female	Total
Number of days worked	137,448	201,690	339,138
Number of hours worked	1,099,584	1,613,520	2,713,104
Number of fatalities as a result of work-related injury	0	0	0
Rate of fatalities as a result of work-related injury	0	0	0
Number of high-consequence work-related injuries	0	0	0
Rate of high-consequence work-related injuries	0	0	0
Number of recordable work-related injuries	3	14	17
Rate of recordable work-related injuries	0.55	1.74	1.25
Total days lost to occupational injuries	9	128	136
Lost day rate (LDR)	1.60	15.82	10.05
Number of close calls	0	0	0
Close call rate	0	0	0

Note 1: Number of hours worked = Total employees x Daily work hours x Actual workdays per year (249 days in 2021)

Note 2: Rate of recordable work-related injuries = (Number of recordable work-related injuries / Number of hours worked) x 200,000

Note 3: Lost day rate = Total days lost as a result of work-related injury / Number of hours worked x 200,000 x 100%; the "total days lost as a result of work-related injury" refers to the total amount of time (converted into days) where employees were unable to perform routine work due to work-related accidents or diseases

4.4.3 Dissemination and Drills

To educate our colleagues in correct occupational health and safety concepts, we designed safety training according to the industrial characteristics of each business based on our two main themes of occupational health and safety, "fire and disaster prevention drills" and "occupational safety training" to ensure that our employees can be safe and healthy in different work environments.

The pneumatic unloaders at our warehousing business have fixed cranes which are legally defined as hazardous machinery. Therefore, operators are required to undergo 38 hours of statutory health and safety training for fixed cranes exceeding 3 tons. New employees are required to complete 3 hours of general health and safety training and 3 hours of on-site health and safety training. We also host irregular technical training courses to help our employees familiarize themselves with their work.



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Occupational Health and Safety Training

In 2021, 192 people participated in EMI's fire safety training courses, 380 people participated in our occupational health and safety training courses, making for a total of 572 participants.

Course title	Number of participants	Course title	Number of participants
Fire and disaster prevention drills			
Employee fire safety training	94	Self-defense and fire safety training (once for the first half of the year and once for the second half of the year)	98
Occupational safety training			
Level C occupational health and safety training for supervisors	9	General labor health and safety training	39
Arc welding and acetylene cutting training	42	Safety harness usage techniques and safety training	14
Crane and forklift operator training	29	Grain silo clearance operator safety training	4
Health and safety training for emergency personnel	6	Electric equipment operations training	40
Health and safety training for supervisors of hypoxia operations	4	Grain silo computer system upgrading and engineering training	89
Enhanced industrial safety training for new employees and truck operators	11	Assembly and engineering training for new grain pneumatic unloaders	16
Health and safety training for supervisors of dust-related operations	2	Operational procedures and management training for international logistics centers (online video training)	15
Safety and maintenance training for silo dust collection systems	49	Occupational safety training for new employees	11
Total number of participants: 572			

4.4.4 Pandemic Responses

The pandemic continued to spread in 2021. EMI not only actively cooperated with government epidemic prevention policies, but also quickly initiated various epidemic prevention actions in response to epidemic changes to ensure the stability of our employees and continuity of corporate operations. Please refer to [2.1.5 Pandemic Impacts and Responses](#) for further details on our epidemic prevention response measures.

4.5 Respect for Human Rights

Corresponding SDG for Material Topics: **SDG 5** **SDG 10**

Material Topic: Respect for Human Rights

Significance for EMI

EMI seeks to protect the basic human rights of all employees. In order to prevent infringements and violations of human rights, we have formulated clear stipulations that all our colleagues should be treated justly, fairly, and respectfully. Our companies comply with all local laws relating to labor rights and gender equality at work, and we have established policies related to protection of human rights and labor rights, as well as relevant implementation measures.

Policies and Commitments

EMI adheres to various international human rights conventions under the "United Nations Universal Declaration of Human Rights," "United Nations Guiding Principles on Business and Human Rights," "United Nations Global Compact," and "United Nations International Labour Organization." We prohibit all infringements and violations of human rights to ensure that our employees have freedom of employment, and we do not hire employees under oppressive or coercive conditions.

- Diversity, inclusiveness, and equal employment principles
- Respect for human rights in the workplace
- Gender-friendly and caring environments
- Healthy and safe workplaces
- Harmonious labor-management relations

Targets for Upcoming Year

- Conduct employee satisfaction surveys.
- Organize training related to human rights issues, and offer mandatory training on human rights to help our colleagues better understand human rights issues.

Targets for Upcoming 3-5 Years

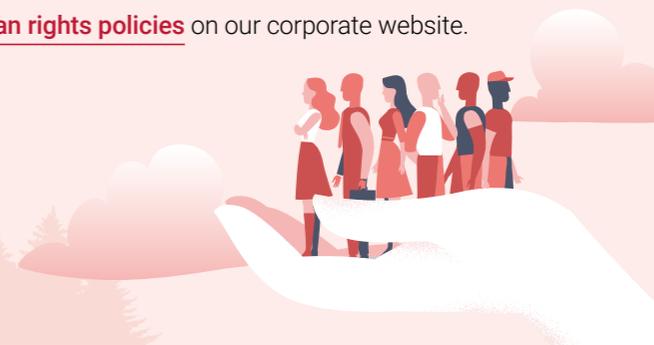
- Enhance employee job satisfaction rates by 85%.
- Continue to organize training related to human rights issues and strive to achieve 100% completion rates.

Responsible Unit

Human resource and occupational safety management departments at all EMI businesses

Specific Actions and Achievements

- Established a digital human resources platform for electronic communication of internal bylaws and regulations to our employees so they can receive timely information of relevant policies and welfare measures.
- Provided diverse and plentiful internal online E-Learning courses and implemented "employee training courses related to human rights." We offered mandatory training courses on human rights to help our colleagues better understand human rights issues.
- In 2021, we invested a total of NT\$ 2,392,922 in employee training for a total of 2,955 trainees.
- Disclosed **human rights policies** on our corporate website.



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4.5.1 Human Rights Policy

To fulfill our corporate social responsibilities and protect the basic human rights of all employees, EMI adheres to various international human rights conventions under the "United Nations Universal Declaration of Human Rights," "United Nations Guiding Principles on Business and Human Rights," "United Nations Global Compact," and "United Nations International Labour Organization." We prohibit all infringements and violations of human rights and our companies comply with all local laws relating to labor rights and gender equality at work to ensure that all internal and external personnel can be treated reasonably, fairly, and respectfully.

Implementation Guidelines for Human Rights Policies

Diversity, inclusiveness, and equal employment principles

We provide open, fair, and impartial opportunities to all job seekers, and do not discriminate based on race, class, language, ideology, religion, political affiliation, place of origin, place of birth, gender, sexual orientation, age, marital status, facial features, or physical and mental disabilities as we work to jointly build a respectful, equal, non-discriminatory workplace environment that is free from harassment.



Respect for human rights in the workplace

We adhere to government labor laws, do not employ child labor, regularly monitor and manage employee attendance, and do not employ forced labor. We provide overtime pay or compensatory time off if work hours are extended, and offer smooth communications channels to our employees to strengthen labor-management relations and build harmonious workplace environments. We formulated a "prevention of unlawful infringement during implementation of work duties program" to prevent physical, verbal, and psychological workplace abuse, ensuring the physical and mental health of our employees.



Gender-friendly and caring environments

We formulated "Regulations for Prevention, Grievance Reporting, and Penalties for Sexual Harassment in the Workplace" to protect employee interests and sexual equality in the workplace.



Healthy and safe workplaces

We provide healthy and safe workplace environments in accordance with law, and have established dedicated units and committees responsible for occupational health and safety. We hire on-site medical personnel to provide health services, organize periodic health and safety and fire safety training, and adopt necessary measures to prevent occupational disasters, thereby reducing hazards in workplace environments. Our goal is to build a healthy and safe workplace with zero occupational disasters, and we regularly review health and safety risks for our employees.



Harmonious labor-management relations

To protect employee interests, create a win-win situation for both labor and management, and establish bidirectional channels for communication, we regularly host labor-management meetings in accordance with the Labor Standards Act and the Regulations for Implementing Labor-Management Meeting to ensure smooth labor-management communications.



4.5.2 Actions and Solutions

Promotion of Gender Equality

EMI has long promoted gender equality and implements annual promotional activities related to gender equality and prevention of sexual harassment. We offer a diverse and inclusive workplace that respects employees of different genders, ensuring that all employees can feel safe at work. Apart from specific courses on gender equality for new employees during orientation and training, we also organize irregular employee welfare meetings and adjust our workplace gender equality policies as needed. Employees who encounter incidences of gender inequality can protect their interests through employee grievance channels, following which we will immediately set up special teams to investigate report details based on case severity. For further details on grievance reports and responses in 2021, please refer to [4.3.3 Corporate Communication Channels](#).

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EMI Core Items for Social Participation

Beneficiaries and Benefits

Social Impact

Corresponding SDGs



Rural Education



Support for the Disadvantaged



Community Care

Rural Schoolchildren

- The "Love Breakfasts" project provided rural schoolchildren with healthy breakfasts before class, as well as scholarships and internship opportunities for schoolchildren accepted to university
- The "Sending Love to Tribal Villages" project adopted the Cirakayan community after-school class, offering continued donations and support to schoolchildren in need

Rehabilitated Persons

- Promoted and provided job opportunities that enable former inmates to reintegrate with society
- Established "After-Care News Cloud" to focus on the human rights of rehabilitated persons and prisoners

Care for the Elderly

- Donated warm down jackets and delicious foods

Socially Disadvantaged Groups

- Charity desk calendars
- Encouraged employees to donate blood to ease blood shortages
- Donated resources and epidemic prevention equipment to rural schools

- Increased education quality and opportunities for rural schoolchildren
- Reduced resource gaps in rural education

- Offered former inmates better opportunities to reintegrate with society and start fresh
- Enhanced health and life quality of the elderly

- Formed virtuous cycles for social influence
- Reduced resource gaps for the disadvantaged



EMI Core Items for Social Participation

Beneficiaries and Benefits

Social Impact

Corresponding SDGs



Indigenous tribes and audience members all over Taiwan

- Hosted the "Dung Sen Archery Tournament"
- Collaborated and invested in a documentary about indigenous culture

Competing athletes

- Supported athletes through education scholarships

Rural Schoolchildren

- Subsidized sports training costs of rural schools

Ecosystems

- Took on maintenance of national park forests

- Promoted archery
- Preserved elements of indigenous culture on film and demonstrated its beauty to the audience

- Sponsored competition and training fees for many talented athletes in Taiwan
- Allowed rural schoolchildren to experience different sports and training

- Protected natural environments and forests



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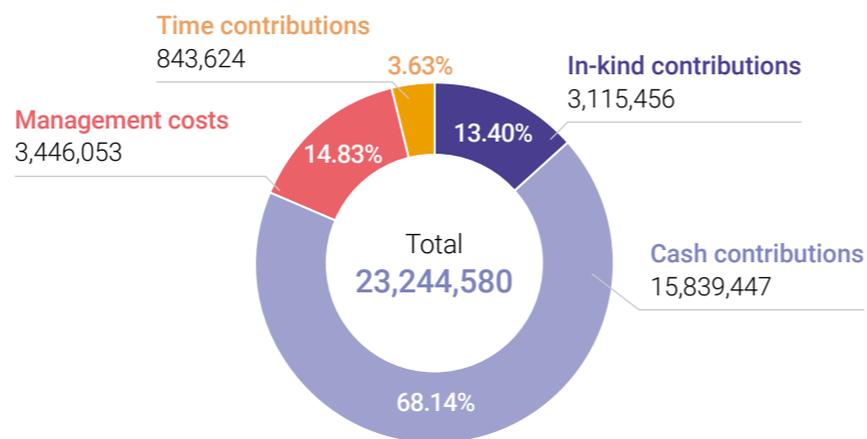
Appendix

EMI upholds core values befitting social citizens, and has long invested in local communities and care for disadvantaged groups, responding to social needs and cultural missions through our actions. For many years, we have incorporated the expertise and resources of our core businesses to provide material support and care for disadvantaged groups through a variety of projects such as "Sending Love to Tribal Villages," "Love Breakfast," "Support for Rehabilitated Inmates," and "Care for the Elderly." ET New Media also fulfills its responsibilities to society as a media business by reporting on ET Foundation projects to spread concepts of love and goodness. An ancient proverb states that people begin to know etiquette after they are well-fed and clothed. Accordingly, our goals for community care have extended to preservation of tribal culture in recent years. In 2021, we organized the Dung Sen Archery Tournament at East Rift Valley and collaborated with National Chengchi University to produce the program "A Taste of Tribal Life," which promotes the precious culture and heritage of indigenous people in Taiwan.

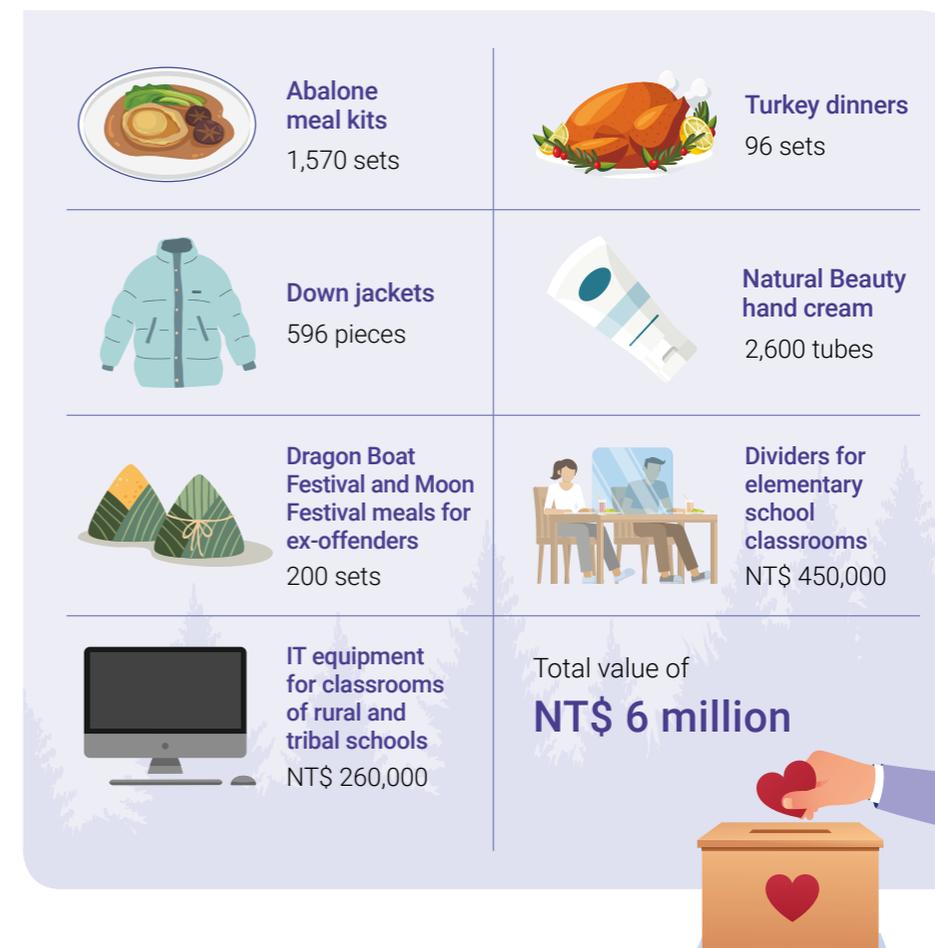
The COVID-19 pandemic continued to spread in 2021. EMI spared no effort in supporting medical staff, and cared for many in society who were impacted by the pandemic and were suffering from daily stress and difficulties. EMI donated warm clothes to the elderly during the winter and shared delicious foods with them over festive holidays, while also donating plastic dividers for epidemic prevention and IT equipment to rural and tribal schools so that the children would not be impacted by the pandemic or resource gaps, and could continue to receive basic education. We hope to continue using our capabilities to give back to society and bring warmth to the community as we lead our audiences and members in participation of public welfare activities to create a virtuous cycle for Taiwan.

Types of social participation and investment ratios in 2021

Unit: NT\$

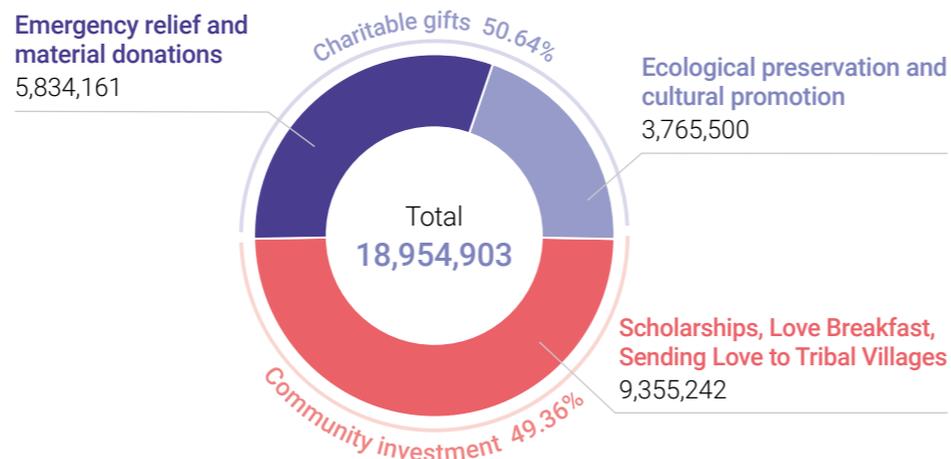


Total value of donated materials in 2021



Social participation projects and investment ratios in 2021

Unit: NT\$



5.1 Social Participation and Assistance

5.1.1 Assisting Remote Indigenous Tribes

Love Breakfast

EMI founded the Dung Sen Charity Foundation based on principles of "love, warmth, and happiness." We have continued to deliver love to those in need for 21 years. EMI has long focused on child education in rural tribes. Through extensive field investigations, we found that many schoolchildren from rural tribes often go hungry at school, resulting in poor learning outcomes. In response to Maslow's hierarchy of needs, which proposes that "Self-realization is achieved after physiological needs are met," we established the "Love Breakfast" project to provide daily nutrition for these children and unlock their full potential for learning.

EMI launched the "Love Breakfast" project in 2007, and has maintained the project for 15 consecutive years, benefiting more than 30,000 rural schoolchildren. More and more rural and tribal schools have participated in this project over the years, and we continue to optimize and improve project operations, working with schools, teachers, schoolchildren, breakfast shops in rural areas, and EMI members to form a mutually beneficial community and fulfill the core goals of this project.

	Number of schools	Number of schoolchildren	Investment amounts (NT\$)
2007-2020	348	Around 27,000	42,039,433
2021	32	3,820	5,896,340



In 2021, EMI invested NT\$ 5,896,340 in the "Love Breakfast" project, benefiting a total of 32 schools (a total of 64 schools over the first and second halves of the year). After the pandemic eased, the Dung Sen Charity Foundation chairman visited and cooked breakfasts for Amis students at the Taitung Feng Nian Elementary School. Many children who benefited from the "Love Breakfast" project are now healthy and grown up.



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Constant Outpouring of Love

In 2021, four children who previously benefited from the "Love Breakfast" project were accepted to Soochow University and National Chi Nan University. EMI awarded them special scholarships and encouraged them to continue being good role models for other children.

We hope that the "Love Breakfast" project not only provides breakfasts and nourishment for children, but also expands and strengthens our positive influence on rural and tribal schools. Accordingly, the short-term goal of the "Love Breakfast" project is to ensure that no children go hungry at school; the medium and long-term goals of the project are to encourage schools to use the funds from this project to establish sports and music clubs, as well as provide scholarships and future internship opportunities to those children who are accepted to university. Fan, one of the children who benefited from the "Love Breakfast" project, was accepted to Soochow University and worked as an intern at EMG (Eastern Media Group) during the winter vacations in 2022.

Social Return on Investment from "Love Breakfast" Project

In 2020, we used the "Social Return on Investment (SROI)" method to analyze stakeholder changes and impacts. Our quantification results regarding the social impacts and monetary amounts of our project were verified by Social Value International (SVI):

Total social value is equivalent to **NT\$ 2,353,076**

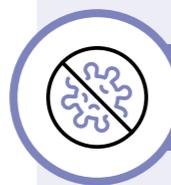
SROI ratio is **NT\$ 2.2**



Sending Love to Tribal Villages

For nine consecutive years, EMI has supported the after-school class founded by the Hualien Cirakayan community following closure of the local school. The number of schoolchildren participating in the class increased from 20 to 40, and the class includes students of all ages from elementary school to high school. Two students who benefited from this project were accepted to National Dong Hwa University and volunteered to return and teach at the after-school class.

In 2021, EMI invested a total of NT\$ 1,288,902 in the "Sending Love to Tribal Villages" project. Donations were provided to schoolchildren at six schools as well as to the Ren Ching Community Service Association to assist disadvantaged schoolchildren in the Cirakayan community. Additionally, at the end of each year, we invite outstanding schoolchildren from rural and tribal schools to participate in a two-day trip to Taipei and the EMI Christmas lighting ceremony as a reward. The Christmas lighting ceremony for 2021 had marketplace stalls manned by rehabilitated inmates and featured a performance by a band formed by rehabilitated inmates. The fees for this two-day trip amounted to NT\$ 400,000.



Supporting Epidemic Prevention and Spreading Love

In August 2021, children from mountainous regions participated in a donation event for medical professionals in Hualien hosted by EMI and affiliated companies to thank medical personnel for their hard work and efforts during the pandemic. During the event, the children transformed love from all sectors into care for others by making cards for medical personnel at all hospitals in Hualien, and also performed a song to spread positive energy for epidemic prevention.



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5.1.2 Assisting the Disadvantaged

Support for Rehabilitated Inmates

Everyone makes mistakes, but while most people can start over, "starting fresh" is very difficult for rehabilitated inmates. Ex-offenders may want to change their lives and become better people when they leave jail, but they often find it difficult to be accepted by society due to social perspectives and pressures.

EMI founder Gary Wang is an entrepreneur and a rehabilitated inmate. After seeing how people helped each other in prison, he was motivated to help more rehabilitated inmates return to society. In 2021, EMI collaborated with Taiwan After-Care Association to launch the "Stable Employment Project," providing rehabilitated inmates with opportunities to obtain stable jobs.

EMI continues to work with the Taipei Branch of the Taiwan After-Care Association, and assists the association with organizing events for the three major festivals. In 2021, EMI donated a total of NT\$ 120,000 to the Taiwan After-Care Association.



In November 2021, Taiwan After-Care Association awarded EMI a certification of appreciation to thank the corporation for its long-term support of rehabilitated inmates and for providing rehabilitated inmates with opportunities to work at EMG (Eastern Media Group).



Christmas Lighting Ceremony

In 2021, we hosted a Christmas lighting ceremony at our Zhonghe office and set up a "Happiness Marketplace," inviting rehabilitated inmates to set up stalls and sell their own food products. Employees and nearby residents all participated in the event. This Christmas lighting ceremony was the first to feature a live performance by a band formed by rehabilitated inmates. The set list included Lin Chung's "Marching Forward," encouraging the children at the event to courageously chase their dreams. After the Christmas tree was lit, "Jingle Bells" began to play, and flakes of artificial snow drifted down from the sky. EMI founder Gary Wang appeared as Santa Claus to distribute candy and have fun with the children. He also purchased egg rolls made by rehabilitated inmates and gifted these to the children from Nanhe Elementary School in Pingtung and Wanfeng Elementary School in Taichung.



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Rehabilitation of Ex-Offenders

To encourage ex-offenders to return to society, EMI founder Gary Wang met with paroled prisoner Mr. Chang (nicknamed "A-Kai") in June 2021, and arranged a job opportunity at Happy Shopping, an affiliated enterprise of EMI, so that A-Kai could start anew. After working at Happy Shopping for three months, A-Kai said that he steadfastly refused offers from friends who wished him to go back to drug dealing, saying that, "I am on a good path and do not want to turn back!"



"After-Care News Cloud"

EMI has long been attentive of the human rights of ex-prisoners and prisoners. Therefore, the ETtoday website officially launched the "After-Care News Cloud" page under the "Legal News Cloud" to uphold the spirit of "rehabilitation without hindrance and love for victims" and focus on news reports related to rehabilitated inmates and victims of crime to increase reader understanding of the difficulties they face, making readers more willing to lend a helping hand and build a peaceful society.



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Care for the Elderly

EMI has been providing care for the elderly since 2018. We hosted talent shows for the elderly in New Taipei City and parties for elderly people at Northern Region Senior Citizens' Home and Xizhi Evergreen Village Senior Center, promoting health for the elderly through fun activities while also providing health consultation services and health supplements. We were unable to host physical events for the elderly in 2021 due to the pandemic, but we still continued to care for the elderly through donations of warm clothing and delicious foods. In 2021, EMI donated resources to the elderly that were equivalent to NT\$ 2,577,581, including 1,340 sets of abalone meal kits and 287 down jackets.

In the past, EMI mostly hosted activities for the elderly at public and private nursing homes. Our material donations in 2021 allowed us to expand care to senior veterans. Several senior veterans reside at Banqiao and Sanxia Veterans' Homes. To express our gratitude to them for dedicating their youth to defending our homeland by serving in the military and fighting in wars, we not only donated down jackets, but also gifted abalone meal kits to these veterans prior to Dragon Boat Festival.



Due to the pandemic, the delicious foods gifted to Sanxia Veterans' Home by Dung Sen Charity Foundation were packed in individual boxes.



Dung Sen Charity Foundation hopes that the donations of these delicious foods to Sanxia Veterans' Home made the festival more enjoyable for the veterans.



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5.1.3 Assisting Society

Charity Desk Calendars

Dung Sen Charity Foundation and Dung Sen Culture Foundation were founded the year after the 921 Earthquake to continue implementing community care. A book was published on the 20th anniversary of these foundations to commemorate EMI's public welfare actions. Apart from sharing these books with our clients and schools, we also took the drawings in the book and combined them with drawings created by children from rural tribes, making these into desk calendars which were sold internally by EMI employees acting as volunteers. All proceeds were used as funds for the "Sending Love to Tribal Villages" project. A total of 1,000 charity desk calendars were sold in 2021, garnering NT\$ 250,000 in proceeds.

Community Care

The COVID-19 pandemic continued to spread in 2021 and many people's lives were affected. However, the lives of disadvantaged groups in society were most directly or indirectly impacted as the pandemic increased their daily stresses and struggles for survival. For example, fear of the pandemic led to a decrease in blood donations across Taiwan, and online learning during the pandemic became a major burden for rural schools with limited resources. We mobilized our various businesses and continue to transform love into caring actions. Apart from monetary donations, we called on our employees to donate blood, and we also donated materials and epidemic prevention equipment equivalent to NT\$ 6 million to local communities and rural schools.



Blood Drive

During the pandemic, the general public stopped leaving their houses to reduce risks of cluster infections and avoid unnecessary contact with others, but this impacted blood donations and blood reserves in Taiwan. In response to blood shortages in Taiwan, ET New Media hosted a one-day blood drive at its Nangang office in August 2021. First-level supervisors called on employees to roll up their sleeves and donate blood while strictly observing social distancing rules and comprehensive epidemic prevention measures.



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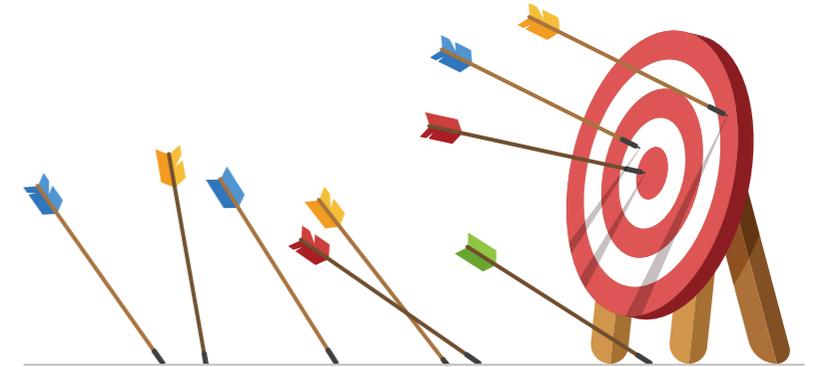
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5.2 Cultural Inheritance and Continuity

5.2.1 Cultural Promotion

Dung Sen Archery Tournament

EMI has long invested in athletic development of schoolchildren from remote regions. Due to the impacts of the pandemic in recent years, many students were unable to participate in overseas competitions. Therefore, EMI invested NT\$ 350,000 to host the first East Rift Valley Dung Sen Archery Tournament in Hualien, with 10 EMI managers and employees serving as volunteers. The event was planned over 400 hours, and competitors from the three counties/cities of Yilan, Hualien, and Taitung were invited to attend. In order to discover potential archery talents, the tournament offered an award for newcomers, so that even schoolchildren who were beginners to archery could compete.



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Production of Indigenous Culture Documentary

EMI collaborated with National Chengchi University on an indigenous cultural heritage project and produced the documentary "A Taste of Tribal Life" to promote and pass on the beauty of tribal culture through the lens of a camera, allowing more audience members to understand the traditions, culture, and foods of indigenous people in Taiwan, thereby driving sales of travel tours, creative products, and foods while invigorating tribal economies. This encouraged local youth to return and become entrepreneurs, creating new values for tribal culture. Additionally, National Chengchi University principal Ming-Cheng Kuo presented EMI with a "Role Model for Industry-Academia Collaboration" award to thank us for our hard work and efforts in preserving the cultural heritage of the indigenous people.

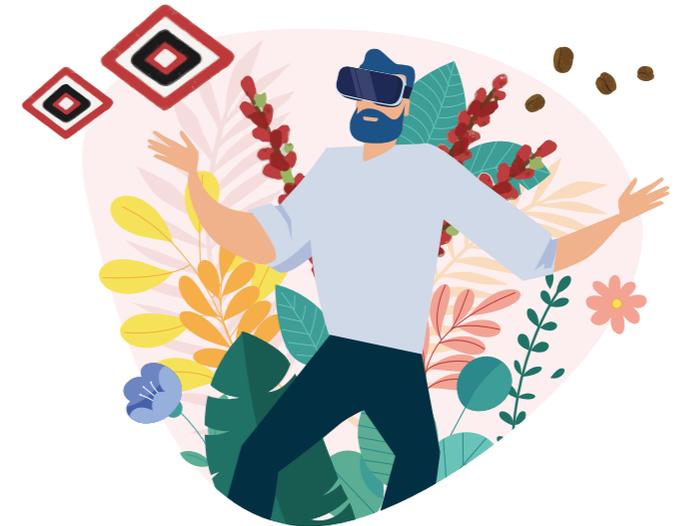
"A Taste of Tribal Life" was planned and filmed over one year, and was produced and filmed by the director Hui-Wu Chen, a Golden Bell Award Humanities Documentary Program Award winner. The first season of "A Taste of Tribal Life" contained eight episodes and visited eight villages in Taiwan: Liqiu, Baoshan, Jiamu, Yingshi, Kabuasua, Dashe, and Taromak. The program was hosted by Atayal host Mongay Keway and chef Kai Vavauni Laya, who took the audience to visit indigenous tribes deep in the mountains, learn about traditional indigenous foods, and listen to stories narrated by elderly tribesmen.

EMI donated NT\$ 3 million to produce "A Taste of Tribal Life" and 10 volunteers invested more than 1,700 hours to plan the production. Additionally, ETtoday invested NT\$ 2 million in promotion and broadcast fees for this program. What was noteworthy about this project was that EMI often ran into teachers and students who benefited from the "Love Breakfast" project when filming this program. These individuals were happy to provide support and assistance, and showcased EMI's reputation in community care.

"A Taste of Tribal Life" was first broadcast on ETtoday on March 5, 2022, and has since been broadcast on Taiwan Indigenous Television and CTS Education Channel.



This program was produced using VR technology, and a 720 VR scenario of Tjuabar Tribe was set up at the documentary press conference, allowing guests to experience the reality and real-time interactions of VR technology as though they were actually seeing the cultural sights in person through this simulated metaverse and virtual tour of the indigenous village.



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5.2.2 Support for Sports

Education Scholarships

A year after the 921 Earthquake, EMI established the "Dung Sen Education Scholarships" and founded the Dung Sen Charity Foundation and Dung Sen Culture Foundation to support young athletes and outstanding athletic talents.

EMI has long supported young athletes in winning glory for Taiwan through international competitions, and has continuously supported renowned Taiwanese tennis players Yung-Jan Chan and Hao-Ching Chan since 2004. In 2021, EMI provided NT\$ 1 million in scholarships, sparing no effort in assisting Taiwanese athletes to compete in international arenas. Those who received encouragement and affirmation from this scholarship included badminton player TzuYing Tai, table tennis player Chih-Yuan Chuang, and tennis player Yen-Hsun Lu, who garnered outstanding achievements at the 2021 Tokyo Olympics, as well as rising star golf player Min Lee, and Go player Yi-Min Hsieh, who has won many Japanese tournaments.

In 2021, EMI provided NT\$ 2 million in sports and training subsidies for rural schools, and helped to raise money for sports equipment and clothing. EMI also sponsored judo, taekwondo, baseball, archery, volleyball, track, and other sports clubs in these schools so that children at rural and tribal schools could enjoy a variety of sports, build a solid foundation, uncover their potential, and seek opportunities for further developments in sports.

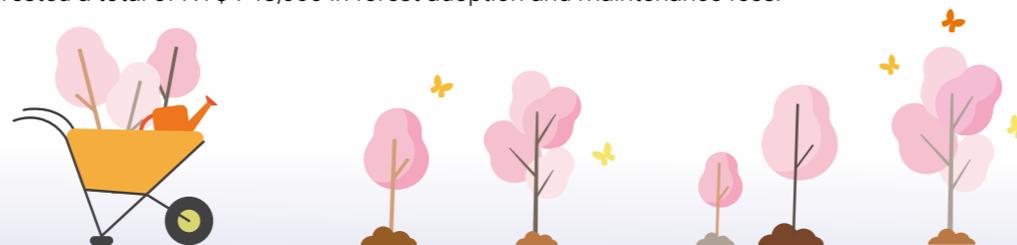
Recognition by Two Awards

The Sports Administration, Ministry of Education (SAMOE), hosted the award ceremony for the 13th "Sports Activist Awards" on November 2021. EMI has long invested in athletes, sports resources for rural regions, and cross-strait activities, but this was the first time we submitted an application for this award. EMI received two awards: The Promotion Bronze Medal and Long-Term Sponsorship Award. This outstanding achievement and recognition of our efforts made us even more determined to promote and support sports development in Taiwan. We hope our spirit of determination can be passed on through the ages.

5.2.3 Ecological Preservation

Taking on Maintenance of National Park Forests

EMI is committed to caring for Taiwan and local disadvantaged groups. Starting in 2019, EMI began collaborating with the Taipei City Government. We adopted a section on Yangmingshan National Park, planted cherry blossoms, and provided long-term maintenance and care for the forests. In 2021, EMI invested a total of NT\$ 748,000 in forest adoption and maintenance fees.



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102-4	Location of operations	About this Report		3
102-5	Ownership and legal form	1.1 About EMI		6
102-6	Markets served	1.1 About EMI		6-8
102-7	Scale of the organization	3.1.4 Operational Performance		55-56
102-8	Information on employees and other workers	4.1.2 Employee Structure		63-64
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102-10	Significant changes to the organization and its supply chain		No major changes occurred during the reporting period	-
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102-42	Identifying and selecting stakeholders	1.4 Material Issues and Stakeholder Engagement		13-14
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Topic-Specific Disclosures

Economic				
Disclosure No.	Disclosure Item	Corresponding Sections	Remarks	Page No.
GRI 201: Economic Performance 2016				
201-1	Direct economic value generated and distributed	3.1.4 Operational Performance		55-56
201-2	Financial implications and other risks and opportunities due to climate change	2.2.1 Climate Change Actions		38-40
GRI 204: Procurement Practices 2016				
204-1	Proportion of spending on local suppliers	3.2.1 Suppliers and Contractors		58
GRI 205: Anti-Corruption 2016				
205-2	Communication and training about anti-corruption policies and procedures	3.1.2 Legal Compliance and Ethical Management		50-52
205-3	Confirmed incidents of corruption and actions taken		No incidents of corruption occurred at EMI in 2021	-
GRI 206: Anti-Competitive Behavior 2016				
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		EMI was not involved in any anti-competitive behaviors, anti-trust, and monopoly practices in 2021	-

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Environmental				
Disclosure No.	Disclosure Item	Corresponding Sections	Remarks	Page No.
GRI 302: Energy 2016				
302-1	Energy consumption within the organization	2.2.2 Environmental and Energy Management		43
302-4	Reduction of energy consumption	2.2.2 Environmental and Energy Management		41-42
302-5	Reductions in energy requirements of products and services	2.2.2 Environmental and Energy Management		42-43
GRI 303: Water and Effluents 2018				
303-2	Management of water discharge-related impacts	2.2.2 Environmental and Energy Management		44
GRI 306: Waste 2020				
306-2	Management of significant waste-related impacts	2.2 Green and Sustainable Values		41
GRI 307: Environmental Compliance 2016				
307-1	Non-compliance with environmental laws and regulations		EMI did not violate any environmental laws and regulations in 2021	-
GRI 308: Supplier Environmental Assessment 2016				
308-1	New suppliers that were screened using environmental criteria	3.2.2 Supply Chain Management		58

Social				
Disclosure No.	Disclosure Item	Corresponding Sections	Remarks	Page No.
GRI 401: Employment 2016				
401-1	New employee hires and employee turnover	4.1.2 Employee Structure		64
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	4.3.1 Employee Benefits		71-73
401-3	Parental leave	4.3.1 Employee Benefits		73
GRI 402: Labor/Management Relations 2016				
402-1	Minimum notice periods regarding operational changes	4.3 Employee Benefits and Rights		75-76

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Social				
Disclosure No.	Disclosure Item	Corresponding Sections	Remarks	Page No.
GRI 403: Occupational Health and Safety 2018				
403-1	Occupational health and safety management system	4.4.1 Dedicated Unit and Committee for Occupational Health and Safety		79-80
403-2	Hazard identification, risk assessment, and incident investigation	4.4.1 Dedicated Unit and Committee for Occupational Health and Safety		80
403-3	Occupational health services	4.3.2 Employee Health Promotion Activities		74-75
403-4	Worker participation, consultation, and communication on occupational health and safety	4.4.1 Dedicated Unit and Committee for Occupational Health and Safety		80
403-5	Worker training on occupational health and safety	4.4.3 Dissemination and Drills		83-84
403-6	Promotion of worker health	4.3.2 Employee Health Promotion Activities		74-75
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4.4.1 Dedicated Unit and Committee for Occupational Health and Safety		79-80
403-9	Work-related injuries	4.4.2 Implementation Projects and Results		83
GRI 404: Training and Education 2016				
404-1	Average hours of training per year per employee	4.2.1 Internal Training Courses		65
GRI 405: Diversity and Equal Opportunity 2016				
405-1	Diversity of governance bodies and employees	4.1.2 Employee Structure		63
GRI 406: Non-Discrimination 2016				
406-1	Incidents of discrimination and corrective actions taken	4.3.3 Corporate Communication Channels		76
GRI 412: Human Rights Assessment 2016				
412-2	Employee training on human rights policies or procedures	4.5.2 Actions and Solutions		86
GRI 414: Supplier Social Assessment 2016				
414-1	New suppliers that were screened using social criteria	3.2.2 Supply Chain Management		58

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Disclosure No.	Disclosure Item	Corresponding Sections	Remarks	Page No.
GRI 416: Customer Health and Safety 2016				
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		No violations of health and safety laws relating to products and services occurred in 2021	-
GRI 417: Marketing and Labeling 2016				
417-2	Incidents of non-compliance concerning product and service information and labeling		No violations of information and labeling laws relating to products and services occurred in 2021	-
417-3	Incidents of non-compliance concerning marketing communications		No incidents of non-compliance concerning marketing communications laws occurred in 2021	-
GRI 418: Customer Privacy 2016				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		No complaints concerning breaches of customer privacy and losses of customer data occurred in 2021	-

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Appendix II. SASB Standards Comparison Table

Warehousing business: FOOD RETAILERS & DISTRIBUTORS

Indicator Type	SASB Category	Disclosure No.	Accounting Metric	Method of Disclosure	Disclosures
Accounting Metric	Energy Management	FB-FR-130a.1	(1) Operational energy consumed (2) Percentage grid electricity (3) Percentage renewable	Quantitative	2.2.2 Environmental and Energy Management
	Data Security	FB-FR-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	Quantitative	2.1.3 Customer Privacy and Protection
		FB-FR-230a.2	Description of approach to identifying and addressing data security risks	Discussion and Analysis	2.1.3 Customer Privacy and Protection
	Labor Practices	FB-FR-310a.3	(1) Number of work stoppages and (2) total days idle	Quantitative	(1) 0 (2) 0
FB-FR-310a.4		Total amount of monetary losses as a result of legal proceedings associated with: (1) labor law violations and (2) employment discrimination	Quantitative	Our warehousing business incurred no violations of labor laws or laws related to employee discrimination in 2021.	

Warehousing business: REAL ESTATE

Indicator Type	SASB Category	Disclosure No.	Accounting Metric	Method of Disclosure	Disclosures
Accounting Metric	Energy Management	IF-RE-130a.5	Description of how building energy management considerations are integrated into property investment analysis and operational strategy	Discussion and Analysis	2.2.2 Environmental and Energy Management
	Water Resource Management	IF-RE-140a.4	Description of water management risks and discussion of strategies and practices to mitigate those risks	Discussion and Analysis	2.2.2 Environmental and Energy Management

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Media business: MEDIA & ENTERTAINMENT

Indicator Type	SASB Category	Disclosure No.	Accounting Metric	Method of Disclosure	Disclosures
Accounting Metric	Media Pluralism	SV-ME-260a.2	Description of policies and procedures to ensuring pluralism in news media content	Discussion and Analysis	2.1.2 Quality Management
	Journalistic Integrity & Sponsorship Identification	SV-ME-270a.1	Total amount of monetary losses as a result of legal proceedings associated with libel or slander	Quantitative	0
		SV-ME-270a.2	Revenue from embedded advertising	Quantitative	3.1.4 Operational Performance
		SV-ME-270a.3	Description of approach for ensuring journalistic integrity of news programming related to: (1) truthfulness, accuracy, objectivity, fairness, and accountability, (2) independence of content and/or transparency of potential bias, and (3) protection of privacy and limitation of harm	Discussion and Analysis	2.1.2 Quality Management
	Intellectual Property Protection & Media Piracy	SV-ME-520a.1	Description of approach to ensuring intellectual property (IP) protection	Discussion and Analysis	3.1.3 Risk Management
Activity metrics	-	SV-ME-000.A	(1) Total recipients of media and the number of (2) households reached by broadcast TV, (3) subscribers to cable networks, and (4) circulation for magazines and newspapers	Number	(1) 2.1.1 Innovation Strategies and Values (2)0 (3)0 (4)0
	-	SV-ME-000.B	Total number of media productions and publications produced	Number	30

Pet business: MULTILINE AND SPECIALTY RETAILERS & DISTRIBUTORS

Indicator Type	SASB Category	Disclosure No.	Accounting Metric	Method of Disclosure	Disclosures
Accounting Metric	Energy Management in Retail & Distribution	CG-MR-130a.1	(1) Operational energy consumed (2) Percentage grid electricity (3) Percentage renewable	Quantitative	(1)17,934.06(GJ) (2)100% (3)0%
	Labor Practices	CG-MR-310a.3	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	Quantitative	Our pet business incurred no violations of labor laws in 2021.
	Workforce Diversity & Inclusion	CG-MR-330a.2	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	Quantitative	ET Pet incurred no violations of laws related to employee discrimination in 2021.
Activity metrics	-	CG-MR-000.A	Number of: (1) retail locations and (2) distribution centers	Quantitative	(1)119 (2)2
	-	CG-MR-000.B	Total area of: (1) retail space and (2) distribution centers	Quantitative	(1) 25,312m ² (2) 760m ²

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Appendix III. List of Affiliated Public Associations

Item number	External Public Associations	Method of Participation
1	Chinese National Association of Industry & Commerce, Taiwan (CNAIC)	Member representative
2	The Real Estate Development Association of Taipei	Member
3	Taipei Chamber of Commerce	Member representative
4	Taichung Cereal Association	Executive supervisor
5	Kaohsiung Cereal Association	Member
6	Kaohsiung International Vessel Association	Supervisor
7	Chinese Arbitration Association, Taipei	Member representative
8	Cross-Strait CEO Summit	Member representative
9	Taipei City Rice Business Association	Member representative
10	Chinese Non-Store Retailer Association	Executive director, Member representative
11	Taiwan Coalition of Service Industries (TWCSI)	Executive director
12	Taiwan International Logistics & Supply Chain Association	Member representative
13	Taiwan Food Industry Foundation	Executive director
14	Asia-Pacific Smart Building Development Association	Supervisor
15	Chunghua New Media Industry Development Association	Vice chairman, Executive director

Appendix IV. Independent Assurance Statement

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會計師獨立確保報告

東森國際股份有限公司 公告

一、 確信範圍

本事務所接受東森國際股份有限公司及其子公司（以下簡稱東森集團）之委託，對 2021 年度永續報告書中所認定之永續資訊資訊進行有限確信獨立確保報告。

有關東森集團所認定之資訊及其透明標準，詳列於一。

字樣保證聲明

東森集團管理層負責依據適當之基準編製 2021 年度永續報告書，包括參考全球永續性報告協會 (Global Reporting Initiative, GRI) 所發布之 GRI 準則 (GRI Standards) 並應設計、執行及維護與報告編製相關之內部控制，以蒐集及揭露報告書內容。

本事務所聲明

本事務所係依照財團法人中華民國會計師發展基金會所發布之確信準則公告第一號「非屬歷史性財務資訊基礎或相關之確信案件」之要求規劃並執行有限確信工作。

二、 確信工作

有關確信案件之執行程序之性質及時間適用之合理確信案件系列，其範圍亦較小，所取得之確信程度明顯低於合理確信案件。為取得有限確信，本事務所之決定確信程序之性質及範圍時會考量東森集團內部控制之有效性，但目的並非對東森集團內部控制之有效性表示意見。

為作成有限確信之結論，本事務所已執行了列工作：

- 與東森集團之管理層及員工進行訪談，以瞭解東森集團履行企業社會責任之整體情況，以及報告過程；
- 透過訪談、檢查相關文件，以瞭解東森集團之主要利害關係人及利害關係人之期望與需求，雙方具體之溝通管道，以及東森集團如何回應該等期望與需求；
- 針對報告中所認定之永續資訊資訊進行分析性程序；蒐集並評估其他支持性資訊及所取得之管理層聲明；如必要時，則抽選樣本進行測試；



- 閱讀東森集團之永續報告書，確認其與本事務所取得關於企業社會責任整體履行情況之瞭解一致。

三、 意見限制

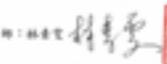
因本確信報告中所包含之非財務資訊受到管理不確定性之影響，選擇不同披露方式，可能導致確信報告上之重大差異，且由於確信工作係採抽樣方式進行，且執行內部控制均定有重大限制，故本確信報告所發表之重大事實表達，無論是否導致誤解或錯誤。

四、 品質管制與獨立性

本事務所遵循會計師公會第四十六號會計師事務所之品質管制之規範，建立及維護相關之品質管制制度，包含總體職業道德規範、專業判斷及所適用法令相關之書面政策及程序，本所亦遵循會計師職業道德規範中有關獨立性及其他道德規範之規定，詳列於本所原則為公正、客觀、專業能力及專業上應有之注意、保密及專業態度。

五、 結論

依據本事務所執行之程序及所獲取之證據，本發現東森集團所認定之永續資訊資訊與本所依據透明標準編製內提供之重大事實之性質。

安永聯合會計師事務所
會計師：林秉宏 
民國一一年七月二十五日



附錄一：

編號	書法	內容標題	標的資訊	透明標準												
1	第二章	環境與社會	東森集團 2021 年度未有發生任何嚴重事件；未有重大違反環保法規以及行銷傳播與廣告法規以該違反罰款等情形。	2021 年是否有員工因嚴重事件而受處分、處置或法律事件、2021 年是否有違反環保以及行銷傳播與廣告法規之資訊。												
2	第三章	誠信經營	東森集團於 2021 年度無任何 3R 台套台承運與簽署之安全衛生事項及危害告知單。	2021 年東森集團承運與簽署之安全衛生事項及危害告知單。												
3	第二章	環境與社會	2021 年度東森集團之會計及研發等資訊耗用量： <table border="1" style="margin: 5px auto;"> <thead> <tr> <th>類別</th> <th>年度</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>研發電力耗用量(度)</td> <td></td> <td>23,266,511</td> </tr> <tr> <td>其他能源耗用量(噸油當量)</td> <td></td> <td>14,680</td> </tr> <tr> <td>加水量(公噸)</td> <td></td> <td>23,826</td> </tr> </tbody> </table>	類別	年度	2021	研發電力耗用量(度)		23,266,511	其他能源耗用量(噸油當量)		14,680	加水量(公噸)		23,826	2021 年東森集團無法耗用量、非台套公司統計之耗用資訊，由本公司統計之耗用資訊及非台套公司耗用之耗用資訊。
類別	年度	2021														
研發電力耗用量(度)		23,266,511														
其他能源耗用量(噸油當量)		14,680														
加水量(公噸)		23,826														




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