

Sustainable SYNEX
Cherish the Earth



2024

ESG REPORT

Contents

President’s Message	02	Sustainability Committee	06
About the Report	04	Identification of Material Issues	07
Sustainability Performance Highlights of 2024	05	Stakeholder Engagement	11

1 Governance

About SYNNEX	18
Corporate Governance	21
Ethical Corporate Management	29
Tax Management	32
Risk management	33
Legal Compliance	40
Information Security Management	42

2 Innovative Services

Innovative Services	47
Supplier Management	53
Advancing Service Quality	57

3 Happy Enterprise

Employee Diversity and Equality	67
Occupational health and safety	71
Education and Training	79
Talent Attraction and Retention	82
Labor Relations	88

4 Social Participation

Knowledge Sharing	90
Talent Cultivation	91
Social Engagement	92

5 Environmental Management

Energy and Greenhouse Gas emissions	97
Water Resource Management	101
Waste Reduction	102
Sustainable Green Office	103
Green Relocation	104
Environmentally Friendly Behavior	105
Clean technology promotes and develops	106

6 Climate Action

Climate Change Risk Management	109
Climate-related Risks and Opportunities	111
Risk Management	114
Indicators and Objectives	116

Appendix

Appendix 1 Accountants Limited Assurance Report	117
Appendix 2 Summary of the information subject to assurance	118
Appendix 3 ISO27001	119
Appendix 4 ISO14064	120
Appendix 5 ISO14001	121
Appendix 6 ISO45001	122
Appendix 7 GRI Standards Content index	123
Appendix 8 Sustainability Index	130
Appendix 9 SASB index	131

President's Message

The year 2024 marked a significant milestone for Synnex Group. We officially moved into our new headquarters, achieving a record-high consolidated revenue of NT\$426 billion, with Pan-Synnex global channel revenue reaching NT\$859 billion. In the same year, the headquarters' Planning and Management Divisions marked their 20th anniversary, the next-generation ERP system upgrade was successfully completed, and Synnex was recognized as one of the Best Taiwan Global Brands for the 22nd consecutive year. These accomplishments were made possible through the longstanding support and trust of our employees, customers, shareholders, and stakeholders. As the largest ICT and semiconductor distributor in the Asia-Pacific region, Synnex remains committed to strengthening corporate governance and optimizing operations to fulfill our responsibilities to all stakeholders.

In response to the challenges and opportunities posed by global climate change, Synnex continues to uphold the philosophy of 'Sustainable Synnex, Cherish the Earth.' Through the Management Service Platform (MSP), the company actively serves as a digital bridge, integrating customized digital tools (APPs) to enhance information connectivity across the supply chain. By leveraging information integration and digitalized operations, Synnex continues to advance its paperless policy. The company has also obtained dual certifications for ISO 14001 Environmental Management System and ISO 14064 Greenhouse Gas Inventory, and has set a target to reduce carbon emissions by 25% by 2030, with 2023 as the baseline. As of 2024, the total carbon emissions of the Group's domestic and overseas parent and subsidiary companies have decreased by 8% compared with the baseline year, demonstrating the company's commitment to climate action.

In addition, we work with supply chain partners across eight major markets in the Asia-Pacific region to promote the application of clean technologies in industries, helping customers adopt innovative solutions with low-energy consumption, low-pollution, and low-emission. Synnex is also continuously developing intelligent warehousing and cloud storage systems, centered on the principle of resource-sharing and mutual benefit. By sharing warehouse space, pooling distribution resources, and minimizing unnecessary storage operations and transportation flows between transaction stages, Synnex significantly reduces carbon emissions and resource consumption, achieving shared energy-saving and carbon-reduction goals.

To accelerate digital operations, we are advancing the wireless, cloud-based, and mobile transformation of our workplaces. This initiative not only reduces the demand for hardware equipment and energy consumption but also effectively lowers the carbon footprint generated during hardware manufacturing. In line with digital transformation, the company also continues to strengthen information security and risk management mechanisms, maintaining certification under the ISO 27001 Information Security Management standard.

Inaugurated in 2024, the Synnex Tower is a sustainable facility that integrates smart energy efficiency with a people-centered design. The building incorporates multiple energy-saving and intelligent management systems, including Automatic Sunlight Tracking Blinds, energy-efficient Double - Skin Glass Facade, Smart Elevator System(DOAS), PM2.5 monitoring mechanisms, and emergency generators powered by natural gas instead of fuel oil. While ensuring a comfortable working environment for employees, it also embodies the principle of environmental sustainability. To minimize potential environmental impacts during the relocation process, we launched a “Green Relocation” program, encouraging employees to move personal items in low-carbon ways and introducing an “ESG Carbon Reduction Incentive” mechanism to enhance participation and awareness. In the same year, Synnex obtained ISO 45001 Occupational Health and Safety Management certification, strengthening its safety management system. Through four key programs, we continue to enhance workplace safety, health, and management, fostering a safer, healthier, and more reliable working environment.

Synnex has upheld a steady approach of “Stability, Sustainability, and Growth,” with a long-term focus on risk diversification. In recent years, it has adopted AI-powered tools to improve decision-making, risk management, and operations, cutting inefficiencies and making the organization leaner and more agile. This enables the company to respond flexibly to new business opportunities and environmental changes while working hand in hand with supply chain ecosystem partners to achieve “Co-existence, Co-prosperity, and Co-benefits.” Looking ahead, the company will continue to advance in AI, green technologies, and smart workplaces, using innovation to enhance performance and create opportunities that align business growth with environmental responsibility.

President 



About the Report

Since 2015, Synnex has published an annual sustainability report and set up a sustainable development section on its official website as a communication management and platform with SYNnex's stakeholders to elaborate SYNnex's management strategies, implementation achievements and operating performance in various corporate governance, environmental and social issues.

This report has been prepared in accordance with the GRI Standards framework published by the Global Reporting Initiative (GRI) based on core disclosure principles. Refer to the Sustainability Accounting Standards Board (SASB) standards for disclosure. The financial figures are denominated in New Taiwan Dollars, audited and attested by an accountant. The relevant statistics are expressed on the basis of international common indicators. If the quantitative indicators disclosed above contain special meanings, such information will be explained in a separate note.

Publication Date and Period

In August 2025, SYNnex issued its 2025 Sustainability Report to disclose its sustainability performance and respond to stakeholders' concerns for the year 2024 (from January 1, 2024 to December 31, 2024). For completeness and comparability, some of the information is traced back to 2022 or extended to 2025.

Boundary and Scope

The geographical boundary of this report is Synnex Technology International Corp. and includes Synergy Intelligent Logistics Corp., a wholly-owned subsidiary. Except for the financial information audited by an accountant and certain sustainability information, it does not include the reinvested businesses in the consolidated financial statements. The scopes covered by some of the information will be explained in a separate note to be in line with the meaning of the presentation.

Publication Date of Previous Reports

SYNNEX publishes an annual sustainability report on a regular basis

First publication: 2014 Report (Published in December 2015)

Previous publication: 2023 Report (Published in December 2024)

Publication Time of this Report: 2024 Report (Published in November 2025)

Report Assurance

The Company has commissioned PwC Taiwan to conduct limited assurance on a portion of the information in this report in accordance with the Assurance Standard No. 3000 "Assurance Engagement of Examinations or Audits of Non-historical Financial Information" issued by the Accounting Research and Development Foundation.

Sustainability Performance Highlights of 2024

Environment



ISO Certification

Continuously achieving ISO 14001 Environmental Management System and ISO 14064 GHG Emissions Inventories



Digitalization of Business Procedures

Continuously promoting digitalization and paperless policies, total paper consumption was reduced by approximately 59% in 2024, equivalent to approximately 12,089 kg of CO2e reduction



Carbon Reduction Achievements

8% reduction in total Group emissions vs. 2023 baseline — reflecting strong focus on sustainability.

Social



Gender Equality

The proportion of female managers in leadership positions reached 44%, highlighting the principle of recognizing capability without gender distinction



Employees Interest Free Loans

Provide a worry-free working environment for employees, set up an interest-free loan system, and assist more than 1,300 people, the total amount of loans to date exceeds NT\$400 million



Occupational Safety and Health

Achieved ISO 45001 certification, fostering a safe, healthy, and sustainable work environment.

Governance



Business Performance

Consolidated revenue reached NT\$426 billion and operating profit margin was 2.35% in 2024, a new record high.



Information security management

Put emphasis on information security, and receive ISO27001 certification consistently.



Awards and Recognition

Honored with the "Best Taiwan Global Brands" awarded by Ministry of Economic Affairs and Interbrand for 22 consecutive years.



Customer Satisfaction

The average score for in-home service satisfaction was 4.9 out of 5, reflecting customers' high approval of service quality."

Sustainability Committee

To implement the concept of sustainable operation, we set up a Sustainability Committee in 2015, with the President as the convener. We also set up work teams for 4 ESG aspects according to the issues under the jurisdiction of each department, which selected the appropriate functional supervisor and employees to form the teams. The ESG work team is responsible for coordinating, managing and implementing the ESG policies and activities of SYNNEX; also, it is responsible for preparing and publishing the annual ESG report.



Identification of Material Issues

1. Identify Issues

Referring to the AA1000 Stakeholder Engagement Standard (AA1000 SES) and internal identification, eight key stakeholders have been identified: shareholders/investors, employees, suppliers, distributors, consumers, media, regulatory authorities, and non-governmental organizations. Based on GRI guidelines, international industry trends, sustainable development goals, and the stakeholder engagement process, a total of 25 sustainability issues have been identified.

2. Evaluate impact

By conducting a stakeholder survey, we aim to understand the degree of concern that stakeholders have regarding sustainability issues. Following this, senior executives provide their assessments of the impact of each topic on business operations, which allows us to create a materiality matrix.

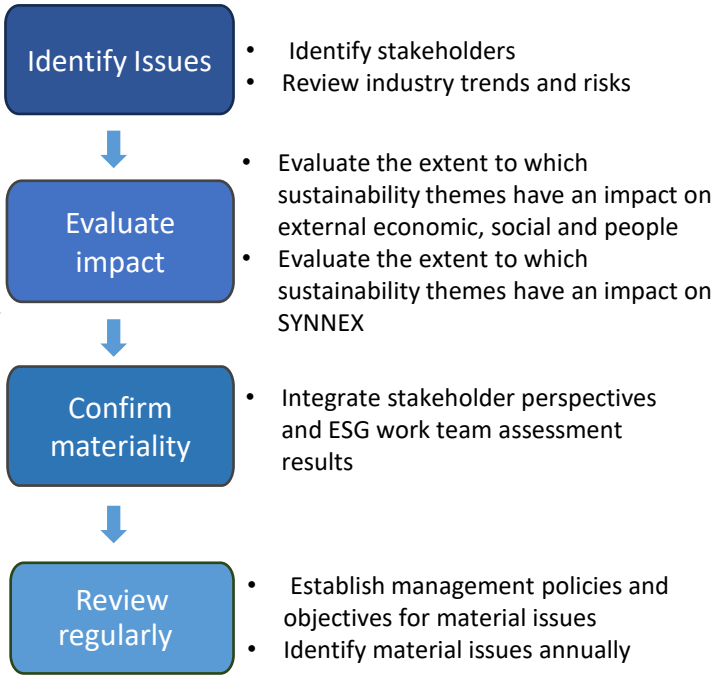
The survey collects information on the actual and potential positive and negative impacts of each issue on the external environment, society, and populations (including human rights). The assessment of impact is based on "severity" and "likelihood," resulting in the generation of a bar chart that illustrates both positive and negative impacts.

3. Confirm materiality

The Sustainability Committee integrated the findings from the analysis and, taking into account international sustainability frameworks and standards (such as GRI guidelines, SASB, SDGs, and TCFD) along with Synnex's development strategy, performed cross-analysis, ranking, and discussion to identify 10 major sustainability topics.

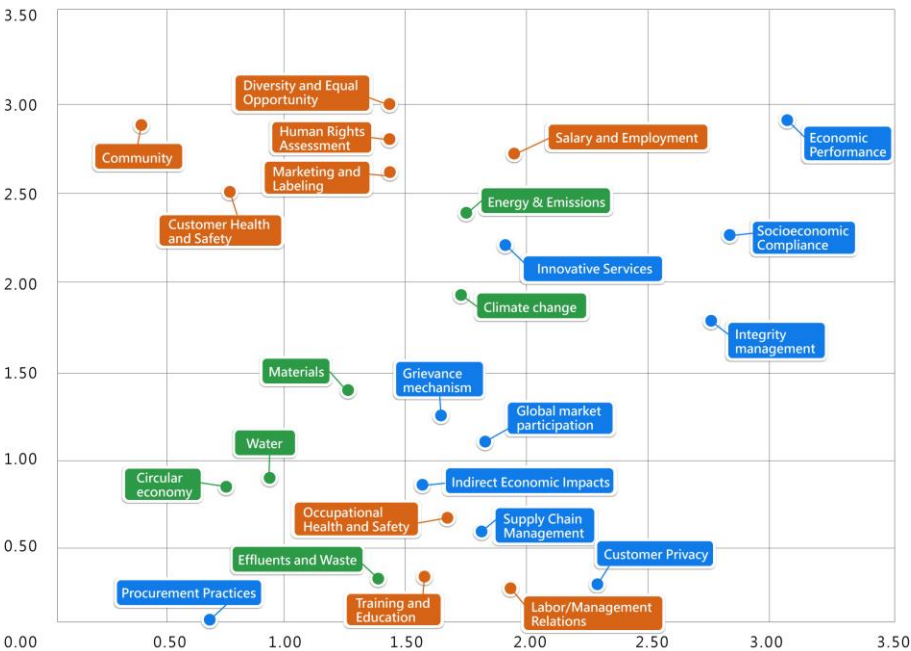
4. Review regularly

For material issues, SYNNEX establishes management policies and action plans, while for other non-material issues, relevant indicators are disclosed to stakeholders to understand the overall sustainability results of SYNNEX based on existing management processes and measures.

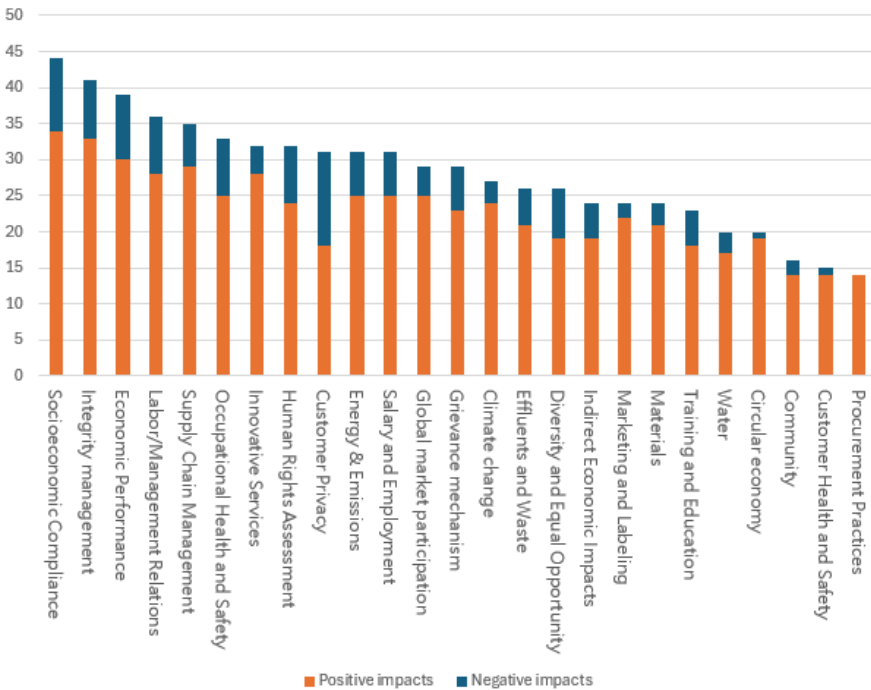


The Sustainability Committee integrated the impacts of sustainability issues on "environment, economy, and people (including human rights)," as well as "stakeholder concerns" and "operational impacts." By referencing international sustainability standards, industry trends, and Synnex's development strategy, they identified 10 significant sustainability issues.

Level of Stakeholder Concern and Impact on SYNEX



Impact on Environment, Economy and People



Material Topics and Their Impacts

Material Issue	Issue Description	Impact								GRI	Chapter
		Synnex	Shareholders / Investors	Vendors	Dealers	Consumers	Media	Government Institutions	NGOs		
Economic Performance	Focusing on enhancing business performance to ensure the company's steady and sustainable growth.	●	●	●	●					GRI 201 Economic Performance	1-1 About us
Integrity management	Committed to eliminating any violations of government regulations or corporate policies to ensure sustainable operations.	●	●	●	●	●	●	●	●	GRI 205 Anti-corruption	1-3 Integrity management
Legal Compliance	Dedicate to avoiding violations of government regulations and corporate standards to secure the company's enduring sustainability.	●	●	●	●	●	●	●	●	GRI 419 Socioeconomic Compliance GRI 307 Environmental Compliance	1-5 Compliance
Customer Privacy	Implementing robust customer privacy protection measures and enhancing system mechanisms to ensure the security of customer information and maintain trust.	●			●	●		●		GRI 418 Customer Privacy	1-7 Information security
Innovative Services	Addressing various pain points and inefficiencies in supply chain operations by offering diversified solutions to enhance organizational competitiveness.	●	●	●	●	●				-	2-1 Innovative Services

Material Topics and Their Impacts

Material Issue	Issue Description	Impact								GRI	Chapter
		Synnex	Shareholders/ Investors	Vendors	Dealers	Consumers	Media	Government Institutions	NGOs		
Human Rights	Fostering a friendly environment, combating employment discrimination, and providing a safe and secure workplace to uphold respect for human rights.	●						●	●	GRI 406 Non-discrimination GRI 408 Child Labor GRI 409 Forced or Compulsory Labor GRI 412 Human Rights Assessment	3-1 Employee Diversity and Equality
Compensation and Employment	Valuing the creation of a favorable work environment and offering lifelong development opportunities to employees.	●								GRI 401 Employment	3-4 Talent Attraction and Retention
Labor/Management Relations	Focusing on labor relations and employer-employee relationships by providing a positive work environment to enhance employee stability and productivity.	●						●	●	GRI 402 Labor/Management Relations	3-5 Labor Relations
Climate-related Risks and Opportunities	Placing importance on climate change risks, ongoing efforts in climate governance aim to attain low-carbon operations and sustainable environmental practices.	●	●	●	●					GRI 201 Economic Performance GRI 302 Energy GRI 305 Emissions	6 Climate Action
Energy and Emissions	Emphasizing Energy Management and Greenhouse Gas Emissions	●	●	●	●	●		●		GRI 302 Energy GRI 305 Emissions	5 Environmental Management

Stakeholder Engagement

Stakeholders	Communication Methods and Frequency	Communication Channels	Communication Performance	Topics of Concern
Shareholders/ Investors	Shareholders' Meetings /Annually Public Website of the Company /Irregular Financial Reports /Quarterly Sustainability Report /Annually Public Information Disclosure /Irregular	Finance Director Evelyn Chen (02)2506-3320 evelynchen@synnex.com.tw	- Invited to attend 7 Investor Conference to explain the Group's business expansion, operating results and profitability in 2024 - Convened 1 shareholders' meeting and published an annual report in 2024 - Announced a total of 62 material information in English and Chinese in 2024	- Economic Performance - Energy and Emissions - Global Market Engagement - Product and Service Model Innovations
Employees	Staff Welfare Committee /Quarterly Employer-employee meetings /Quarterly Employee Feedback Hotline /Irregular Employee Email /Irregular SYNNEX APP /Irregular	Personnel and Administration Ms. Yu (02)2506-3320 hr1999@synnex.com.tw	- Establish a smooth employee grievance and confidentiality mechanism to ensure the rights and interests of employees - Employer-employee meetings, employee welfare committee meetings, and chat sessions/seminars provide employees with opportunities to communicate with supervisors at all levels - All employees can be informed of various types of information through SYNNEX's APP notifications, email notices	- Diversity and Equal Opportunity - Legal Compliance - Economic Performance - Compensation and Employment
Vendors	Vendor Meetings /Irregular Vendor Audit /Irregular Sustainability Report /Annually A Special Section for Stakeholders on the Official Website /Irregular	(02)2506-3320	- Weekly communication meetings to facilitate timely market information exchange and product strategy development - Quarterly review meetings to discuss market strategies, progress of cooperation and quality performance	- Economic Performance - Product and Service Model Innovations
Dealers	Customer Service Hotline and Mailbox /Irregular Dealers Meetings /Irregular A Special Section for Stakeholders on the Official Website /Irregular Sustainability Report /Annually	Customer Service Hotline (02)2508-0055	- Announce various types of product information and news of the Group through the APP and email notices - Established a dealer alliance on FB to announce the latest news and facilitate exchanges	- Economic Performance - Customer Health and Safety - Marketing and Labeling

Stakeholder Engagement

Stakeholders	Communication Methods and Frequency	Communication Channels	Communication Performance	Corresponding Material Issues
Consumers	Customer Service Hotline /Irregular Customer Service Mailbox /Irregular Official Website of the Company /Irregular Service Stores /Irregular	Customer Service Hotline (02)2508 0055 Customer Service Mailbox https://bit.ly/4mf9NQT	- Set up a customer service hotline and mailbox and designate personnel to provide consumers with products and customer service information and troubleshooting - Established directly-managed repair centers throughout the northern, middle and southern Taiwan to provide consumers with thoughtful and convenient services	- Climate-related Risks and Opportunities - Customer Health and Safety - Marketing and Labeling - Local Communities
Media	Official Website of the Company /Irregular Press Release /Irregular Media Interview /Irregular	Public Relations Ms. Liu (02)2506 3320	- Send out press releases by e-mail, with 23 press releases in 2024 - Invite the media to shareholder's meetings and road shows - Keep the information up-to-date in the Company by publishing the latest news on the Group's official website	- Economic Performance - Product and Service Model Innovations - Global Market Engagement - Integrity management - Legal Compliance
Government Institutions	Government Order Promotion Meetings /Irregular Official Letters /Irregular Stock Affair Department of the Company /Irregular	Legal Compliance Ms. Lin (02)2506 3320	- Participate in policy discussions and seminars with the competent authorities from time to time - Cooperate with the competent authorities for monitoring and auditing - Report to the websites of the competent authorities - Set up a contact window to maintain positive interaction with the competent authorities	- Economic Performance - Climate-related Risks and Opportunities - Compensation and Employment
NGOs	Official Website of the Company /Irregular CSR Mailbox /Irregular Sustainability Report /Annually	Public Relations Ms. Liu (02)2506 3320 synnexhr@synnex.com.tw	- Set up a dedicated email - Keep the information up-to-date in the Company by publishing the latest news on the Group's official website	- Economic Performance - Water and Effluents - Occupational Health and Safety - Circular Economy - Waste

CH1 Governance

1-1 About SYNEX

1-2 Corporate Governance

1-3 Ethical Corporate Management

1-4 Tax Management

1-5 Risk management

1-6 Legal Compliance

1-7 Information security management



Material Issues / Economic Performance

We pursue appropriate profits to support the development of the Company; provide employees with a good working environment and lifelong development opportunities; meet the expectations of the shareholders, assist suppliers in expanding market share, and provide outstanding customer services.

 Policy	By applying digital optimization, information integration, and AI-driven big data analysis, overall operational efficiency is enhanced to fully realize economies of scale.
 Goal	SYNNEX will continue to adopt the MSP (Management Service Platform) strategy, integrating vendors, customers, and partners to enhance supply chain efficiency and create greater operational value.
 Accountable Unit and Resources	The Business Planning & Management Division is responsible for planning and management, supported and executed by the business unit, group accounting center, and financing control center.
 Action Plan	1. We focus on the Management Service Platform by developing and refining service operation models across its business segments, including semiconductor, commercial information, consumer information, communications, recruitment, and cloud services, in order to enhance service quality and efficiency and to drive business expansion. 2. Actively focusing on AI-related applications, green technology, and smart mobile office solutions to expand emerging business opportunities. 3. We continuously expand our logistics services and technical services for enterprise clients to explore new areas of value growth. 4. We expand the application of AI smart tools, particularly in areas such as business decision-making, operational risk management, and quality management. This will help reduce inefficiencies and waste, enabling resources to be focused on high-value activities and improving operational effectiveness.
 Evaluation Mechanism of Management Approach	The highest governance body of the Company is the Board of Directors, whose duties include directing Company strategies, supervising the management, and being responsible to the Company and the shareholders' meeting. In exercising its authority, the Board of Directors complies with laws, regulations, the Articles of Incorporation, and the resolutions adopted by shareholders' meetings. The Audit Committee aims to assist the Board of Directors in performing its supervisory responsibilities, to ensure quality and integrity in the accounting, auditing, and financial reporting processes, as well as financial control. The Company has established an Internal Audit Office to evaluate and improve the effectiveness of risk management, control and governance. Externally, the Company has appointed CPAs for auditing.

Material Issues / Ethical Corporate Management

Ethical Corporate management is an important corporate value and a basic principle of management for SYNNEX. We are committed to legal compliance and ethical standards to eliminate violations of governmental laws and corporate regulations so as to ensure the sustainable day-to-day operation of the Company.

 Policy	Establish a corporate culture of ethical Corporate management and sound corporate development for sustainable operation; The Company has established an Ethical Corporate Management Best Practice Principles and Code of Conduct to promote its corporate culture and value of ethical corporate management, and requires employees to abide by these guidelines and code of conduct in business ethics, labor relations, internal control, corporate governance and community engagement.
 Goal	There are no violations of governmental laws and Company regulations.
 Accountable Unit and Resources	Accountable unit: Risk Management & Planning Div. Continue to improve relevant regulations and systems, promote legal compliance, the prevention of insider trading, integrity and anti-corruption sustainability education and training, and conduct regular and irregular key audits by the Internal Audit Office to implement internal audits and operational risk management.
 Action Plan	The Company has established the "Code of Conduct" and "Whistleblowing System". Any person who is engaged in or aware of any violations of the Code of Conduct, Ethical Corporate Management Best Practice Principles and the law may report it to the Company's management team, the internal audit supervisor, the relevant unit, or through the whistleblowing channel. The Company has established an independent reporting mailbox for processing the whistleblowing procedures.
 Evaluation Mechanism of Management Approach	Once the reporting is proven to be true, we will review relevant internal control system and operating procedures, and propose improvement measures to prevent the same issue from happening again. In the event of a material violation, which results in significant damage to the Company, or involves a senior executive, the acceptance unit of the Company shall report such case, its handling procedures and subsequent review and improvement measures to the Audit Committee.

Material Issues / Legal Compliance

Legal compliance is not only the basic requirement for the Company's operations, but also the expectations of each stakeholder. Violation of laws and regulations will cause damage to the Company, affect its image and bring negative perceptions, which will exert a significant impact on the Company's sustainable operations.

 Policy	SYNNEX has long been concerned about the development of the industry and the changes in industrial policies and laws. While actively developing and expanding the business, we also strictly comply with relevant laws and regulations. In order to implement legal compliance policy, the Company has kept abreast with various domestic and foreign laws and regulations to establish, update and review various internal regulations, and promote the updates or amendments to laws and regulations at any time, to enable all units to capture the latest laws and regulations in a time manner. There were no significant fines or sanctions imposed to the Company for violations of laws and regulations in the social and economic areas in 2024.
 Goal	There were no significant fines or sanctions for violations of laws and regulations.
 Accountable Unit and Resources	Accountable unit: Risk Management & Planning Div. Pursuance to laws and regulations, the Risk Management & Planning Div. publishes important notices on legal compliance from time to time to ensure that all units abide by the relevant laws and regulations. Each department provides employees with relevant education and training according to business needs to ensure that every employee understands the relevant laws and regulations.
 Action Plan	The Company continues to educate all employees through the internal website and regular internal management meetings. The Risk Management & Planning Div. has established: Information Security and Intellectual Property Protection Committee, Sexual Harassment Prevention Committee, and Integrity Work Group to publish important notices on the compliance with the Company's regulations from time to time to enable employees to be fully aware of the concept of legal compliance and the consequences of violations.
 Evaluation Mechanism of Management Approach	Establish internal regulations of the Company such as "Corporate Governance Code", "Code of Conduct", "Ethical Corporate Management Best Practice Principles" and "Corporate Social Responsibility Code". Each back office management unit reviews and revises them at any time according to their scope of authority and responsibility in compliance with the current Company policies and operational procedures.

Material Issues / Customer Privacy

Customer personal information is an important and confidential part of our operations. SYNNEX is committed to ensuring customers' information security through education and training, as well as continuous upgrading of our systems and mechanisms. In 2016, SYNNEX introduced the ISO 27001 information security management system in compliance with the framework for management, obtained the certificate, and has continuously maintained its validity.

 Policy	SYNNEX's internal operation systems as well as systems open to external users are controlled by a strict authorization management system, which limits the scope of information inquiries and review to internal staff or external customers.
 Goal	Digital devices and mechanisms are used to replace paper copies for client operations. The information used by the field staff for end delivery or home service only includes delivery or installation requirements. The rest of the personal information is managed by the internal operation system and regularly sealed with a hidden code.
 Accountable Unit and Resources	Accountable unit: Business Planning & Management Div, Business Administration Management Division Resources: Risk Management & Planning Div.
 Action Plan	【 Education and training 】 - Two training programs for new employees have been added: Education and training on the Personal Data Protection Act for the information and customer service department (first week); Information security concept application & development process (after 2 months) - Regular training for the information security team: The Information security team is composed of representatives from the supervisor of each planning & management division. The lecture and post-class evaluation are conducted by a consultant from PwC. (Regularly conducted every year) 【 System mechanism 】 - Upgrade of customers' personal information protection: Authorization control mechanism to ensure that private information is masked - Enhancement in information masking mechanism: Replacing traditional paper operations with digital information to reduce the risk of customer privacy leakages
 Evaluation Mechanism of Management Approach	- Establish a grievance mechanism, system certification ISO 27001, internal auditor certification and SEC corporate governance assessment to ensure that customers' personal information is strictly protected. The protection of consumers' personal information will be regularly reviewed for improvement. The headquarters will review the operations from time to time to ensure that the overall procedure is in compliance with the Personal Data Protection Act. - The repair centers and authorized third-party service providers must comply with local laws and regulations regarding personal data protection and must not access to customer information for improper storage when repairing machinery.

1-1 About SYNNEX

SYNNEX was established in 1988. Through a unique operational model, it has become the largest distributor of information, communication, consumer product, and semiconductor products in the Asia Pacific region. In 2024, SYNNEX's consolidated revenue was NT\$426.0 billion, while accumulated joint venture operation sales totaled NT\$858.9 billion.

SYNNEX provides integrated services to supply chains of high-tech industries, and its business territory covers Taiwan, Mainland China, Hong Kong, Macau, Australia, New Zealand, Thailand, Indonesia, Vietnam, India, the Middle East, and Africa. SYNNEX has operations in 51 countries/ regions, throughout 300 cities.



SYNNEX’s Revenue and Profit Hit a Record High in 2024

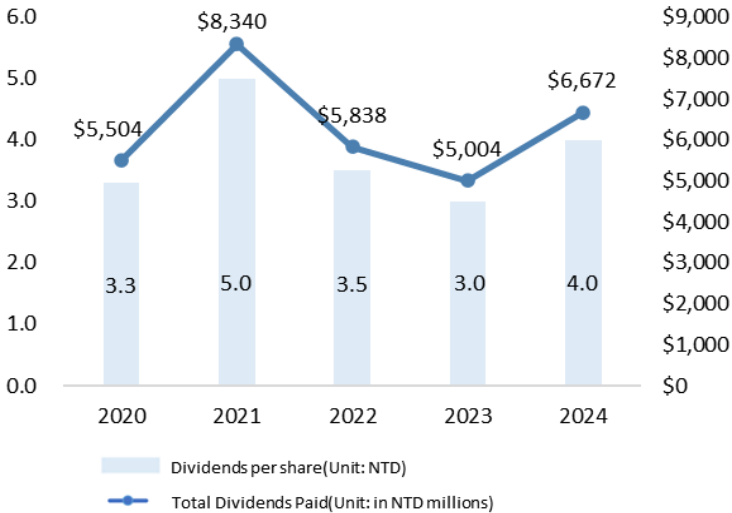
SYNNEX’s consolidated revenue reached NT\$426 billion in 2024, setting a new record, with an 8% year-on-year growth. Gross profit, operating profit, and pre-tax profit all reached historical highs. Net profit after tax totaled NT\$9.2 billion, a significant 26% increase, with earnings per share of NT\$5.52. The Board of Directors approved a dividend of NT\$4 per share. SYNNEX’s gross profit set new highs for four consecutive quarters, totaling NT\$18.6 billion for the year, with a gross margin of 4.38%. Operating expenses continued to decline, with an expense ratio falling to a historical low of 2.02%, which helped operating profit exceed NT\$10 billion for the first time, a 16% increase, and an operating margin of 2.35%, also a record high.

Economic Performance

(NT\$1 million)		2022	2023	2024
Generation of direct economic value		425,864	397,899	428,290
Operating revenue	Net sales	424,550	395,991	426,009
	Interest/dividends/rental income	1,314	1,908	2,281
Distribution of direct economic value		423,858	394,203	423,070
Operating costs	Cost of goods sold (Excluding inventory decline/reversal)	406,295	378,298	407,813
Employee salaries and benefits	Employee salaries , bonuses, benefits, etc.	5,435	5,296	5,128
Payables to fund providers	Interest expenses, dividends	9,775	7,865	7,002
Trading with the government	Taxes (excluding deferred taxes), fines	2,353	2,744	3,127
Economic value reserve		2,006	3,696	5,220

Remarks: prepared according to GRI Standards GRI 201-1 economic performance

Cash Dividends



Remarks: The year to which the dividends belong

As the first distributor listed in Taiwan (1995), SYNNEX has been recognized for its management over the past 36 years, winning the "Best Taiwan Global Brands" for 22 consecutive years and "Taiwan's Best Benchmark Enterprise" for many consecutive years.

Company Profile

Founded	1988
Chairman	Matthew Feng-Chiang Miao
General Manager	Evans S. W. Tu
Major shareholder	MiTAC Inc
Paid-in Capital	NT\$16.679 billion
Revenue	NT\$426 billion(2024)
Number of employees	931 (2024.12.31)
Address	27F., No. 205, Sec. 8, Civic Blvd., Nangang Dist., Taipei, Taiwan, R.O.C.
Area	Taiwan
Ownership and legal form	Listed Company(TWSE Stock Code : 2347)

Associations

Associations	Start date	Areas
Cross-Strait CEO Summit	2013.7	Taiwan And Mainland China
Taiwan Stock Affairs Association	2005.8	Taiwan
Taipei Computer Association	1988.10	Taiwan
Importers and Exporters Association of Taipei	1989.2	Taiwan
Taipei Electrical Commercial Association	1992.3	Taiwan
Taoyuan City Industrial Association	1998.2	Taiwan
Taichung City Industrial Association	2008.2	Taiwan
Taichung Computer Association	1992.1	Taiwan
Taipei Medical Instruments Commercial Association	2024.12	Taiwan

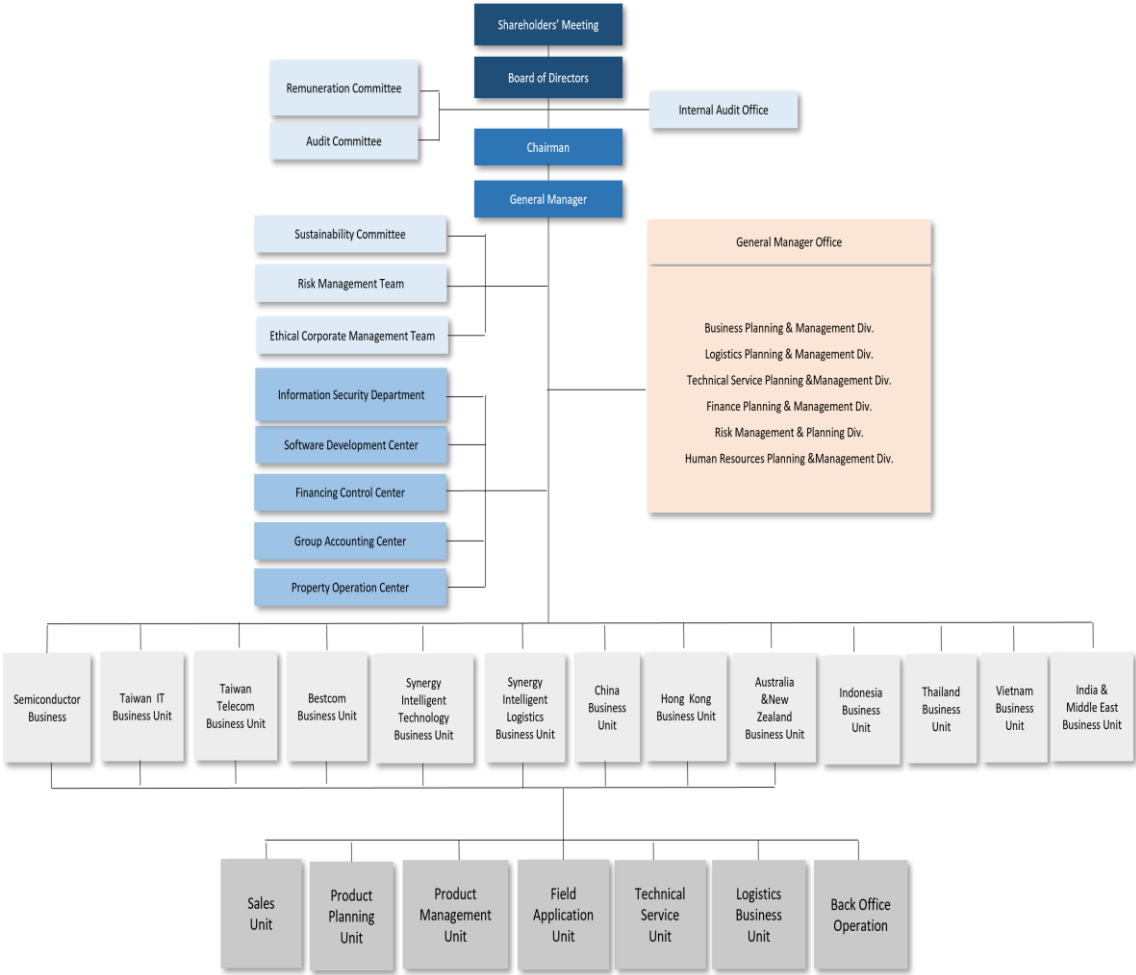
1-2 Corporate Governance

Corporate governance is the cornerstone of business sustainable development. SYNNEX's governance policy is based on the "Corporate Governance Best Practice Principles for TWSE/TPEX Listed Companies" and complies with the principles as follows:

Corporate Governance Framework

SYNNEX is a publicly traded company listed on the Taiwan Stock Exchange (hereinafter referred to as the TWSE) and issues GDR on the Luxembourg Stock Exchange. The corporate governance regulations and practices are in accordance with the laws and regulations issued by the FSC and the TWSE, with the shareholders' meeting as the highest decision-making body of the Company, the Board of Directors as the highest business executive body, the elected Chairman as the Company's external representative, and the appointed President as a manager of the Company's business internally. The corporate governance structure is shown on the right.

In order to ensure the integrity of the corporate governance structure, the Company established a Remuneration Committee in 2011 and Risk Management Team and Ethical Corporate Management Team in 2022 to enhance the integrity of the corporate governance system.



Composition of the Board of Directors

The Board of Directors of SYNNEX currently consists of 9 directors with a 8:1 ratio of men to women, including 3 independent directors with the term of office of 3 years, and required professional skills in business affairs, law, finance, accounting, or corporate business. The qualifications and experience of the directors shall be in accordance with the requirements of the laws and regulations and shall be selected by the shareholders' meeting based on the ability and experience needed by SYNNEX. Disclosure of basic information on the members of the Board of Directors, their educational background, experience, expertise and remuneration can be found in the 2024 Annual Report on the Market Observation Post System (<http://mops.twse.com.tw/mops/web/index>).

Members of the board of directors have rich experience and expertise in the fields of finance, business, and management. Implementation is as follows

Title	Core parameter Name	Gender	Age	Nationality	Professional background	Concurrently an employee	Length of the terms of service of independent directors			Operational judgment	Ability to perform accounting and financial analysis	Management ability	Crisis management	Industrial knowledge				An international market perspective	Leadership ability	Decision-making ability	Number of other public companies concurrently in which the director also serves as an independent director
							Fewer than three years	Three to nine years	More than nine years					Technology	Finance	Telecommunications	Venture capital				
Chairman	Miao, Matthew Feng Chiang	Male	70-79	USA	Industry	V				V		V	V	V		V	V	V	V	V	1
Director	Tu, Shu-Wu	Male	70-79	ROC	Industry	V				V		V	V	V		V	V	V	V	V	0
Director	Yang, Hsiang-Yin	Female	60-69	ROC	Industry					V	V	V	V	V			V	V			0
Director	Chou, Teh-Chien	Male	60-69	ROC	Industry					V		V	V	V		V	V	V			0
Director	Tu, Shu-Chyuan	Male	60-69	ROC	Industry	V				V		V	V	V		V	V	V	V	V	1
Director	Miao, Scott Matthew	Male	50-59	ROC	Industry					V		V	V	V		V	V	V	V	V	0
Independent Director	Hsuan, Chien-Shen	Male	80-89	ROC	Industry			V		V	V	V	V	V				V	V	V	0
Independent Director	Shen, Ling-Long	Male	70-79	ROC	Finance and accounting			V		V	V	V	V		V		V	V	V	V	0
Independent Director	Chung, Hui-Min	Male	60-69	ROC	Commerce and finance		V			V	V		V		V		V	V	V	V	0

Board of Directors operating status

To ensure the independence of the operation of the Board of Directors, in accordance with the provisions of the "Rules of Procedures for Board of Directors Meetings", in order to avoid conflicts of interest with the top governance, directors may state their opinions and answer questions on matters at the meeting if they have an interest in themselves or the legal person they represent, which may be harmful to the interests of the company, and shall not participate in the discussion and voting, and shall recuse themselves from discussion and voting, and shall not exercise their voting rights on behalf of other directors. In addition, the Board of Directors shall meet at least once a quarter to review the company's operating performance and discuss the company's development strategy and major investment issues.

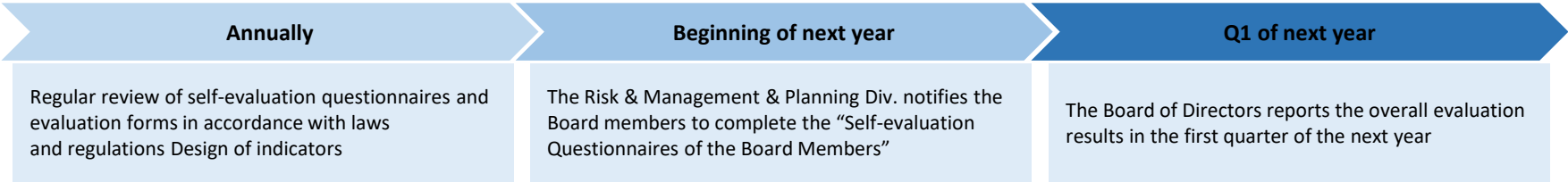
From January 1, 2024, to May 31, 2024 before the full re-election at the Shareholders' Meeting, the Board of Directors met 2 times ; From May 31, 2024 to December 31, 2024, the Board of Directors met 4 times . The attendance of Directors was as follows:

Title	Name	Attendance (voting and non-voting) in person (B)	Attendance by proxy	Actual attendance (voting and non- voting) rate (%) (B/A)	Remarks
Chairman	Representative of Mei-Feng Investment Corporation: Miau, Matthew Feng Chiang	6	0	100.00%	Re-appointed on 2024.05.31 Required attendance: 6 times
Director	Tu, Shu-Wu	6	0	100.00%	Re-appointed on 2024.05.31 Required attendance: 6 times
Director	Representative of MiTAC Inc.: Chou, Teh-Chien	5	1	83.33%	Re-appointed on 2024.05.31 Required attendance: 6 times
Director	Representative of Tsu Fung Investment Co., Ltd.: Yang, Hsiang-Yun	4	0	100.00%	Newly appointed on 2024.05.31 Required attendance: 4 times
Director	Representative of Hongding Investment Co., Ltd.: Tu, Shu-Chyuan	5	1	83.33%	Re-appointed on 2024.05.31 Required attendance: 6 times
Director	Representative of Y.S. Education Foundation: Miau, Scott Matthew	4	0	100.00%	Newly appointed on 2024.05.31 Required attendance: 4 times
Independent Director	Yeh, Kuang-shih	2	0	100.00%	Resigned on 2024.05.31 Required attendance: 2 times
Independent Director	Hsuan, Chien-Shen	5	1	83.33%	Re-appointed on 2024.05.31 Required attendance: 6 times
Independent Director	Shen, Ling-Long	6	0	100.00%	Re-appointed on 2024.05.31 Required attendance: 6 times
Independent Director	Chung, Hui-Min	4	0	100.00%	Newly appointed on 2024.05.31 Required attendance: 4 times

Directors' Performance Evaluation

To implement corporate governance and enhance the functions of the Board of Directors in order to establish performance targets and strengthen their operational efficiency, the Company established the Board of Directors' performance evaluation method. The Board of Directors, functional committees and individual directors perform annual self-evaluation on a regular basis. A number of evaluation indicators are highly linked to corporate governance and corporate sustainability to ensure the company's sustainable operation.

The evaluation period for the year 2024 was from May 31 to December 31. The results of the self-evaluation by the Board of Directors, the functional committees and the members of the Board of Directors were "excellent" and reported to the Board of Directors' meeting on March 12, 2025.



Status of Directors' continuing education

In order to strengthen the exchange and interaction of corporate governance experience, grasp the international situation and make continuous improvement in response to domestic and international issues related to corporate governance and sustainable development, all directors of the Company completed the training in accordance with the Directions for the Implementation of Continuing Education for Directors and Supervisors of TWSE Listed and TPEx Listed Companies. In 2024, the total number of training hours for all directors of the Company was 60 hours, and the average training hours per director was 6.7 hours, which was higher than the regulatory recommendation of 6 hours.

2024 Status of Directors' continuing education

Educational institutions	Course title	Hours	Number of participants
The Greater China Financial Development Association	Key Observations on the Global Economy in 2024	3	1
Securities and Futures Institute	2024 Annual Promotional Conference on Prevention of Insider Trading	3	2
Taiwan Corporate Governance Association	An Introduction to Carbon Management and Energy Management from the Perspective of Sustainable Environment for Publicly Listed Companies	3	1
The Greater China Financial Development Association	Building a Resilient Supply Chain for Enterprises	3	1
Taiwan Project Management Association	Applications of Generative AI and ChatGPT	3	1
Chung-Hua Institution for Economic Research	Directors' Course on Corporate Sustainability and Net-zero Strategy	6	1
Taiwan Corporate Governance Association	Corporate M&A, Equity Investment Planning, and Practical Analysis of Joint Venture Agreements	3	1
Taiwan Institute of Directors	Expanding Outward: Discussion on Asian Growth with the Example of Corporate Competition and Cooperation in Korea	3	1
Taiwan Corporate Governance Association	Hostile Takeovers Strategies and Corporate Governance Issues	3	1
Taiwan Institute of Directors	Era of Alternative Energy	3	4
Taiwan Project Management Association	Board of Directors vs Management Team	3	2
Taiwan Corporate Governance Association	Board of Directors Information Security Governance Oversight Strategy	3	1
Taiwan Institute of Directors	Benchmark Learning: How to achieve breakthrough growth from core technology	3	1
Taiwan Institute of Directors	Challenges faced by family businesses in Transformation 3.0	3	1

Audit Committee

Assist the Board of Directors in implementing supervision and exercising the relevant legal authority

The Company’s Audit Committee was established in 2015 to take over the work of supervisors. The Audit Committee convened 4 meetings in 2024, with the implementation status as follows:

- 1. The audit supervisor submitted an audit report to the Audit Committee in the month following the completion of the audit project. The Audit Committee had no objection.
- 2. The audit supervisor attended the regular Board of Directors' meetings and prepared business audit reports. The Audit Committee had no objection.
- 3. The Audit Committee regularly communicates with accountants on a quarterly basis, either in person or in writing, regarding the financial condition of the Company.

Title	Name	Attendance rate(%)
Convener (Outgoing)	Yeh, Kuang-shih	100
Convener (Incoming)	Chung, Hui-Min	100
Committee member	Hsuan, Chien-Shen	75
Committee member	Shen, Ling-Long	100

Remuneration Committee

Composed of all independent directors

Responsible for the Company's remuneration, standard, structure and individual compensation to be submitted to the Board of Directors for discussion. The Remuneration Committee is responsible for determining and reviewing the performance evaluation and remuneration policy and system for Company directors and the management.

The Audit Committee of the Company convened 2 meetings in 2024, with the implementation status as follows:

- 1. There were no objections regarding resolutions from the Board of Directors or any objections or qualified opinions from the Board members to the remuneration packages of directors and managers.
- 2. The remuneration of the Company's directors is based on the overall consideration of the Company's operating performance, industry standard and the level of participation of individuals in the operations of the Board of Directors.
- 3. The manager's remuneration is based on the Company's operating performance and personal performance, and is paid with reference to the industry standard.

Title	Name	Attendance rate(%)
Convener	Hsuan, Chien-Shen	100
Committee member (Outgoing)	Yeh, Kuang-shih	100
Committee member	Shen, Ling-Long	100
Committee member (Incoming)	Chung, Hui-Min	100

Corporate Governance Review

The corporate governance review is an indicator of corporate governance performance of listed companies in Taiwan. With continuous efforts, SYNNEX's latest review results have achieved a ranking of top 6% to 20% among the listed companies in terms of transparency and timeliness of information disclosure. The Company also strengthens the governance structure and makes corresponding improvement, the measures of which are as follows:

Assessed areas	Website	Annual report
The Company has adopted written rules for the procedures for financial and business operations between the Company and related parties, the content of which should include procedures for managing transactions such as purchase and sale, acquisition or disposal of assets, etc., and the requirement that material transactions be approved by the Board and approved by or reported at the shareholders' Meeting.	✓	
Did the Company disclose the connection between director and managerial officer performance assessment and remuneration in its annual report?		✓
Was the sustainability report prepared by the Company submitted to and passed by the board of directors?	✓	✓

Shareholder structure



List of major shareholders(2025.3.31)

Name of major shareholder	Shares held	Shareholding percentage (%)
MiTAC Inc.	260,521,054	15.62
Yuanta Taiwan Dividend Plus ETF account	85,479,755	5.12
Fuh Hwa Taiwan Technology Dividend Highlight ETF Securities Investment Trust Fund Account with Taipei Fubon Commercial Bank Co., Ltd. acting as custodian	60,915,000	3.65
Lien Hwa Industrial Holdings Corp.	59,526,125	3.57
Morgan Stanley Capital International managed account with HSBC (Taiwan) acting as custodian bank	54,528,801	3.27
Yuanta Taiwan Value High Dividend ETF Securities Investment Trust Fund Account with Hua Nan Commercial Bank Ltd. acting as custodian	36,197,000	2.17
Tu, Shu-Wu	36,156,381	2.17
Rong Syuan Investments Co., Ltd.	35,970,086	2.16
Yuanta Taiwan High Dividend Low Volatility ETF	32,569,000	1.95
Miau, Matthew Feng Chiang	28,452,004	1.71

1-3 Ethical Corporate Management

In order to establish a corporate culture of integrity management and develop a sound business operation model, the Group has formulated The "Ethical Corporate Management Best Practice Principles" and "Procedures for Ethical Management and Guidelines for Conduct" in accordance with the laws and existing regulations, which have been approved by the Board of Directors and published on the Company's website. The Group ask all staff to engage in business activities on the basis of fairness, honesty, trustworthiness and transparency, implement the core value of ethical corporate management, and promote integrity management, anti-corruption, anti-bribery and compliance with laws and regulations, in order to protect the Company's reputation, gain the respect and trust of customers and suppliers, and to create a business environment for sustainable development.

1. Organization of Ethical Corporate Management Team

On July 5, 2022, the group established the "Ethical Corporate Management Team," with the Group's president serving as the convener. The Group's headquarters has six planning & management divisions responsible for various functions such as business operations, logistics, risk, finances, human resources, and technical services. These divisions assist the Board of Directors and management in formulating and supervising the implementation of integrity management policies as well as devising preventive measures, such as advocating and supervising integrity principles for vendors, partners, and employees. The Ethical Corporate Management Team reports on the progress of integrity management implementation to the Board of Directors at least once a year.

2. Operational Summary for 2024 (Policy 、 Training 、 Audit 、 Whistleblower)

1) The Ethical Corporate Management Team reported on its operations to the Board of Directors on November 4, 2024.

2) Regulatory Identification and Implementation: Enforcement of laws and internal rules. To ensure that Ethical Corporate Management operates at critical times, The Company ensures that all potential risks and impacts that may result from changes in valuation regulations are covered by the corresponding internal regulations through continuous tracking of changes in valuation regulations on an annual basis.

3) Digital Education and Promotion: To ensure the Group's employees are aware of relevant laws and obligations, the Group has long provided online training, internal circulars, and other channels to promote integrity and compliance. These initiatives help employees stay updated on compliance knowledge and reinforce a culture of integrity.

- ① Diverse Curriculum: Covering fair trade, business ethics, marketing compliance, internal audit and control, sustainability, and the latest financial and tax developments.
- ② Core Values Promotion: Periodic campaigns across Taiwan headquarters and Mainland China operations to reinforce the principles of integrity and ethical conduct.

4) 2024 Ethical and Sustainable Corporate Management Training

Categories	Titles
Ethical and Sustainable Corporate Management	• Prevention of Insider Trading • Anti-Corruption and Ethical Business Practices
Finance and Tax Updates	• IFRS Sustainability Disclosure Standards: Requirements and Developments • Global Minimum Tax: Overview and Impact Assessment • Phase 1 Introduction to IFRS Sustainability Disclosure Standards for Companies • International Tax Governance Strategies in a Changing World • Transfer Pricing Case Closure and Tax Knowledge Sharing • IFRS ISSB Sustainability Disclosure Updates (3 lessons)
Internal Audit and Control	• Practical Self-Assessment • Internal Audit and Personal Data Protection in Practice • ESG Implementation and Integration with Internal Audit and Control: Applications and Examples • Practical Cases on Insider Trading and Financial Misstatement: Prevention and Response • New Challenges for Internal Auditors: Sustainability Disclosure Policies and Key Audit Points • Lessons from Breach of Trust and Non-Standard Transactions: Ethics and Fraud Prevention for Auditors • Adjusting Internal Controls to Comply with ESG Regulations • Mastering ChatGPT for Internal Auditors • Sustainability Disclosure Policy Analysis and Key Internal Control Discussions • Labor Law Knowledge for Auditors: From Recruitment to Termination • Digital-Age Procurement Process Control and Audit Practices • Sustainability Disclosure Policy Analysis and Key Internal Control Discussions (duplicate emphasis for focus) • Rules and Practices for Fund Lending, Guarantees, and Asset Acquisition/Disposition • Essential Knowledge for Internal Auditors on Generative AI and AI Data Protection

- 5) **Independent and impartial periodic audits:** The "Ethical Corporate Management Best Practice Principles" and "Procedures for Ethical Management and Guidelines for Conduct" formulated by the Group have clearly prohibited the giving and receiving of bribes, the provision of illegal political donations, and the prohibition of improper charitable donations or sponsorships. Integrity clauses have also been clearly specified in relevant business contracts. Each unit's internal control system conducts self-evaluation on its operations to achieve effective control and implementation and is independently reviewed by the Internal Audit Office to ensure the effective implementation of the overall mechanism. The annual audit plan of the Internal Audit Office has listed integrity clauses of suppliers and customers as key integrity criteria. It reviews the rationality of the operations from the auditing target and assesses its hidden risks. When necessary, CPAs or relevant professionals are also appointed to assist in the audit to ensure compliance.
- 6) **System of whistleblowing**
- ① Reporting Mailbox : anti-corruption@synnex.com.tw
 - ② Informers shall be protected. If the informer is an employee of the company, the company promises to protect the informer from improper dispositions for whistleblowing. The relevant personnel who processes the reported case shall strictly keep secret the identity of the informer and the contents of the report. The company shall impose internal penalties according to the seriousness of the circumstances on those in violation of the previous two provisions.
- 7) **In 2024, no anti-corruption case was received.**

1-4 Tax Management

Tax Management Policy

SYNNEX is committed to comply with the local tax laws of each location, calculate the correct tax liabilities and make filing and payment on time to support tax policies that are conducive to economic growth. In accordance with the Company's tax governance policy, SYNNEX and its domestic and overseas subsidiaries shall follow the principles as follows:

- Comply with international tax standards and local tax regulations, file and pay taxes in accordance with the law, and fulfill the social responsibility as a taxpayer.
- Avoid double taxation through pre-tax assessment to bear reasonable tax costs, and create value for shareholders.
- Comply with the financial reporting standards and regularly disclose tax information to enhance corporate transparency.
- Strengthen the professional knowledge of the tax management unit to develop the ability to identify and respond to various tax issues in a timely manner.
- Assess the impact of changes in tax laws, major transactions and decisions or the different legal interpretations by the tax authorities to propose appropriate responses.

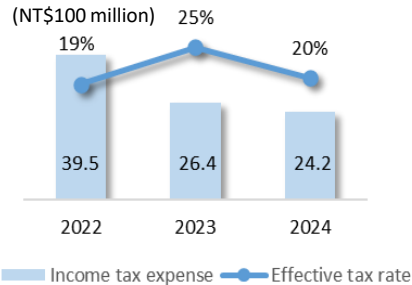
Tax Governance

The CFO of SYNNEX shoulders the ultimate responsibility for tax management, leads qualified and experienced tax professionals in the day-to-day administration and management of the Company's tax obligations. In addition, SYNNEX also enhances its professional knowledge through the professional services provided by external tax consultation institution.

The Board of Directors of SYNNEX entrusts the Audit Committee supervisory to oversee the quality and integrity in the accounting, auditing, and financial reporting processes, as well as financial control. The supervisory also includes tax compliance.

Income tax expense

The statutory tax rate of each location of operations are different. The effective tax rate also fluctuates with the changes in profits distribution each year. The Company's income tax expenses for 2024 amounted to NT\$2.42 billion with an effective tax rate of 20%.



1-5

Risk management

1. Organization of The Risk Management Team:

Development for Corporate Governance, The Risk Management Team was formed in 2022 and the president serves as the convener of the Risk Management Team, which identifies and manages risk factors and facilitates command and dispatch, assessment, and implementation of the risk management policy by the risk management organization. By classifying the risks through their characteristics, with the exception of Risk Management Team, which oversees all risk management-related matters, each functional unit is also responsible for the preliminary risk identification, risk assessment and risk control. This promotes the efficiency in command and dispatch, self-assessment, and executions in the risk management organization. Projects involving major risks are submitted to each project review group for review in accordance with the company's regulations based on the nature of the risk and the monetary value involved. Those that meet the required standards will be sent to the Audit Committee and the Board of Directors for approval.

2. Operational Summary for 2024:

The Risk Management Team has reported risk identification and evaluation related to climate change to the Audit Committee and the Board of Directors on November 4, 2024.

3. Risk Management Mechanism:

To establish robust risk management operations and raise risk awareness, the Company established identification, assessment, control, and supervision processes for potential risks, thereby ensuring the Company's healthy operations and strengthening corporate governance. The Company established the Risk Management Policy and Procedures, which was passed by the Board of Directors, in 2022 as the highest guiding principles of the Company's risk management.

The Company identifies risk factors through the Risk Management Team every year and identifies risks that may impact the Company's sustainable development, selecting the scope of risk management on this basis.

4. Risk Management Policy:

The boundary of the Company's risk assessment is Taiwan Synnex Technology International Corporation, including wholly owned subsidiary Synergy Intelligent Logistics Corp. Risk-related units in the organization were integrated into the Risk Management Team, and the president serves as the convener of the Risk Management Team. The team identifies and manages risk factors based on the materiality principle, and in accordance with environmental, social, or governance (ESG) issues related to the company's operations, and facilitates command and dispatch, assessment, and implementation of the risk management policy by the risk management organization, as described below:

Risk	Responsible Unit	Risk Assessment Issues	Risk Management Policy
Global Warming and Extreme climate	Logistics Planning & Management; HR Planning & Management	Water Conservation	Promote energy conservation and carbon reduction measures at our operating sites. The new headquarters building has adopted a composite glass curtain system with a built-in sun tracker system that automatically adjusts lighting and air-conditioning to conserve energy, aiming to achieve the LEED Gold certificate.
	Business Planning & Management	Safeguarding Against Supply Chain Disruptions	- Develop various emergency response standard operating procedures (SOPs). - A remote backup mechanism has been established.
Policy and regulations	Logistics Planning & Management; Finance Planning & Management; Risk Planning & Management	Climate Policy Development	- Establish an internal inventory of electricity and water consumption, carbon emissions, and other data, and regularly inspect the effectiveness of environmental protection measures. - Actively undertake stakeholder engagements including discussion with the competent authority and relevant organizations and pay close attention to changes in domestic and foreign laws and regulations.

Risk	Responsible Unit	Risk Assessment Issues	Risk Management Policy
Supply chain management	Business Planning & Management; Logistics Planning & Management	Green Supply Chain & GHG Reduction	• Optimize investment portfolio of digital products and services • Purchase from multiple brands and expand business scale
		Rising Demand for Low-Carbon Products/Services	• Launch the Management Service Platform (MSP) • Build digital service platforms to meet various types of business
		Fewer Logistics Nodes in Supply Chain; Streamlined Supply Chain Processes	• Information transparency, Mutual benefits in cloud warehouse, Energy-saving logistics, Direct delivery of goods, Automate business processes, Advocate for agile operating policies
Information security	Information security management	Cybersecurity Management for Operations Highly Dependent on Information Systems	• Enhanced Cybersecurity Monitoring, Awareness, and Training • Annual ISO 27001 Certification by Third Parties

As a listed company in the distribution industry, financial risk management—covering interest rates, foreign exchange, and inflation—is a key operational focus (see 2024 Annual Report for details). Other risks relevant to the Company's operations are outlined below.

Risk item	Risk factor	Impact on the company in 2024	Response measures
R&D	As a distribution service provider, the Company does not directly engage in product research and development. Instead, our R&D efforts focus on the design and optimization of operating systems and management frameworks to strengthen supply chain collaboration, enhance service quality, and improve operational agility. These initiatives are primarily centered on developing digital tools and platforms. However, failure to promptly respond to technological advancements or shifts in market demand may affect operational efficiency, risk management capability, and overall business performance.	None	The Synnex Group headquarters has established six Quality Management Divisions, responsible for business, finance, risk, logistics, human resources, and technical services. Working in collaboration with the Software Development Center, these divisions jointly plan operating models, formulate management policies, and develop system frameworks, while also conducting operational analysis, audits, and quality management. Together, they support the business operations and expansion of all units across the globe.
Change of government policy and regulations	As the company is a channel business with strong logistics capabilities, the risk of product R&D focuses solely on suppliers or customers. At present, the industrial policies of the governments of each country in which the company is located tend to encourage the development of high value-added logistics operations, especially in Taiwan and the China. Thus, the risk of change of government policies and regulations is limited at present.	There are no major changes in government policies and regulations.	The company will continue to observe and analyze the future direction of government policies and regulations in order to facilitate immediate response.
Technology changes and industry changes	The company's product range is mostly high-tech products; thus, sales change triggered by change of technology will result in operational risk, for example, unable to become an agent for innovative products. Our business operations rely heavily on the establishment and development of information systems. Any threats that may affect the company's assets, processes, or operating environment could result in losses to the confidentiality, integrity, or availability of corporate information.	The company's product distribution rights have both increased and decreased. The Company has passed information security-related audits with no material deficiencies.	The Company operates on its policy of "multi-brand, multi-products." The products that the Company distributes include well-known global brands. In general, most major brands have good control over their technological advantages; thus, the Group's operational risk is effectively reduced. Enhance information security awareness and training to reduce human error and strengthen employees' information security consciousness. Continuously monitor international trends and compliance requirements, and undergo annual third-party verification against international standards (successfully maintaining ISO 27001 Information Security certification for 9 consecutive years).

Risk item	Risk factor	Impact on the company in 2024	Response measures
Change of corporate image	As the end-user of the company's IT and Telecom products are consumers, corporate image is very important to the company's operation.	The corporate image of the company remains positive and there is no event that significantly damaged the company's image.	1. Strengthen the service skills of the customer service department, and fully utilize the functions of customer feedback and consumer complaint mailbox. 2. In case of major consumer disputes, an inter-departmental team shall be formed to keep the situation from worsening.
Mergers and acquisitions	Mergers and acquisitions can facilitate the expansion of product distribution and range while expanding market share. However, there are risks of overpricing, under-valuing liability, and failure in integration.	The company did not participate in any mergers and acquisitions.	N/A.
Expansion of plants	Synnex's core competitive advantage is effective and quality back office logistics operation that enhances value added services, expands market share, and enhances overall performance. However, there exists risks of poor cash flow resulting from over-expansion, low utilization, or idleness.	The cost of establishment or expansion of logistics centers was approximately NT\$983 million.	Before expansion: Careful evaluation of investment effectiveness and cost. After expansion: Introduce successful operational experience and management to develop its effectiveness.
Centralized purchasing or sales	The risk of centralized purchasing is the impact to the company's performance when distribution rights or when the represented product has lost its competitiveness. The risk of centralized sales is the significant impact to the company's performance when losing a customer.	The company does not have over centralized purchasing and sales issues. See the statistics of the "Group's list of key clients and amounts in the past two years".	The Company operates on its policy of "multi-brand, multi-products" and "open channel management to establish dense reseller network" to develop markets, which can also effectively avoid risk of centralized purchasing and sales.
Mass transfer or change of shares of directors, supervisors, or shareholders holding more than 10% Interest	May have significant impact to shareholder rights and Synnex's share price.	No significant equity transfer or change.	The company has established reporting mechanism to effectively manage relevant situations and the disclosure of information.

Risk item	Risk factor	Impact on the company in 2024	Response measures
Change in management rights	May have significant impact to shareholder rights and Synnex's share price.	There is no change in management rights.	The company will promptly publish major information shall there be any change in management rights.
Information security	Information security risk refers to the threat that may affect the assets, processes, and operating environment of the entire enterprise organization. The business operations of the company are highly dependent on the establishment and development of information systems. Thus, the control of information security is very important to avoid losses due to information confidentiality, integrity, or availability.	The Company has no major deficiencies in information security-related audits and has no major information security incidents resulting in leakage of customer information and fines.	1. Continue to rigorously monitor and strengthen information security protection mechanisms, track information security threats and formulate response measures to control the risk events that may exist in the enterprise, and continue to track improvement. 2. Strengthen information security awareness promotion and training to reduce personnel errors and enhance personnel's awareness of information security protection. 3. Continue to pay attention to international trends and standard requirements, and conduct international standard verification through external third-party organizations every year (passed ISO 27001 information security verification for 9 consecutive years).
Litigation or non-litigation events	Major litigation and non-litigation events of the Company and the Company's Directors, Supervisors, President, actual owner, major shareholders with over 10% of shareholding, and subsidiaries will damage the Company's image, shareholder rights, and Synnex's share price.	Description below	With the established reporting system, the Company will minimize the damage through honest, fast, and open process.

Internal Audit Unit Supervision and Management:

The Company has established the Internal Audit Office under the Board of Directors to established and follows effective accounting systems and internal control systems, and conducts reviews regularly so as to ensure that the design and enforcement of the systems continue to be effective. The company's internal audit unit shall regularly and irregularly review the status of the company's internal control systems compliance and prepare audit reports for submission to the Board of Directors. The "Ethical Corporate Management Best Practice Principles" and "Procedures for Ethical Management and Guidelines for Conduct" formulated by the Group have clearly prohibited the giving and receiving of bribes, the provision of illegal political donations, and the prohibition of improper charitable donations or sponsorships. Integrity clauses have also been clearly specified in relevant business contracts. Each unit's internal control system conducts self evaluation on its operations to achieve effective control and implementation, and is independently reviewed by the Internal Audit Office to ensure the effective implementation of the overall mechanism.

The annual audit plan of the Internal Audit Office has listed integrity clauses of suppliers and customers as key integrity criteria. It reviews the rationality of the operations from the auditing target and assesses its hidden risks. When necessary, CPAs or relevant professionals are also appointed to assist in the audit to ensure compliance.

1-6

Legal Compliance

Compliance with the competent authorities and local laws and regulations is the most basic requirement for sound operations of the Company. SYNNEX complies with all laws and regulations, properly manages risk control, sets up legal staff, provides employees with legal education and training, commences legal consultation, and reviews contracts with stakeholders, aiming to achieve the purpose of effective compliance with laws and regulations. There is also an internal auditor to ensure that the internal control system is continuously and effectively implemented.

	Corporate Governance Compliance	Environmental Compliance	Social Compliance	Product Compliance
No Violations	• No violation of the Company Act • No violation of securities and financial laws and regulations • No corruption-related incidents • No political donations • No anti-competitive Behavior • No antitrust incidents • No antitrust incidents • No customer privacy leakages	• No violation of the Noise Control Act • No violation of the Air Pollution Control Act • No violation of the Waste Disposal Act • No violation of the Water Pollution Control Act	• No violation of the Labor Standards Act • No child labor • No discrimination • No infringement of the rights of indigenous peoples • No infringement of freedom of association and assembly • No forced labor	• No violation of the Personal Data Protection Act • No violation of the Consumer Protection Act • No violation of the Commodity Labeling Act
Violations	None	None	None	None
Corrective measures	None	None	None	None

Regulatory compliance education and training

To ensure that all employees are fully aware of the laws and obligations relevant to their roles, the Group has long provided diverse channels—including online courses and internal circulars—to promote regulatory compliance and updates on ethical business and compliance matters. These initiatives enable employees to promptly acquire operational compliance knowledge and foster a culture rooted in integrity and adherence to regulations

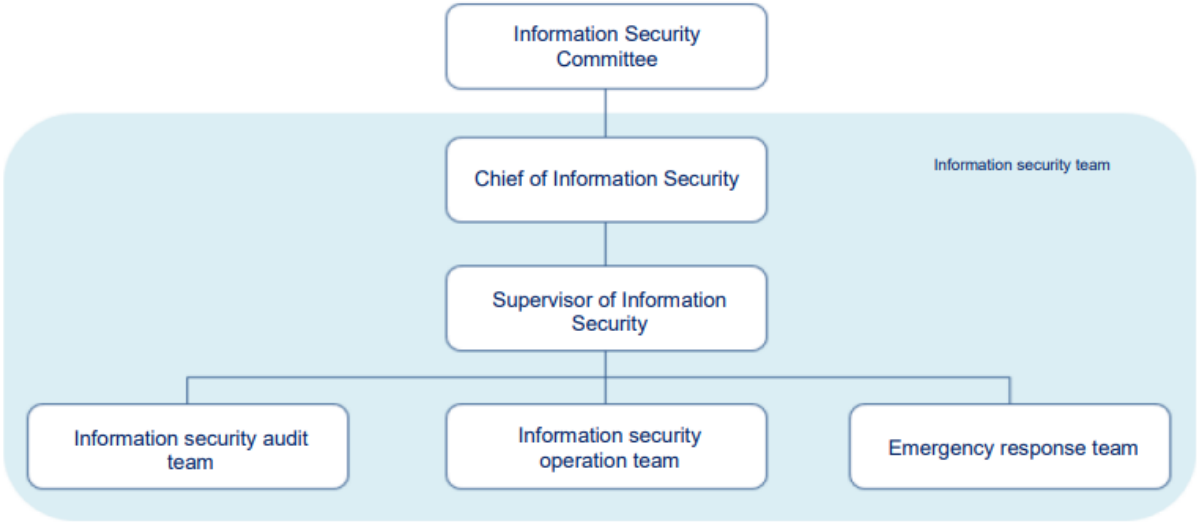
Format	Training Implementation Overview
Online	Through updates on the internal website, internal reviews, policy revisions, and implementation measures, we ensure compliance with legal requirements while providing employees with relevant training and awareness materials to enhance their understanding of regulations. Targeted awareness campaigns on insider trading prevention are conducted for directors and managers, including related policy information, to reinforce ethical corporate management and compliance concepts. All employees also receive general insider trading awareness education, and can access the internal website at any time to stay informed of the latest legal requirements.
In-Person	In-Person Courses on Key Policies and Regulations, including Fair Trade, Insider Trading, and Personal Data Protection.
Seminar	Periodic Guest Lectures by External Experts to Provide Updates on the Latest Regulations and Information.
External Training	Arrange Staff to Attend External Training Courses to Stay Updated on Regulatory Amendments and Compliance Requirements, Ensuring Timely Adherence to the Latest Standards.

1-7

Information security management

Management organization

In order to enhancement the company's information security management and ensure security of its data, system, and network, an Information Security Committee has been established. The Chief of Information Security serves as the convener of the Committee, and reports to the board of directors at least once a year. The organization of the Committee includes the information security operation team, the incident response team, and the information security audit team; The information security operation team implements the building of the Information Security Management System, including network management and system management; The incident response team is responsible for business continuity plan specifications and crisis handling procedures, implementing incident response measures and reporting, and conducting post-incident analysis and prevention; The information security audit team cooperates with the company's audit unit to conduct information security auditing, including internal and external auditing.



Information security policy

The Company's information security policy aims to "maintain the confidentiality, integrity, availability, and legality of its information, and to prevent human negligence, deliberate destruction, and natural disasters that may lead to improper use, leakage, tampering, damage, or loss of information and assets, thereby affecting the Company's operations and harming its rights and interests." In 2016, the Company implemented the ISO 27001 Information Security Management Systems, obtained ISO 27001 certification, and has continuously maintained its validity. Through the introduction of the information security management system, the Company has strengthened its ability to respond to and handle information security incidents, thereby protecting the assets of both the Company and its customers.

Specific information security management plan

Item	Specific management measures
Information security team	The team, composed of 19 representatives from various functional units, is responsible for the promotion and operation of information security. Meetings related to information security are convened at least once per quarter.
Firewall protection	1. Set firewall connection rules. 2. Can only be opened with the approval of the responsible supervisor when there are special connection needs.
User Internet access control mechanism	1. Use an automatic website protection system to control users' online behavior. 2. Automatically filter users' Internet access to websites that may have links to Trojans, ransomware, or malicious programs.
Antivirus software	Use antivirus software and automatically update virus pattern files to reduce the chance of infection.
Updating of the operating system	The operating system is automatically updated. If it is not updated for some reason, the information center will assist in updating.
Email security control	1. There is automatic email threat scanning protection that prevents suspicious attachment files, phishing emails, spam emails, and expands the protection range against malicious links before users receive emails. 2. After a personal computer receives an email, the antivirus software also scans it for suspicious attachment files.
Data backup mechanism	Each important information system database is configured for daily backup.
Important file upload server	The important files of each department in the company are stored on this server, which is backed up and saved by the information center.
Network transmission protection	1. Encryption of communication channels. 2. Encryption of data content and its verification through electronic signatures.
Data retention protection	1. Dynamic data masking: Access is restricted to authorized data only. 2. Encrypted data storage: Sensitive information is encrypted prior to being stored in the database and must be decrypted before use.
Information security insurance	The Company's customers are mainly enterprise clients, and there is no risk of custodianship of sensitive consumer personal data. After evaluating the insurance coverage and applicable industries of information security insurance products on the market, we have decided not to purchase information security insurance for the time being. In response to the challenges faced by information security, we continue to pay attention to the changing trends of the information environment and have implemented relevant software and hardware, such as firewalls, anti-virus software, and intrusion prevention systems. Additionally, we are actively strengthening our employees' awareness of information security crises and the ability of information security handlers to respond to such crises.

Enhancement in Digital Information Security · Upgrade of Customer Privacy

In order to protect customer information, the Company has established a customer information management system, which focuses on organizational management and operation from the perspective of corporate strategy. Through the analysis of business procedures and information systems, the Company examines the access control of personal information acquisition, processing, transmission and storage, and discloses the privacy statement of customer information on the dealer's website, which not only promises to protect customer privacy, but also clearly explains the use and security regulations of customer information to protect customer privacy. In 2024, the Company did not infringe customer privacy or received complaints by our customers on the infringement of their privacy.

Incident notification procedure

When an information security incident occurs, the unit(s) to which it occurred will notify the information security team— incident response team, determine the type of the incident, find the problem point, deal with it immediately, and leave a record.

Losses, possible impacts, and countermeasures due to material information security incidents: None



CH2

Innovative Services

- 2-1 Innovative Services
- 2-2 Supplier Management
- 2-3 Advancing Service Quality



Material Issues / Innovative Services

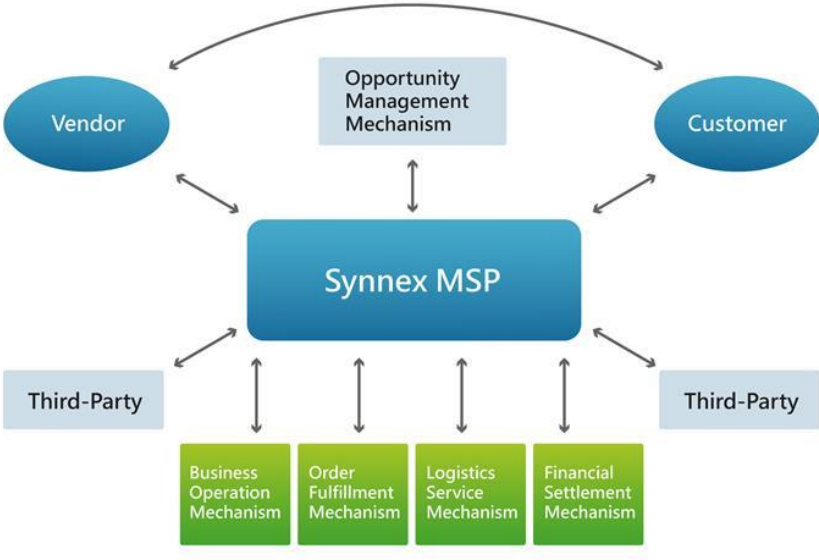
Synnex has consistently developed the Management Service Platform (MSP), repositioning its role and value in the supply chain, and providing diversified solutions to various problems, pain points, losses and inefficiencies in supply chain operations. Reduce resource consumption and carbon emissions in supply chain operations through digital connectivity, and achieve the vision of "Co-existence, Co-prosperity, and Co-benefits".

 Policy	Formulate the environmental sustainability policy of "Sustainable SYNNEX , Cherish the Earth", actively promote digital transformation, replace traditional inefficient offline operations with digital connections, reduce operating costs, give full play to the value of human resources and demonstrate the value of supply chain operation services, formulate and actively promote various low-carbon operation measures, mitigate climate change, and fulfill corporate social responsibility.
 Goal	• The company's internal operations and business operations with upstream and downstream are paperless • Digitize and automate internal business processes to increase the proportion of knowledge-based work for employees • Expand the information connection between upstream and downstream to achieve the process transformation of the supply chain
 Accountable Unit and Resources	Accountable unit: Each business unit and operational planning unit at the headquarters Resources: Software Development Center
 Action Plan	• Strategic Innovation: Management Service Platform (MSP) • Service Model Innovation: Analysis information sharing platform, E-tailer management services platform, Bid opportunity and quotation management service platform, Fulfillment business management service platform, Panel business management service platform, Insurance recruitment business service platform , Cloud service Platform, etc... • Operational Mechanism Innovation: Business Process Automation (Order Processing, Accounting Processing Automation, Business Bidding Process Digitization) • IT R&D Technology Innovation: Information Concatenation and Digital Tools, API Information Concatenation, AI Technology Integration and Application)
 Evaluation Mechanism of Management Approach	• Number of MSP service targets (Brand companies, manufacturers, distributors and third parties, cross-sector partners) • Business scale and volume involved in MSP operations

2-1

Innovative Services

Synnex's Management Service Platform (MSP) is a digital platform that builds an entire supply chain operation service system through serial integration of information, providing platform members with business opportunity development services, business operation services, analysis and management information services, and solving supply chain operation problems and pain points, and achieving the goal of smooth operation of the supply chain. Its members include core members of the technology industry supply chain, such as brands, manufacturers, sellers, and users, as well as operators and partnering suppliers that provide basic services related to operations, technical services, maintenance services, and financial services for the supply chain. At the same time, we will expand cross-industry partners to include different fields to form an ecosystem that jointly participates in value creation.



Service model innovation

Synnex is strategically positioned as an "Management Service Platform". In addition to expanding operational capabilities and management experience accumulated over the decades, the research and development of operational management technology will also focus resources on the connection and integration of external information and the development of service platforms. Key operational management technologies in staged planning, R&D, or rollout include : Analytical Management Information Service Platform, E-commerce service platform, Procurement Inquiry Service Platform, Fulfillment Business Management Service Platform, Panel Business Management Service Platform, Cloud Service Platform, Mobile Subscription Recruitment Service Platform, Insurance Recruitment Business Service Platform ...etc.

Analytical Management Information Service Platform

Continuously and actively develop APP mobile service tools, realize comprehensive paperless, wireless, mobile and cloud-based within the Group, greatly reduce the resource investment of various inefficient operations through information communication APP and office management agility, greatly improve the efficiency of cross- functional collaborative operation, and increase the proportion of knowledge work of employees through the application of digital system tools.

Externally, it works with supply chain partners and third parties to carry out comprehensive digital connection, in addition to existing dealer apps, it also creates customized VIP APP, builds corresponding operation analysis and management information services for different business models, and provides product information, purchase inquiry, order process information, reward information, accounting information, etc. through the APP.

APP Value and Benefits

- Real-time information transparency: Achieve multi-party information symmetry.
- Focused key information: Enhance effective business decision-making.
- Improved operational efficiency: Eliminate information gaps and remove inefficient operations.

E-commerce service platform

For the three business modes of major e-commerce consignment, order transfer and sale, it provides intelligent preparation, supply, order operation, return mechanism, distribution and cash flow and other services, and through serial integration of information, the service process information is transparent, and the analysis and management information is real-time, which not only supports E-commerce to improve operational efficiency, reduce operating costs, but also allows brand owners to fully grasp the inventory, sales and service process of products.

Procurement Inquiry Service Platform

Provide sellers with fast and convenient online inquiry services for the commercial market, replacing the traditional quotation mechanism. Through the app, achieve information transparency using digital tools, allowing sellers to track case verification progress in real time — without being limited by time, location, or manual processes. This also enables the platform to capture every business opportunity without delay.

Fulfillment business management service platform

For major purchase orders or long-term supply needs of key customers, the company builds an order fulfillment service platform to provide vendors and downstream customers with efficient and high-quality fulfillment services. The platform makes the fulfillment process transparent through digital tools, enabling both upstream and downstream supply chain partners to monitor order status in real time and improve fulfillment accuracy.

Panel business management service platform

Due to the complex sizes, specifications, and quality levels of panel industry products, as well as the high cost and fragility of distributing large-size panels, we provide panel manufacturers with one-stop warehousing and distribution services. Our efficient operations ensure fast delivery to nearby customers, supported by a VIP app that enables panel manufacturers to fully monitor product inventory, delivery processes, and other relevant information.

Insurance recruitment business service platform

In response to the increasing sophistication and high value of 3C products in industrial markets, consumers are using these devices more frequently on the go, leading to greater dependence in daily life and work. To meet this demand, insurance providers offer mobile device insurance products, which are sold by dealers alongside the devices. SYNNEX has developed an insurance recruitment service platform to assist dealers in obtaining insurance sales licenses, while also facilitating connections between insurance agents and dealers, and providing support services such as channel marketing and accounting settlement.

Cloud Service Platform

We provide after-sales technical support for software and cloud services and continue to expand our cloud portfolio, offering diverse solutions that enable industry partners to respond quickly to operational needs while promoting efficiency and energy savings. To strengthen knowledge sharing, Synnex launched the “Synnex Cloud Academy”, where our technical teams deliver online courses on cloud applications, helping industries adopt digital tools to address supply chain, consumer, and regulatory challenges, and enhance ESG capabilities.

In 2024, the Cloud Academy hosted 54 online courses with 1,800 participants, reducing about 26 metric tons of carbon emissions—equivalent to the annual absorption of 520 trees. Surveys showed 85% participant satisfaction, with 70% reporting improved operational efficiency.

According to the Global Alliance for Buildings and Construction’s 2022 Report, the building sector accounts for 38% of global carbon emissions. As ESG practices gain global momentum, green buildings, resource-circulating materials, and emission reduction have become industry trends. As Autodesk’s exclusive distributor in Taiwan, Synnex also promotes sustainable innovation in construction by hosting six green building webinars with over 300 industry partners in 2024.

Green Building Cloud Solutions Driving Low-Carbon Transformation in Construction

- AI-Assisted Analysis: Compare carbon reduction data during the design stage.
- Carbon Footprint Digital Applications: Achieve the goals of green building.
- Overcoming Workforce Constraints: Intelligent design tools enhance sales efficiency and reduce costs.
- Seamless Collaboration: Remote site management enables smart construction and efficient design technologies.
- BIM Digital Transformation in Construction: Improve project efficiency and quality.

Cloud Academy Low-Carbon Impact

- 54 online courses | 1,800 participants
- 26 metric tons CO₂ reduced (~520 trees’ annual absorption)
- 70% of participants reported improved operational efficiency



Operational Mechanism Innovation

Business Procedure Automation : Order Processing

Synnex accelerates information integration between vendors and customers by connecting product, order, inventory, accounting, and operational management data. This addresses previous information gaps caused by manual offline processing and achieves seamless automation of customer inquiry responses. Through this integration, purchase pre-operations automatically generate purchase orders, and order pre-operations generate orders upon confirmation. An accompanying app enables vendors and customers to fully monitor product inventory, order status, and related information. Based on customers' demand planning, we manage inventory and provide real-time shipment updates. Customized bidding orders further streamline business operations, accelerating processes and ensuring stable, efficient order fulfillment services.

Business Procedure Automation : Accounting processing

In advancing business process automation, Synnex has enhanced accounting operations by integrating data with external vendors, improving real-time data flow and sharing. We continue to develop internal service platforms and deeply link them with procurement, sales, and accounting systems. Through automated settlement mechanisms, manual work is significantly reduced, minimizing delays and errors common in traditional processes. By 2024, 75% of accounting operations are automated, optimizing internal operations and improving overall business coordination. Each transaction can be tracked, queried, and controlled in real time across departments, laying a solid foundation for Synnex's move toward intelligent management and digital auditing.

Digitize the business application process

Synnex actively implements various environmentally friendly initiatives. Beyond enhancing data integration between telecom system providers and retail distributors, the company drives the digital transformation of mobile subscription services by digitizing business processes, thereby reducing carbon emissions. By 2024, 95% of mobile service forms have been digitized, fully leveraging the digital efficiency of the Management Service Platform (MSP). This not only improves operational efficiency but also reduces paper usage.

Synnex is also proactively planning the eSIM (Embedded-SIM) project in collaboration with system providers, scheduled for market launch in 2025. Using OTA (Over-the-Air) technology, eSIMs will further reduce the use of physical SIM cards, effectively lowering resource consumption and promoting environmental sustainability. These initiatives lay a solid foundation for harmonious growth between the company and the environment.

IT Research & Development and Technological Innovation

Information Linking and Digital Tools Applications

In response to the development of digitalization and intelligent technologies, Synnex consistently regards technological innovation as the core driver of corporate growth and actively promotes information integration and the application of digital tools. Through advanced information integration software, combined with probe aggregation technology, messaging platforms, apps, API system connections, and RPA (Robotic Process Automation), information flow is elevated to a level that is real-time, accurate, and highly efficient, enhancing the flexibility and responsiveness of business operations.

API Integration Expansion

Synnex has been actively expanding API-based information integration, and by 2024, the scope of integrated partners reached 156 collaborators, covering 102 categories and 935 types of data. This not only promotes cross-enterprise business process collaboration and transformation but also accelerates digital transformation and enhances operational efficiency.

Since 2016, Synnex has implemented an Information Security Management System (ISMS) and obtained ISO 27001 certification, maintaining its continuous validity. Adhering to international security standards, the company ensures that the storage and disposal of sensitive information comply with regulatory requirements, safeguarding both corporate and customer data, and providing a solid technical foundation for global business operations.

AI Digital Audit System Development

Synnex actively develops AI technologies to support various anomaly detection applications. By leveraging generative AI to model expected behavior and identify deviations, the system processes diverse time-series data, establishes audit control points, and applies optimized anomaly detection algorithms to ensure high accuracy in identifying anomalies across all severity levels. The proactive implementation of anomaly detection enables predictive auditing, enhancing organizations' risk assessment capabilities and operational reliability, while post-event audits facilitate the rapid resolution of operational issues. Through digital footprint analysis, the AI-driven audit system establishes comprehensive audit mechanisms across operational functions, significantly improving overall operational health and ensuring technology-enabled compliance.

2-2

Supplier Management

SYNNEX sells products in four major areas, including information, communication, consumer product, and semiconductor products, providing customers with the convenience of multiple brands, multiple products, and one-stop shopping. Currently, SYNNEX sells 300 leading brands worldwide, including Intel,SK HYNIX ,Microsoft, HP, IBM, Apple, Asus, Acer, Lenovo, Samsung, Seagate, WD, Kingston, Huawei, etc.

As of the end of 2024, SYNNEX had more than 300 suppliers, with the top 20 suppliers located in Taiwan, the U.S., Mainland China, South Korea, Switzerland. In terms of purchasing amount, Synnex Group’s top 20 suppliers, the largest share comes from the U.S., followed by suppliers from mainland China.



Sustainable supply chain management

As a channel service provider within the high-tech industry supply chain, Synnex distributes products across four major sectors: commercial information, consumer information, communications, and semiconductors. In selecting business partners, Synnex regards the fulfillment of corporate social responsibility (CSR) as an important criterion for establishing long-term cooperation. To implement sustainable supply chain management, Synnex identifies key suppliers based on procurement value. The top 20 original equipment suppliers account for over 70% of the Group's total procurement value, primarily located in the U.S., mainland China, Taiwan, and South Korea. By procurement value, the United States ranks first, followed by suppliers from mainland China. Synnex prioritizes the review of sustainability practices among key suppliers, striving to build a sustainable value chain.

Integrity management and clean trading

The fundamental value that SYNNEX attaches most importance to is "Integrity", and the company adheres to high standards of integrity in all business interactions, and attaches importance to whether its partners abide by the principle of integrity in addition to its own requirements. Synnex actively pays attention to the integrity management and anti-corruption policies of key suppliers, and 100% of key suppliers have declared their anti-corruption policies on their official websites or sustainability reports. Synnex will continue to strengthen the management of suppliers and strive to create a clean and integrity sustainable trading environment.

Product Labeling and Product Inspections

SYNNEX is mainly a product agent and distributor; therefore, the marketing and labeling of products and services are stipulated in contracts with suppliers. The suppliers must comply with the Commodity Labeling Act and the ICT (3C) labeling standards and other requirements published by the Department of Commerce, Ministry of Economic Affairs. Moreover, the Company has applied for product inspections and other verifications with the Bureau of Standards, Metrology and Inspection, Ministry of Economic Affairs so that consumers can understand the products fully.

Green and Environmental, Recycle Energy

When selecting vendors and suppliers, the Company pays attention to whether the vendors and suppliers comply with the requirements of EU environmental standards and national environmental laws and regulations; also, aim for sustainable development and expand the overall green supply chain performance.

Due Diligence Investigation

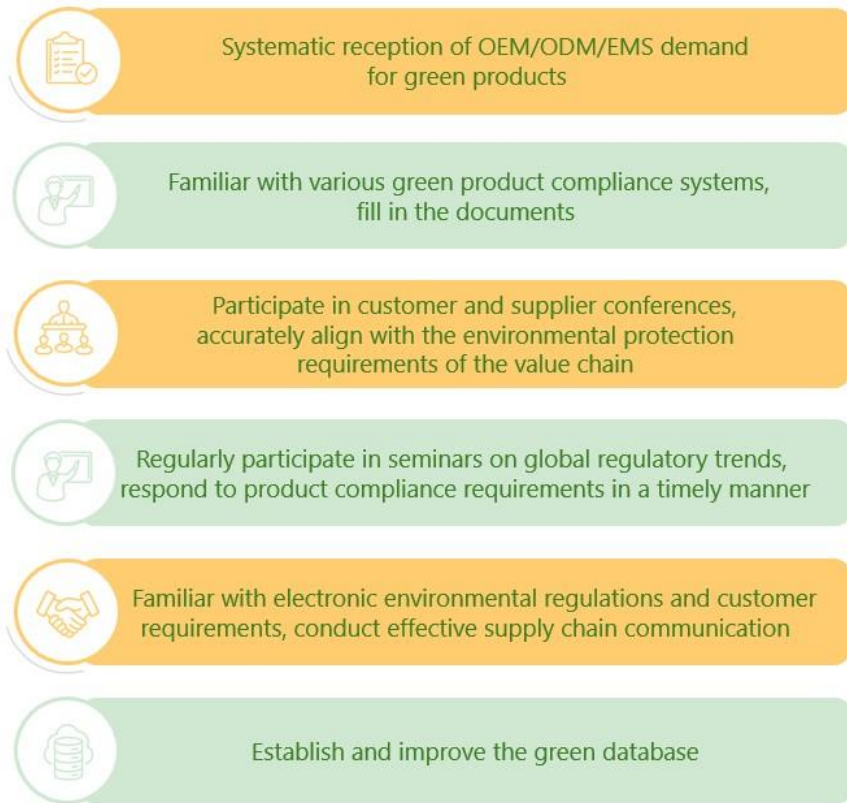
Synnex actively obtains product conformity declarations, third-party laboratory test reports, SDS documents and CMRT/EMRT conflict minerals questionnaires from suppliers, etc., and continuously integrates them into a green file database to track whether the products sold meet international environmental standards and specifications.

At the same time, Synnex supports the Responsible Business Alliance (RBA) and the Responsible Minerals Initiative (RMI) to promote sustainable management. As of December 2024, 80% of the 20 key suppliers are members of the RBA and 80% are members of the RMI.

Chemical Management

Although SYNNEX is not directly involved in the manufacturing process, SYNNEX is committed to ensuring that its suppliers' products comply with international environmental protection standards or disclose information on hazardous substances in the management of chemicals and hazardous substances, so as to fulfill its responsibility of being friendly to the earth. 100% of the top 20 key suppliers have declared on their official websites or sustainability reports that their products comply with international environmental protection regulations, or disclose information on hazardous substances.

As early as 2014, Synnex recruited full-time green product management personnel to take the initiative to pay attention to the management of hazardous substances in the components it represents, check whether it complies with various international environmental protection standards from the source of component products, and simultaneously establish a database of operating procedures and environmental protection documents to strengthen the effective communication between the detailed operation of green products and the supply chain. It also shares the relevant knowledge of international environmental protection regulations on the official website of the Semiconductor Division for the reference of information demanders in the value chain, so as to enhance the environmental awareness of green products. As a member of the value chain, SYNNEX actively participates in the protection of the global environment, and the following actions are carried out by dedicated personnel :



SYNNEX Conflict Minerals Policy

Conflict minerals are minerals mined in situations of armed conflict and human rights violations. An investigation by the Responsible Minerals Initiative (RMI) found that local rebel groups in the Democratic Republic of the Congo and neighboring countries in Central Africa used forced labor, abuse of child labor and other illegal means to obtain Tungsten, Tin, Tantalum, Gold, Cobalt and other minerals as conflict minerals.

SYNNEX is a high-tech industry distribution service provider and is not directly involved in the product manufacturing process.

However, in order to show that SYNNEX attaches great importance to the issue of conflict minerals, we undertakes not to intentionally or indirectly purchase conflict minerals from disputed areas such as Tin, Tantalum, Tungsten, Cobalt and Gold, which are contained in product materials.

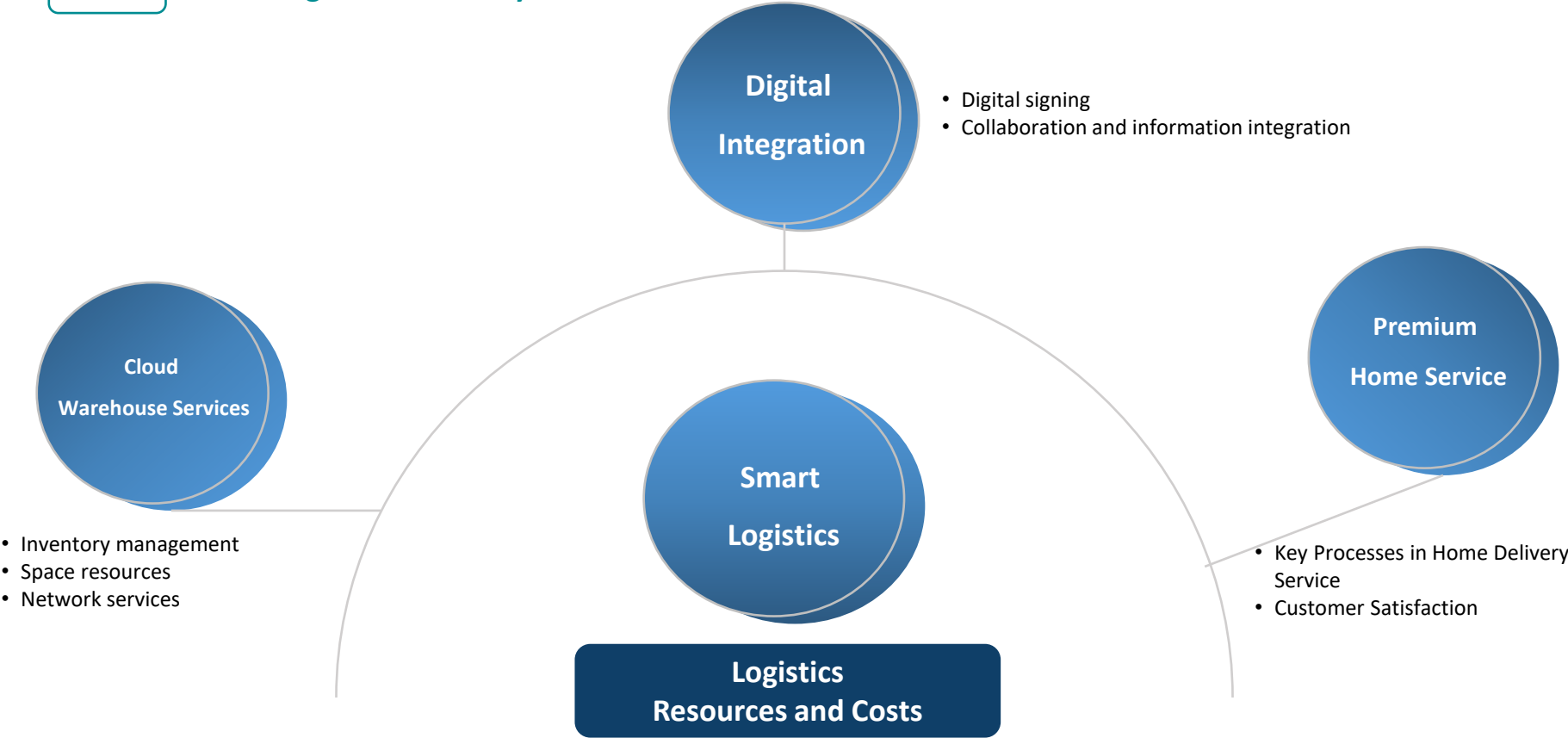
For the procurement of semiconductor electronic components, the essential minerals involved in the operation of Tungsten, Tin, Tantalum, Gold, Cobalt, SYNNEX regularly monitors the list of qualified smelters audited and released by the Responsible Minerals Initiative (RMI) to ensure that the minerals used in the procurement of semiconductor components come from qualified smelters, and requires reasonable explanations of action plans for suppliers who cannot confirm the completion of the operation.

In addition, according to the results of SYNNEX 's active tracking of key vendors' conflict minerals policies, 20 of the top 20 key suppliers have disclosed their due diligence policies (including the supplier's official website statement, sustainability report statement and partner code of conduct, etc.). In the future, SYNNEX will continue to review the conflict minerals policies and practices of key vendors to fulfill SYNNEX's commitment to support the legal and conflict-free use of minerals, and continue to strengthen the management of sustainable supply chains.

Based on Synnex's tracking of disclosures related to conflict minerals, 85% (17 out of 20) of key suppliers have publicly disclosed their use of qualified smelters. Among the three key suppliers that have not disclosed the proportion of qualified smelters, two are members of the Responsible Business Alliance (RBA).

2-3

Advancing Service Quality



Digital Transformation: Benefits of Digital Signing

Management Service Platform (MSP) : Digital signature, paperless, security protection

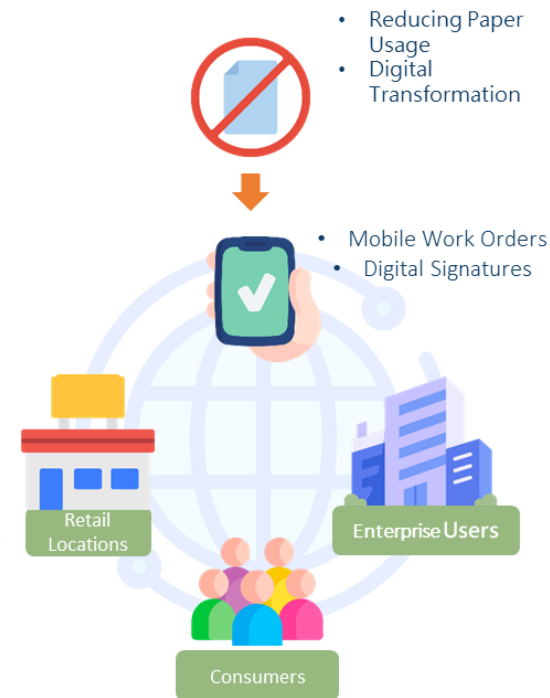
Since the beginning of 2021, when the company officially launched its "Managed Service Platform (MSP)" strategy transformation, the group has been progressively implementing paperless, wireless, mobile, and cloud-based solutions. Whether it is internal communications or customer interactions, information is conveyed in real-time and accurately through a dedicated app, aiming to achieve operational agility.

Transitioning from traditional paper-based signing processes to digital ones has effectively implemented and significantly increased the coverage of digital signatures, showcasing the company's ability to promote and deepen its market presence. After digitization, customers can complete the signing process using electronic devices such as smartphones or tablets, eliminating the need for physical paper. This not only enhances operational efficiency but also substantially reduces greenhouse gas emissions.

5 major advantages of digital signature:

1. **Real-time Management:** Digital signed documents are stored in the cloud and can be accessed through the cloud, allowing for real-time detection of any anomalies. This enhances management convenience and accuracy.
2. **Immediate Response:** There is no need to wait for postal delivery or receipt of physical documents, saving time and reducing the costs and risks associated with physical document transmission.
3. **Instant Service:** Customers can sign documents without being constrained by physical papers, locations, or time, thus improving the immediacy of the service.
4. **Carbon and Energy Savings:** The elimination of paper and printing materials not only saves space and reduces the costs associated with transporting physical documents but also decreases unnecessary energy consumption.
5. **Security:** Digital signatures are often equipped with advanced encryption technology, ensuring greater security and privacy during the signing process compared to physical documents.

By adopting digital signature mechanisms, service efficiency is significantly enhanced, customer experience is improved, and it aligns with the ESG (Environmental, Social, and Governance) sustainability trends, making it a crucial direction for service capability innovation.



Digital Integration with Partners

To enhance logistics efficiency and operational transparency, a collaborative process integration model was introduced, enabling digital feedback and real-time tracking of delivery operations. Upon completing each delivery task, partner vendors can instantly update shipment status and upload proof of receipt.

1. Implementation of Digital Tools

A digital workflow was established to connect delivery status and proof-of-receipt data.

- **Real-Time Status Updates:** Delivery completion, exceptions, and other shipment details can be reported instantly.
- **Improved Accuracy and Timeliness:** Digital proof-of-receipt images are uploaded directly to the system, integrated with existing retrieval mechanisms, reducing the reliance on paper-based documentation and minimizing associated risks.

2. Key Benefits of Digitization

- **Real-Time Shipment Tracking:**
The digital reporting mechanism resolves delays in traditional paper-based delivery confirmation, enabling management to monitor delivery progress and respond to issues proactively.
- **Automated Verification and Operational Efficiency:**
Manual monthly audits are replaced by daily intelligent checks, significantly improving efficiency. Exception handling shifts from reactive to same-day resolution.
- **Paperless Archiving and Transparent Traceability:**
Digitized proof-of-receipt eliminates the need for physical storage. End-to-end traceability reduces human error and the risk of document forgery.



Cloud Warehousing: Enhancing Logistics Flexibility and Resilience Amid Global Supply Chain Challenges

In response to global supply chain uncertainties and demand fluctuations, businesses are increasing their need for flexible warehousing and agile logistics operations. By shortening supply chains and streamlining logistics nodes, companies aim to reduce handling losses and accelerate workflows. An integrated service platform connects suppliers, partners, and customers, enabling real-time information sharing and collaborative efficiency across the value chain.

Cloud Warehousing Advantages:

1. Real-Time Information Flow

Digital integration eliminates data silos, enhances transparency, and significantly improves decision-making and execution efficiency.

2. Comprehensive Functions & Reliable Fulfillment

End-to-end management from inbound to delivery, combined with smart monitoring and exception alerts, ensures timely and trusted service.

3. Network Integration for Synergistic Collaboration

Connecting upstream and downstream partners to strengthen end-to-end coordination and optimize overall supply chain performance.



SYN Logistics Home Service Platform

The last mile of smart home appliances serving over **1.64 million** households

Brand Owner/Distributor/E-Commerce

Integration
EDI/API



- Installation Command
- Instant Service Status
- Digital Completion Receipt
- Customer Satisfaction



SYN Logistics

MSP



Reservation

Installation
Maintenance

Payment

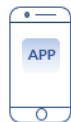
Customer
Care



Reservation progress
inquiry



Appointment
Confirmed, Home
Visit Reminder



Digital Order
Digital Signature



Mobile payment,
Pay in
Convenience
store



Satisfaction
survey



Digital invoice



End
User



End
User

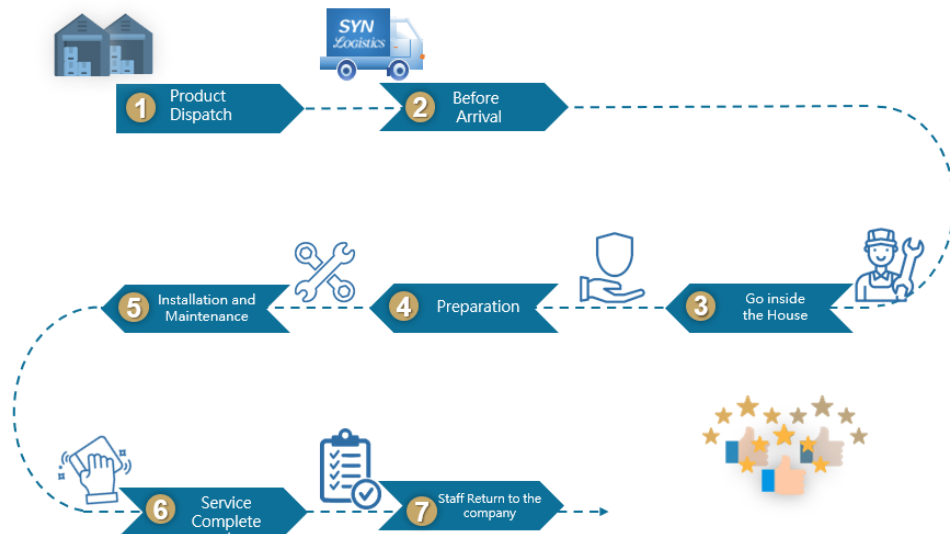


SYN logistics Smart Home Appliances has expanded its home service business, serving over 1.64 million households.

We are expanding home-based services and improving operations to create a smooth, efficient cycle.

In-home service consists of seven main procedures and 37 processes.

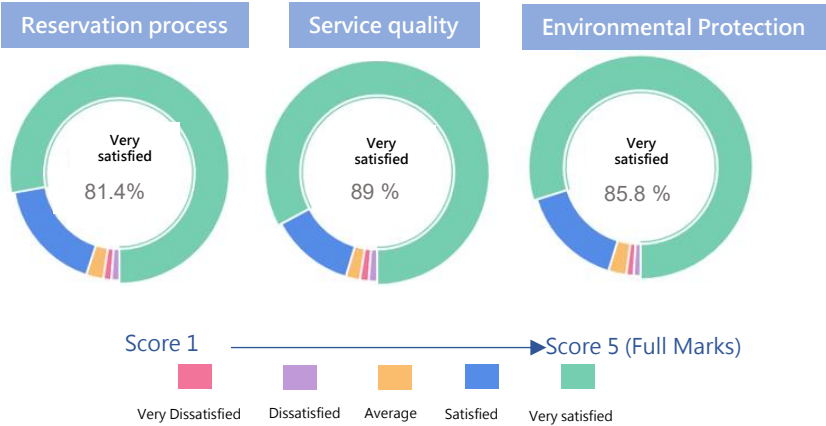
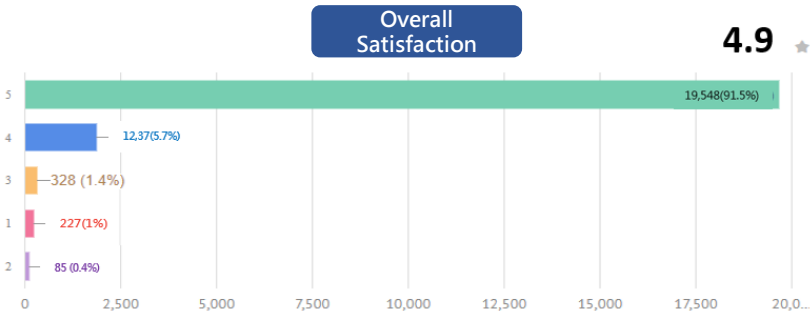
- ✓ Before home service: Make an appointment for home time, and notify before arrival
- ✓ In-home services: digital receipt, mobile payment, cloud invoice
- ✓ After in-home service: customer service care, satisfaction survey





Customer Satisfaction of Home Service

4.9 / 5 rating



In 2020, we introduced a home service satisfaction evaluation mechanism to assess overall satisfaction and three key dimensions for users who have completed home services. We collect genuine feedback and suggestions from users, and the system utilizes intelligent detection to create a customer service care mechanism. This aims to achieve effective communication, improvement, and a positive cycle of good interaction.

Comprehensive Evaluation for 2024 :

- ✓ The average satisfaction score for home services throughout 2024 is 4.9 (Note)
 - ✓ 97.2% of respondents rated the overall satisfaction as 4 or above out of 4
 - ✓ 0.4% rated the overall satisfaction as 2 or below.
- Three Key Dimensions for Reviewing Service Details:
- ✓ (1) Reservation process (2) Service Quality (3) Environmental maintenance
 - ✓ Over 85% of respondents gave a perfect score (Score 5) in the three major dimensions.
 - ✓ Dissatisfaction in these dimensions was controlled to within 1% (Score 2 or below)

Note: The evaluation results reflect customer satisfaction from January 1, 2024, to December 31, 2024, and have been confirmed by PricewaterhouseCoopers (PwC).



CH3

Happy Enterprise

3-1 Employee Diversity and Equality

3-2 Occupational health and safety

3-3 Education and Training

3-4 Talent Attraction and Retention

3-5 Labor Relations



Material Issues / Human Rights

Founded in 1988, Synnex envisioned a stable and secure environment where employees could pursue lifelong careers, while fostering a positive culture that encourages self-expression and growth. Over the years, the company has upheld this principle, actively fostering a positive and proactive corporate culture that ensures every colleague has the opportunity to pursue performance and growth, free from unfair treatment unrelated to their professional abilities.

 Policy	We prohibit discrimination and protect employees' legitimate rights by supporting and complying with the management policies stipulated in compliance with the "Universal Declaration of Human Rights", "International Bill of Human Rights", "Global Compact", and "Labor Standards Act".
 Goal	No major violations
 Accountable Unit and Resources	The Human Resources Planning & Management Div is responsible for planning and management. The supervisors of each unit cooperate with each other.
 Action Plan	In terms of human rights-related management mechanisms, we create a friendly environment, require ourselves to meet the objectives and safeguards of protecting work rights, banning employment discrimination, providing a safe and secure working environment, ensuring the minimum notice period for major operational changes complies with the labor laws, and unforced labor.
 Evaluation Mechanism of Management Approach	1. Establish a smooth employee grievance mechanism. Complaints received are investigated and responded to in a confidential manner to ensure the rights and interests of employees. 2. Regularly update the latest laws and regulations, and promote their implementation to ensure compliance with human rights and anti-discrimination legislation.

Material Issues / Labor/Management Relations

Synnex has long pursued a management philosophy of “stability, sustainability, and growth.” Guided by an employee-centric approach, the company has built a diverse and inclusive workplace that fosters positive development, emphasizes employee safety and professional growth, and promotes long-term harmonious and mutually beneficial labor-management relations.

 Policy	Create a stable and secure environment where employees can pursue their lifelong careers, allowing them to achieve a sense of fulfillment and accomplishment in their professional journey while jointly expanding the company’s business horizons.
 Goal	Through diverse and effective communication channels and mechanisms, foster a positive and harmonious labor-management relationship. No major labor disputes.
 Accountable Unit and Resources	The Human Resources Planning & Management Div. is responsible for planning and management. The supervisors of each unit cooperate with each other
 Action Plan	1. Through labor–management and welfare committee meetings, employee mailboxes, employee apps, and competency assessments, the company maintains smooth and two-way communication channels. 2. Foster team cohesion from multiple angles through company-wide, departmental, and cross-departmental team-building activities.
 Evaluation Mechanism of Management Approach	1.Hold regular labor-management meetings, welfare committee meetings, and project meetings to maintain smooth communication channels. 2.Conduct competency assessments every six months to establish a communication mechanism between supervisors and their team members. 3.Encourage both intra-functional and cross-functional team-building activities, enabling employees to enhance overall job satisfaction through career development and a supportive team environment.

Material Issues / Compensation Levels and Employment Status

We strive for appropriate profitability to support the company’s growth, while providing employees with a favorable work environment and opportunities for lifelong development. We believe that employees also expect the company to excel in service standards, organizational operations, and long-term business performance. By fostering a positive employment environment and competitive compensation, we encourage employees to grow with the company over the long term and to pursue and achieve their career goals at Synnex.

 Policy	We provide competitive salary packages and tailor total compensation to individual contributions, motivating proactive individuals to earn commensurate rewards, thus aligning compensation with performance and competency.
 Goal	We offer a stable work environment, allowing employees to enjoy their personal lives without worry.
 Accountable Unit and Resources	President's Office and the Human Resources Planning & Management Div are responsible for planning and management. The supervisors of each unit cooperate with each other.
 Action Plan	1. Regularly review market salary trends to ensure competitive and fair compensation levels. 2. Continuously invest resources in developing high-quality and efficient computer systems and tools, support employees in enhancing their proficiency in using these tools, increase the proportion of knowledge-based work, and create a work environment that promotes work–life balance.
 Evaluation Mechanism of Management Approach	1. Through monthly report coaching, one-on-one discussions, long-service awards, and team-building activities, gain a comprehensive understanding of employees’ career expectations and encourage them to pursue long-term careers within the company. 2. Provide employees with a variety of computer operating systems and computer-based query and management systems, aiming to enhance the efficiency and quality of knowledge-based work, reduce routine tasks, and increase employees’ sense of work value.

3-1 Employee Diversity and Equality

Inclusive Environment



At Synnex, recruitment and advancement decisions are guided exclusively by work-related capabilities, without influence from gender, culture, nationality, or other unrelated factors, promoting a diverse and inclusive environment.

Gender - In 2024, women accounted for 44% of Synnex's management positions, reflecting the company's consistent principle of promoting talent based on merit rather than gender or other unrelated factors. The company also enforces workplace sexual harassment prevention measures and conducts regular awareness programs. In the event of a complaint, investigations are carried out with strict confidentiality, and violations are subject to stringent disciplinary actions to maintain a safe and respectful working environment.

Culture - As a multinational corporation, SYNnex understands that employees from different cultural backgrounds need to communicate and interact with each other on a regular basis to enhance mutual understanding. During the communication process, we pay close attention to the target's language habits and political and cultural background to facilitate mutual understanding and effective communication.



Team Building

A range of team-building activities, including departmental trips, group meals, and movie viewings, are organized to foster interaction and shared experiences among employees outside of work, thereby indirectly reducing potential stereotypes or biases.



Friendliness and inclusiveness

We assist employees with a friendly and inclusive attitude in providing them with different needs at different stages of life. Provide a supportive environment for parental leave and childcare, along with flexible working hours, allowing employees with young children to arrange their schedules more flexibly. For employees requiring long-term medical care, relevant assistance is offered to help them overcome challenges and return to the workplace as soon as possible.

Human rights assessment

We prohibit discrimination and protect employees’ legitimate rights by supporting and complying with the management policies stipulated in compliance with the “Universal Declaration of Human Rights”, “International Bill of Human Rights”, “Global Compact”, and “Labor Standards Act”. There were no major violations in 2024.

Human rights-related management mechanisms	
Anti-employment discrimination	We hire employees and arrange promotions based on work ability, without any discrimination or unfair treatment based on race, class, language, thought, religion, political party, place of birth, gender, appearance, facial features, sexual orientation, age, marital status, mental and physical disability, zodiac sign, blood type, or union membership.
Provide a secure work environment	To provide employees with a secure work and service environment, we have stipulated a plan to prevent illegal infringements while performing duties to identify and evaluate possible hazardous risks and take preventive measures to avoid physical, mental, or verbal threats and attacks from internal and external personnel when employees are working. We have established measures of prevention, complaint, and punishment of sexual harassment in the workplace, and have set up a Complaints Evaluation Committee to handle sexual harassment complaints and ensure that the work environment for our employees is safe.
Minimum notice period for major operational changes complies with the labor laws	Our minimum notice period for major operational changes complies with the Labor Standards Act. We give prior notice before terminating a labor contract. The minimum notice period depends on the employee’s seniority.
No compulsory labor	We establish labor-employer relations with our personnel based on mutual respect and trust and are in compliance with the laws and regulations to ensure that there will be no violations of forced labor, slavery, or human trafficking, or illegal employment of child labor.

2024 Staff composition

Type	Category	Male		Female		Total	
		Number of staff	%	Number of staff	%	Number of staff	%
Employee type	Full time	528	58%	390	42%	918	99%
	Part time	9	69%	4	31%	13	1%
Employer-employee contract	Permanent (non-fixed term contract)	532	58%	392	42%	924	99%
	Contract (fixed term contract)	5	71%	2	29%	7	1%
Nationality	Taiwanese Citizen	537	58%	393	42%	930	100%
	Foreigner	0	0%	1	100%	1	0%
Age	≤30 years old	51	50%	51	50%	102	11%
	31-50 years old	386	57%	288	43%	674	72%
	≥51 years old	100	65%	55	35%	155	17%
Management	Management personnel	66	56%	51	44%	117	13%
	Non-management personnel	471	58%	343	42%	814	87%

1. There are 10 non-employee workers, with their primary responsibilities being in cleaning positions.

Total number and proportion of newly hired full-time employees in 2024

Gender	Age range	Number of new recruits	Total number of employees	Percentage of new recruits
Female	≤30 years old	1	49	0.50%
	31-50 years old	1	286	
	≥51 years old		55	
Male	≤30 years old	6	42	1.90%
	31-50 years old	4	386	
	≥51 years old		100	
Total		12	918	1.30%

Total number and proportion of full-time employees who departed in 2024

Gender	Age range	Number of departing employees	Total number of employees	Percentage of departing employees
Female	≤30 years old	13	49	17.70%
	31-50 years old	52	286	
	≥51 years old	4	55	
Male	≤30 years old	16	42	18%
	31-50 years old	68	386	
	≥51 years old	11	100	
Total		164	918	17.90%

3-2 Occupational health and safety

Employees are the most valuable assets for the company's sustainable development. Employee safety and physical and mental well-being are important priorities. The company is committed to continuously improving the workplace environment and raising employees' awareness of safety and health through relevant management mechanisms.

Occupational Safety and Health Management System

The company adopted ISO 45001 procedures in 2023 and obtained IAS (USA) certification in 2024, valid through December 2027. Annual surveillance and triennial recertification audits ensure continuous improvement. Through internal management, training, and awareness programs, the company strengthens stakeholders' understanding of occupational safety and health responsibilities and rights, thereby reducing risks.

Occupational Safety and Health Committee

The Occupational Safety and Health Committee has been established to review, coordinate, and provide recommendations on matters related to occupational safety and health management on a quarterly basis. Through this regular communication mechanism, workplace safety and health issues are promptly addressed, with departmental representatives jointly participating to foster a safer and healthier work environment. Labor representatives account for 55% of the committee, meeting the regulatory requirement that employee representatives constitute at least one-third of the committee members.



Specific Measures for Occupational Health and Safety

1. Occupational Hazard Prevention Management

The company continuously establishes and maintains safe workplaces and has obtained public liability insurance for all work sites to reduce risks to personnel and property, ensuring the safety of employees and visitors. We have implemented a regular inspection mechanism to maintain and improve workplace environments and facilities, ensuring that work environments and equipment consistently meet the highest safety standards. Specific inspections include:

- (1) Regularly inspect workplaces and server rooms, and maintain equipment, including electromechanical systems, air quality, lighting, and water.
- (2) Maintain central air-conditioning units and air supply fans to ensure stable operation and proper air circulation.
- (3) Conduct building structural inspections, including tilting, pipe shaft reinforcement, and ceiling conditions.
- (4) Ensure all safety and fire protection equipment is operational through regular inspections and compliance with regulatory reporting. Certified personnel establish and update fire safety plans, and in 2024, two fire safety training sessions were conducted.

In terms of the logistics centers, regular inspection and maintenance of forklifts, fire-fighting facilities, electrical appliances, generators, elevators, automated warehouse cranes, and air compressors are carried out according to the annual automated inspection plan. Storage cabinets for flammable items are installed and reinforced, and guardrails have also been added to prevent falling. We also strengthen safety regulations for equipment maintenance by employees.

2. Hazard Identification and Risk Assessment Management Procedure

The company has established a Hazard Identification and Risk Assessment Procedure, conducted annually to identify occupational health and safety hazards across all business units. Risks are evaluated by frequency, likelihood, and severity, classified as acceptable or unacceptable, and significant risks are addressed with control measures, improvement plans, and management targets.

3. Appointment of Safety and Health Personnel

Safety and health personnel are appointed and provided with opportunities to participate in external training, as well as conducting internal occupational health and safety education and training. Relevant regulations and management practices are promoted through the company website and mobile app. To further enhance employee safety awareness, new hires receive onboarding safety training, while current employees are offered ongoing education and training to strengthen attention to workplace safety. Continuous improvements are made to workplace facilities and workflows to reduce the risk of occupational hazards.

The Logistics Center also provides task-specific guidance, such as correct lifting postures, and conducts daily morning warm-up exercises to prevent human-factor hazards and repetitive musculoskeletal injuries.

Occupational safety and health training courses

Category	Course title
Internal training	Occupational safety and health training for new hires
	Occupational safety and health training for employees
External training	Occupational safety and health business supervisor safety and health education and training
	Occupational safety and health business supervisor safety and health on-the-job education and training
	Occupational safety and health manager and occupational safety and health business supervisor on-the-job education and training
	On-the-job education and training for forklift operators operating with a load of more than one metric ton
	On-the-job education and training for forklift operators operating with a load of more than one metric ton
	First aid education and training
	Fire prevention manager training and refresher courses

Occupational injury prevention

The company collects statistics on occupational accident cases every month and reports them according to the requirements of the competent authority. In 2024, there was a total of 17 occupational accident cases involving 17 employees, accounting for 1.7% of the total number of employees. Among which, 8 were traffic accidents on the commute to or from work, and 9 were accidents caused by employees' negligence in their own safety while performing duties. In 2023, the frequency rate of disabling injuries is 7.94, the rate of lost work days is 111 (calculated in calendar days), and the number of deaths due to work is 0. In order to improve employees' safety awareness and reduce the risk of similar incidents, we actively enhance both internal education and training and our safety awareness.

2024 Occupational injury statistics

Employees	Male	Female	Total
Injury frequency rate (IR)	11.18	3.52	7.94
Occupational disease rate (ODR)	0	0	0
Lost day rate (LDR)	62.79	44.55	55.07
Absence rate (AR)	0.28%	0.71%	0.46%
Total number of occupational deaths	0	0	0

- 1. IR = number of occupational injuries x 1,000,000/total hours worked
- 2. AR = total days absent/total working days x 100% (including sick leave, menstrual leave, tocolysis leave, and occupational injury leave)
- 3. ODR = total number of occupational diseases/total hours worked x 1,000,000
- 4. LDR = total work days lost x 1,000,000/total hours worked
- 5. The unit for the above is per million working hours

Occupational Disease Prevention and Employee Health Management

After reviewing the work environment and job nature of all employees, there are no high-risk positions related to occupational diseases. However, employee health remains the company's most valued asset, and we continue to invest resources in various health promotion measures, as outlined below.

Comprehensive Health Checkups

To ensure employees take care of their health beyond the workplace, we provide regular health checkups, actively follow up on any abnormalities, and provide assistance to safeguard employees' health.



The Four Major Labor Health Protection Plans

Implement the Four Major Labor Health Protection Plans, including the ergonomic risk prevention, abnormal workload-induced diseases prevention, unlawful infringement prevention, and maternal health protection, to safeguard employees' physical and mental well-being.



Health Promotion Activities

We regularly organize health promotion activities such as walking 10,000 steps a day, blood donation drives. These initiatives raise awareness of health and wellness, encouraging employees to develop a proper understanding of healthy living.



Creating a Safe, Healthy, and Comfortable Work Environment

Commit to establishing a friendly, equal, and law-abiding workplace, providing dedicated channels for handling complaints, and maintaining a safe work environment.

People-Centered Design that Values Sunlight, Fresh Air, and Safe Drinking Water

In 2024, Synnex moved into its new group headquarters. Designed with a people-oriented approach, the headquarters serves as a second home for employees, providing a workspace that fosters comfort, safety, and productivity.

Prioritizing employee safety, the building is equipped with earthquake-resistant structures comparable to those near nuclear power plants. The base of the building has enhanced seismic resistance, with floors B4F to 2F achieving a seismic coefficient of 0.41g. Above the 3rd floor, each level is fitted with four high-damping seismic dampers to absorb vibrations caused by earthquakes and strong winds, resulting in an overall building seismic resistance of 0.33g. Wind pressure tests confirm the building can withstand typhoons of up to Category 17.

Security is also stringent, with five layers of protection including access gate, DOAS elevators, access control system, surveillance system, and electronic fences to safeguard personnel and the building.



The interior design emphasizes careful planning of restrooms and pantry areas. Features such as automatic doors, touchless soap dispensers, water faucets, and hand dryers adopt touchless sensor technology for hygiene, epidemic prevention, and energy saving—demonstrating care for employees in every detail. The building also houses the Synnex CAFÉ, providing a shared space for staff to socialize and relax. Each employee has a dedicated workstation, creating a quiet and focused work environment.

To promote a healthy and sustainable office space, PM2.5-grade air filtration systems are installed alongside multi-dimensional air quality sensors that continuously monitor PM2.5 levels and carbon dioxide concentration. When exhaled CO₂ exceeds a set threshold, the fresh air system automatically activates ventilation to reduce CO₂ and maintain fresh indoor air.

The entire building's water supply is filtered daily and equipped with magnesium ion bubble water machines, offering employees a safe and healthy drinking option. Synnex firmly believes that a good working environment enhances employee focus and well-being, placing special emphasis on “Sunlight, Air, and Water” to refresh employees every day.



3-3 Education and Training

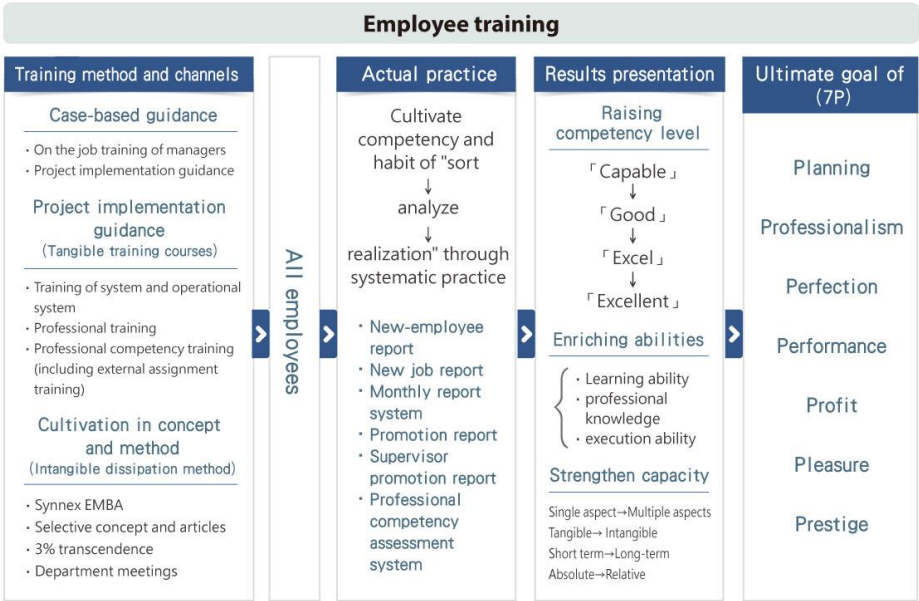
SYNNEX’s Business Strategy
= (Talent) × (Systems) × (Operational Knowledge)

Synnex firmly believes that Great employees lead to excellent departments, and excellent departments are the foundation of a great company." The company places great importance on employee development and has established a comprehensive employee training system.

Synnex’s talent development involves refining knowledge and experience into systematic frameworks, all integrated into computerized systems. When we recruit talented individuals from outside, we have a complete operational knowledge system ready to train them. At the same time, existing employees are continuously empowered to upgrade their skills and keep pace with the times.

Synnex has long recognized that the future will be a highly digitalized society. By leveraging sophisticated and user-friendly computer systems, we assist our colleagues working professionally and efficiently. Additionally, we provide management analysis information to support decision-making, enabling employees to reduce repetitive routine tasks and significantly increase the proportion of knowledge-intensive, non-routine work. This allows them to fully utilize their talents, thereby creating strong competitiveness and outstanding performance.

In short, Synnex’s business strategy is built upon a synergistic framework of "talent" × Systems " × "operational knowledge."



Diversified and Systematic Education and Training

Synnex has long promoted diverse learning mechanisms by designing training programs aligned with different career stages and development needs, including onboarding training, functional professional training, and management training. Through initiatives such as the Synnex EMBA , monthly meetings, and project reporting sessions, the company fosters a multifaceted learning journey that enables employees to build required professional skills at each stage of their careers. In addition, functional training is integrated with the rollout of new system features to strengthen practical application and knowledge renewal, supporting employees in staying current and well-prepared to meet evolving work challenges.

Average employee training hours in 2024 Note: Including internal and external training

Employees	Total Training Hours	Total number of employees	Average training hours
Supervisor	6263	167	37.5
General employees	27295	751	36.3
New employees	360	12	30.0
Total	33918	930	36.5

Note: Supervisor is defined as those above the manager level

Average training hours for female employees in 2024 Note: Including internal and external training

Employees	Total Training Hours	Total number of employees	Average training hours
Supervisor	3760	98	38.4
General employees	15531	430	36.1
New employees	300	10	30.0
Total	19591	538	36.4

Note: Supervisor is defined as those above the manager level

Average training hours for male employees in 2024 Note: Including internal and external training

Employees	Total Training Hours	Total number of employees	Average training hours
Supervisor	2503.5	69	36.3
General employees	11764	321	36.6
New employees	60	2	30.0
Total	14327.5	392	36.5

Note: Supervisor is defined as those above the manager level

Career Development

SYNNEX provides a clear and transparent promotion pathway, with performance and capability growth serving as key criteria for advancement. When an employee’s skills and experience have developed sufficiently to qualify for a higher level, a formal “Promotion Report” process is initiated to assess and implement the position upgrade. Through this process, supervisors at all levels provide guidance, helping employees clearly understand their current development status and areas for future improvement. This not only supports individual career planning but also strengthens the organization’s overall talent development.

Performance Management Measures

For different types of professional functions, different performance evaluation benchmarks have been set up, and fair measurements are made based on qualitative and quantitative indicators. In addition to job performance assessment, a "function measurement system" is also in place, which summarizes four categories of functions, including work attitude, basic ability, professional ability, and supervisory ability, with self-evaluation and supervisor evaluation conducted every six months.

Performance Evaluation System and Number of Employees Evaluated

Type	Performance Evaluation Frequency	Number of Employees Evaluated in 2023				Description
		Male		Female		
Sales Staff	5 times/year	126	100%	166	100%	Performance evaluation is conducted each period to evaluate the performance of sales staff, taking into account individual performance, departmental performance and Company performance.
R&D and Support Unit Staff	1 time/year	104	100%	140	100%	Performance evaluation is conducted each year to evaluate personal annual contribution and overall performance of the back office staff, also taking into account the overall individual performance, departmental performance and Company performance.
Logistics Operations Staff	12 times/year	281	100%	75	100%	The logistics function is a powerful support for SYNNEX's basic operations. The performance and quality of work of the direct logistics staff are evaluated on a monthly basis. There are different focus of the evaluation based on the nature of duties and specialties, such as logistics, warehousing and maintenance.

3-4 Talent Attraction and Retention

Employee Compensation Policy

Synnex provides market-competitive salaries. In addition to fixed salaries, there are different performance evaluation benchmarks for professional functions of different job types based on the company's business performance as well as departmental and individual goals. The focus of logistics staff work is on daily operational performance, so they are evaluated on a monthly basis; For business personnel, the management of long-term relationships with customers adopts the quarterly evaluation method; Headquarters administration and R&D functional personnel adopt the annual performance evaluation system.

In order to provide incentive to employees and the management team, employee compensation follows the regulations of the company; the company's net income before tax before deducting remuneration to employees and Directors and after making up for losses should be applied to pay remuneration to employees in an amount not exceeding 10% and not less than 0.01% of the balance, and is issued after approval by the Board of Directors.

Salary information of non-managerial full- time employees

Unit : person/Thousand NT\$

Item	2023	2024	2024 vs. 2023
Number of full-time employees	635	574	-
Average salary	1,201	1,213	+1%
Median salary	1,030	1,044	+1%

Note : Salary information of non-managerial full- time employees Reporting Scope : Synnex Technology International Corporation

Benefits

In addition to solid training mechanisms and smooth promotion channels, Synnex attaches great importance to providing employees with sufficient security and a work environment where they can feel at ease, and encourages employees to commit to creating an "intelligent and balanced work lifestyle". As a result, employees will not need to worry about their health, economic situation, and family care.

Competitive Compensation Package

We provide competitive wages and overall compensation that reflects the level of individual contribution to award proactive, hardworking employees with greater rewards so that compensation matches performance.

Social insurance

Enrollment in labor insurance for full salary, labor retirement pension contribution, and enrollment in National Health Insurance as required by the law.

Retirement system

We handle retirement matters in accordance with the requirements of the Labor Standards Act and Labor Pension Act. The company has formed the Employee Pension Reserve Committee. The new pension system has been implemented in accordance with the Labor Pension Act since July 2005. For the new employees and the existing employees who choose to apply the new pension system, the company pays 6% of their monthly salaries to their personal pension accounts with the Bureau of Labor Insurance.

Employee group insurance

The company enrolls all permanent employees in group insurance. All employees have life insurance coverage of at least NT\$3 million, providing 3-5 years of economic security to their families.

Employee Well-being

Synnex attaches great importance to providing employees with sufficient security and a work environment where they can feel at ease, and encourages employees to commit to creating an "intelligent and balanced work lifestyle". As a result, employees will not need to worry about their health, economic situation, and family care.

Item	Description
Social insurance	Enrollment in labor insurance for full salary, labor retirement pension contribution, and enrollment in National Health Insurance as required by the law.
Retirement system	We handle retirement matters in accordance with the requirements of the Labor Standards Act and Labor Pension Act. The company has formed the Employee Pension Reserve Committee. The new pension system has been implemented in accordance with the Labor Pension Act since July 2005. For the new employees and the existing employees who choose to apply the new pension system, the company pays 6% of their monthly salaries to their personal pension accounts with the Bureau of Labor Insurance.
Employee group insurance	The company enrolls all permanent employees in group insurance. All employees have life insurance coverage of at least NT\$3 million, providing 3-5 years of economic security to their families.

Interest free loans

Employees that have served at the company for at least one full year are eligible for interest free loans for house purchase, marriage, childbirth, car purchase, housing arrangement for new hires, and emergency relief, to reduce the financial burden of employees who are dealing with major life events. 1,300 employees applied for loans since the establishment of this benefit and the total amount loaned is more than NT\$400 million.

Interest-Free Loan Recipients and Loan Amount

Year	2020	2021	2022	2023	2024
Number of employees	23	95	46	11	4
Amount (NT\$)	12,568,000	13,316,000	7,361,000	5,760,000	1,698,000



Employee Care and Benefits

- Provides employees with care benefits such as wedding, funeral, and hospitalization condolences, as well as maternity and birthday cash gifts.
- Establishes a senior employee recognition program and holds an annual event to honor long-serving colleagues.
- Creates a more comfortable, convenient, and high-quality office environment
- Offers free coffee throughout the day.



Work-Life Balance

- Emphasizing a "smart and balanced work-life model," the company encourages employees to take appropriate leave. New employees with less than six months of service receive additional leave beyond legal requirements.
- A variety of activities, such as movie screenings, New Year Banquet, Baking Workshop, and team-building outings, are organized to enhance employee cohesion.

Parental leave

- We provide employees with a friendly flexible parental leave environment.
- Provide 45 working days of maternity leave for employees, which can be used for employees to recuperate for more than 2 months.
 - Provide access to medical consultation and assessment to ensure health and well-being during pregnancy and postnatal periods
 - According to the statistics in 2024, among the female employees who are eligible for parental leave, over 70% had applied for parental leave right after maternity leave. This has helped reduce the conflict between work and family care for female employees, so that female colleagues do not have to cut their careers short due to the need for short-term family care!
 - We have set up a nursing room to provide a comfortable environment for postpartum mothers.

Parental leave, reinstatement and retention rates

Item	No. of male	No. of female	Total
Number of employees eligible for parental leave in 2024 (A)	39	18	57
Number of employees who took parental leave in 2024 (B)	5	13	18
Expected total number of reinstated employees in 2024 (C)	2	8	10
Actual total number of employees reinstated during the reporting period in 2024 (D)	1	5	6
Actual total number of employees reinstated during the reporting period in 2023 (E)	1	8	9
Total number of employees still on the job 12 months after returning from taking parental leave in 2023 (F)	0	4	4
Parental leave application rate (B/A)	13%	72%	32%
Reinstatement rate (D/C)	50%	63%	60%
Retention rate (F/E)	0%	50%	44%

Note:

1. Male: took paternity leave in 2021-2023 Female: took maternity leave in 2022-2024

2. Reinstatement rate: Actual number of employees still on the job 12 months after returning from taking parental leave/Actual reinstatement after taking parental leave (during the previous year)

3. Retention rate: Employees still on the job 12 months after returning from taking parental leave (during the previous year)/Actual reinstatement after taking parental leave (during the previous year)

3-5

Labor Relations

No significant labor dispute or loss has occurred in 2024.

Communication channels	Description
Employer-employee meetings	For smooth communication between employee and employer, and to establish consensus, employer-employee meetings are regularly held every quarter to discuss labor-related rights and interests to promote harmonious employee and employer relations. Employees account for more than 50% of the participants in the employer-employee meetings to protect their rights.
Employee Welfare Committee meetings	Employee Welfare Committee meetings are held every quarter to discuss relevant welfare measures and the arrangement of activities to promote the well-being of our employees and enhance organizational loyalty.
Chat sessions	Chat sessions with supervisors are regularly held for cross-departmental communication in a relaxed manner to promote mutual consensus and facilitate affairs.
Information and announcements	We regularly use APP, email to notify employees of systems, concepts, welfare activities, and information about company operations to ensure they understand and agree with the company's philosophy, activities, and development direction.
Employee Grievance Mechanism	Tel : 02-2506-3320 ext.2121 E-mail : synnexhr@synnex.com.tw Grievances are handled confidentially to safeguard the rights and interests of the parties involved.



CH4

Social Participation

4-1 Knowledge Sharing

4-2 Talent Cultivation

4-3 Social Engagement



4-1 Knowledge Sharing

Synnex business management articles

With the belief that "the sharing of knowledge and experience is our way to give back to the society", Evans S.W. Tu, President of Synnex, has shared his business management concepts with workplace workers through books, emails, Facebook and other channels over the years, which has been widely echoed and affirmed by office workers and management, and has also become one of the best teaching materials for the theory and practice of enterprise management.

Royalty donations

The royalties from the publication of the book series "The Secret of My Career" and related articles have been fully donated to support the promotion of education, culture, and the arts. As of 2024, a total of over NT\$3.5 million has been donated.



4-2 Talent Cultivation

《Y.S. Award》 Grants Over Two Million in Prizes to Encourage Youth Innovation

The Y.S. Award, organized by the Y.S. Educational Foundation and co-organized by the Synnex Foundation and other entities, attracted nearly 700 groups of university and high school students to compete.

The 《Y.S. Award》 provides a stage for young students to practice their creativity and express themselves, and has been recognized by various sectors such as information technology, industrial design and video art. Over the years, it has cultivated more than 30,000 new talents to join various industries, injecting new ideas into enterprises.



4-3 Social Engagement

Synnex Blood Drive • Donate Happiness

Synnex has been organizing blood donation drives for several consecutive years, contributing to alleviating the nationwide blood shortage. In 2025, the company held its first-ever blood donation drive at the new headquarters, Synnex Tower, successfully collecting 99 bags of blood within seven hours.

In addition to enthusiastic participation from Synnex employees, the event also drew support from residents of Dongming Village, police officers from the Nangang Precinct, and other companies in the building, all braving the cold to donate with great enthusiasm.

The event featured Taiwan's first ESG green-energy electric blood donation vehicle, significantly reducing exhaust and noise emissions. This initiative combined public welfare with environmental friendliness, injecting positive energy into society through concrete action.



Synnex Practices Sustainability by Giving Back to the Community

In 2024, Synnex relocated its headquarters to a new site. In line with sustainability and resource-reuse principles, Synnex donated well-maintained furniture and equipment from the former headquarters — including conference tables and chairs, office furniture, and appliances — free of charge to the Nangang Precinct of the Taipei City Police Department. In addition, Synnex provided training chairs for use by residents of Dongming Village in Nangang. This initiative not only makes good use of resources and reduces waste but also demonstrates Synnex's commitment to community well-being. Synnex will continue to uphold the spirit of sustainable practices and the circulation of care, promoting actions that benefit both the environment and society.



CH5

Environmental Management

5-1 Energy and Greenhouse Gas emissions

5-2 Water Resource Management

5-3 Waste Reduction

5-4 Environmentally Friendly Behavior

5-5 Clean technology promotes and develops



Material Issues/Energy Management and Emissions Reduction

In response to climate change and energy security, we actively pursue carbon reduction and transformation. Though not a manufacturing company, we recognize the environmental impact of energy use and emissions. Enhancing energy efficiency and reducing carbon footprint are key sustainability goals.

 Policy	We support and comply with the Climate Change Response Act and have established relevant management policies aimed at reducing overall energy consumption.
 Goal	Synnex Group is committed to limiting global warming to below 2°C. We aim to reduce Scope 1 and Scope 2 carbon emissions by 25% by 2030, using 2023 as the baseline year.
 Accountable Unit and Resources	The Sustainability Committee established a dedicated project team, with cross-departmental collaboration led by respective department heads.
 Action Plan	1. Energy Conservation and Carbon Reduction First: Promote green office practices through smart energy-saving designs to continuously reduce energy consumption and carbon emissions. 2. Transparent Carbon Emission Disclosure: Conduct and disclose organizational carbon emissions in accordance with the international standard ISO 14064-1.
 Evaluation Mechanism of Management Approach	The company complies with government sustainability regulations and monitors energy usage through structured energy and management systems to ensure continuous integration and improvement.

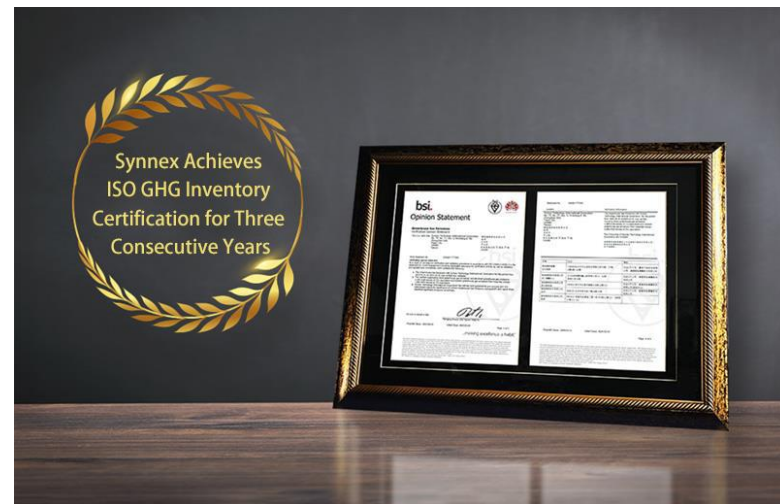
Environment Management, Occupational Safety and Health Policy

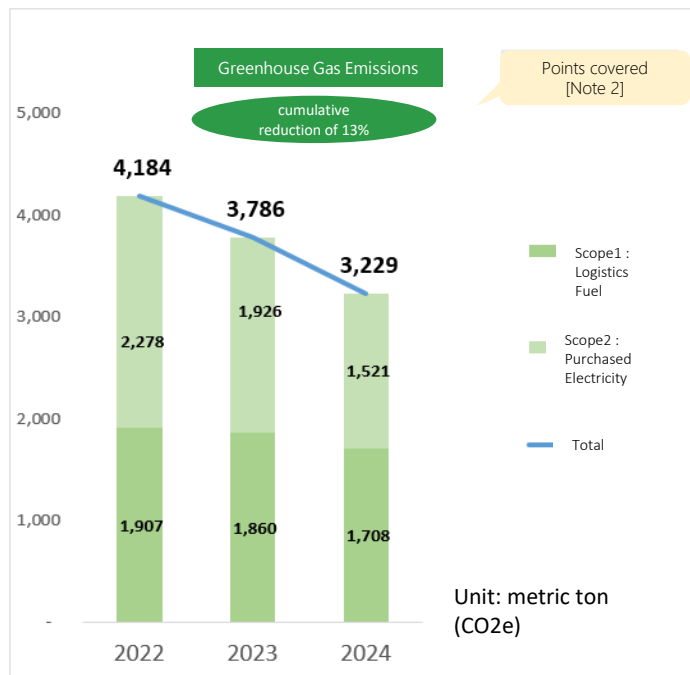
 Energy Conservation and Carbon Reduction Make good use of assets and resources, implement energy conservation, low-carbon waste reduction measures. Facilitate energy efficiency and effectiveness of pollution prevention	 Sustainable Operations Promote the value of "Co-existence, co-benefit" for Supply chain . fulfill responsibility for clients, employees, society, and other stakeholders.	 Operational Commitments With more than 30 years of operation, SYNNEX provides channel services with quality, to ensure the interests of our partners.
 Employee Awareness Integrate the concepts of environmental protection, occupational safety and health into training for employees and contractors so as to increase the awareness and responsiveness of all employees.	 Risk Management Analyze and grasp internal and external risks through the EMS to facilitate environmental performance by building a safe, healthy, and zero-disaster business environment.	 Legal Compliance Continue to implement relevant systems and procedures in compliance with the requirements of laws, regulations and standards of environment, safety and health.

5-1 Energy and Greenhouse Gas emissions

Climate and Environmental Protection Declaration: Low-Carbon Sustainable Operations

- As a high-tech industry channel integration service provider, Synnex is not classified as a high-pollution industry. However, as a global citizen, we have an unavoidable responsibility to mitigate and adapt to the threats posed by climate change.
- With the tightening of climate-related regulations both domestically and internationally, the increasing frequency of extreme weather events, and changes in consumer behavior, there are potential impacts on revenue, product value, and even corporate reputation.
- In response to the accelerating global climate change and the push for net-zero carbon actions, SYNNEX is actively promoting low-carbon operations. Over the past five years, through its "Managed Service Platform (MSP)," it has worked to build digital information integration with supply chain partners to achieve the goal of low-carbon and sustainable operations. The results have been impressive, with the achievements being recognized by the British Standards Institution (BSI) through dual certifications for the international standards "ISO 14001 Environmental Management System" and "ISO 14064 Greenhouse Gas Inventory," demonstrating a strong commitment to mitigating climate change impacts.
- In addition to ISO certifications, SYNNEX has set self-contribution targets, aiming for a 25% reduction in carbon emissions by 2030 (with 2021 as the baseline year). As of 2023, it has already reduced carbon emissions by over 12%, reflecting its commitment to environmental sustainability.





Scope 1: Logistics fuel consumption

Greenhouse gas emissions = Usage (L) X Emission Factor (kg/L) X GWP (including carbon dioxide, methane and nitrous oxide)

Scope 2: Purchased electricity

Greenhouse gas emissions = Usage (units) X Emission Factor (kg/unit)

[Note1] According to the latest electricity carbon emission coefficient announced by the [Energy Bureau](#): **1 kilowatt hour of electricity = 0.494 Kg CO2e** (2024 coefficient announced by April 14, 2025)

[Note2] Covered locations: All locations of Synnex' s parent company in Taiwan and SYNLogistics' main operating locations (Taipei Headquarters, Hsinchu Office, Kaohsiung Office and Operations Center with access to Taipei, Taichung and Kaohsiung)

Greenhouse Gas Emission Sources

The greenhouse gas emissions of Synnex can be categorized into direct emissions (Scope 1) and indirect emissions (Scope 2). The sources are described as follows:

- Direct Emissions (Scope 1): Logistics Fuel
- Indirect emissions (scope 2): Purchased electricity

This report's greenhouse gas calculations use the updated electricity carbon emission coefficient from the Energy Bureau of the Ministry of Economic Affairs (April 14, 2025, for 2024) and the 2021 United Nations Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report, which assesses global warming potential (GWP) over 100 years, converting all emissions to carbon dioxide equivalents (CO2e).

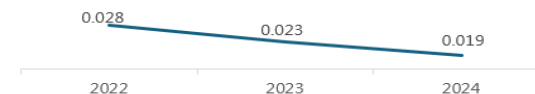
In 2024, Synnex's greenhouse gas inventory boundary includes all locations of the parent company, and covers the total emissions of the subsidiary's main operating locations, which is equivalent to approximately 3,229 metric ton of CO2e. The total amount has dropped by nearly 23% compared to 2022. °

In terms of emission intensity, the MSP has achieved economic of scale, and Synnex Group has also continued to promote energy-saving measures.

- (Scope 1) Logistics fuel consumption: 11.50 metric ton CO2e per vehicle



- (Scope 2) Purchased electricity: 0.019 metric ton CO2e per square meter



Energy Management

Energy Consumption within the Organization

Synnex's internal energy consumption primarily involves non-renewable energy sources such as purchased electricity and fuel used for logistics delivery vehicles. The key details are as follows:

- Taipei Headquarters:** This is a commercial office building where the main energy consumption is from purchased electricity used for information technology equipment rooms, air conditioning systems, and lighting.
- Logistics Center:** Energy consumption at the logistics center mainly comes from purchased electricity used for automated storage equipment and lighting, as well as fuel for logistics delivery vehicles.

The relevant data sources include:

- Taiwan Power Company:** Electricity bills, **Fuel Records:** Fueling records for logistics delivery vehicles. **Energy Bureau.**

The energy consumption data is calculated using the following formula:

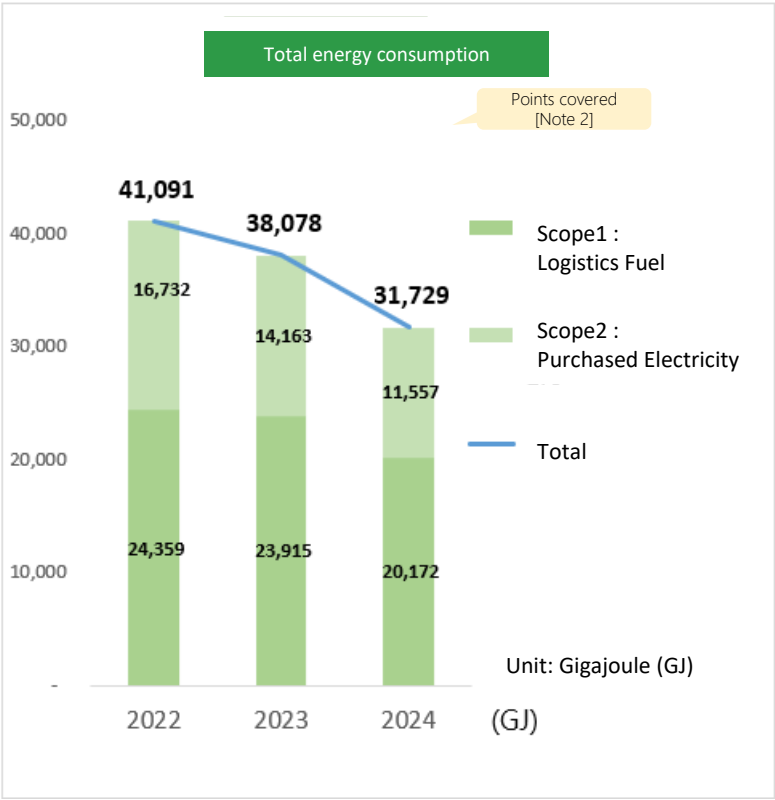
Energy consumption=Energy usage*Energy Content*Energy Unit Conversion

Identification results: Compared with 2023, total energy consumption in 2024 will decrease by 17% to 31,729 (GJ)

- Scope 1: Logistics fuel consumption: Optimize logistics routes and trips to minimize fuel consumption.
- Scope 2: Each branch continues to promote power-saving measures, centralize operations and consolidate idle space. Even if it is integrated into the parent company's complete base, it can still reduce power consumption.

【Action】 To lead ISO14001:2015 environmental management system from 2022.

In 2024, we will continue to obtain third-party verification from BSI (British Standard Institute) to assess five key environmental impacts: emissions, sewage, waste, toxic pollutants, and noise. The project identified two focus areas: chemical control and waste disposal, and will regularly review environmental regulations.



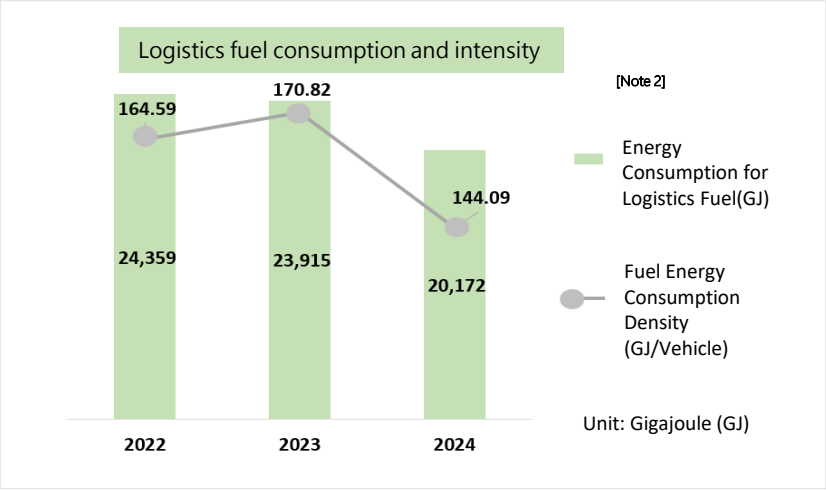
[Note1] Energy units are converted into "Gigajoules (GJ)" based on the unit calorific value table of energy products announced by the Energy Bureau.

[Note2] Covered locations: All locations of Synnex's parent company in Taiwan and SYNLogistics' main operating locations (Taipei Headquarters, Hsinchu Office, Kaohsiung Office and Operations Center with access to Taipei, Taichung and Kaohsiung)

● Logistic fuel consumption

In 2024, fuel consumption dropped slightly by 16% to 20,172 (GJ)

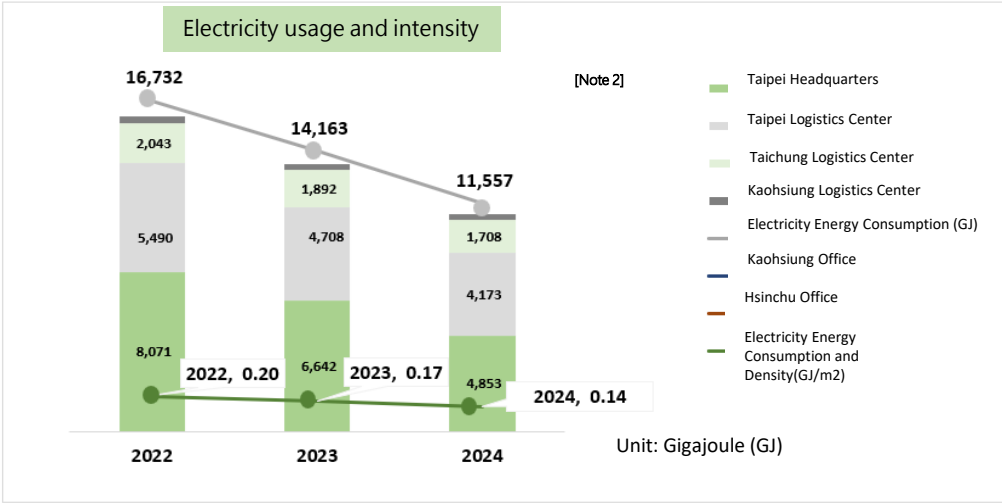
- Fuel intensity: Slightly increased by 16%, to 144.09 (GJ) per vehicle
- Cause analysis: Decreased shipments can raise vehicle density by 26.73 GJ compared to last year.
- Strategy: Optimizing system mechanisms to enhance distribution network and home service efficiency.



● Purchased Electricity

Electricity consumption in 2024 will drop by 18% to 11,557 (GJ)

- Electricity intensity: dropped by 18% to 0.14 GJ/m2 in 2024
- Cause analysis: Replace energy-intensive equipment and consolidate operations.
- Strategy: Comply with ISO standards and evaluate energy-saving measures.



➢ Fuel consumption of logistics and official vehicles at each operating base in 2024 (L)

Taipei Headquarters	Taipei Logistics Center	Kaohsiung Office
297,159	139,896	136,497

➢ Electricity consumption of each operating base in 2024 (kWh)

Taipei Headquarters	Taipei Logistics Center	Taichung Logistics Center	Kaohsiung Logistics Center	Kaohsiung Office	Hsinchu Office
1,347,688	1,158,960	474,274	66,760	112,910	48,920

[Note 2] Covered locations: All locations of Synnex' s parent company in Taiwan and SynLogistics' main operating locations (Taipei Headquarters, Hsinchu Office, Kaohsiung Office and Operations Center with access to Taipei, Taichung and Kaohsiung)

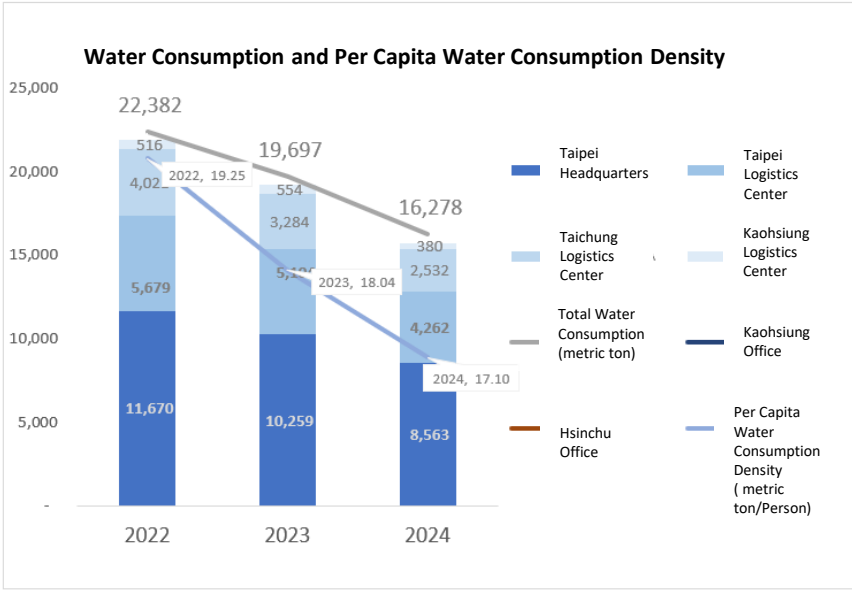
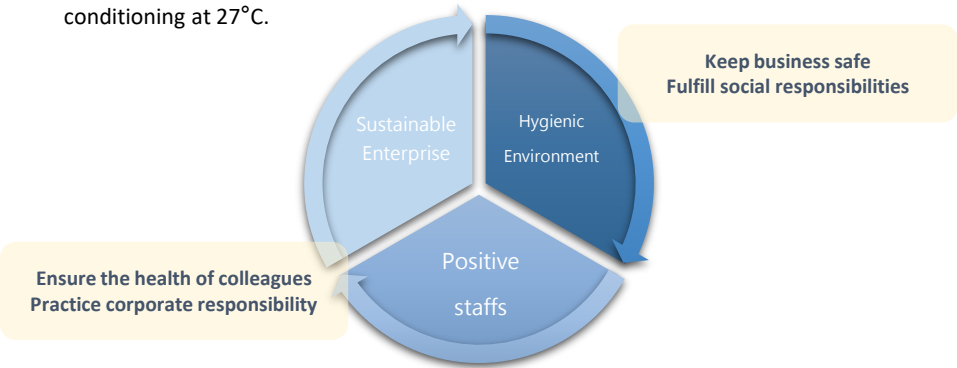
5-2 Water Resource Management

Synnex conducts daily inspections, advocates for water conservation, and introduces water-saving facilities to enhance efficiency. It regularly evaluates water usage across districts to identify areas for improvement, providing a 2024 overview:

- Water consumption was 16,278 metric ton, a 17.1% decrease compared to 2023
- Water density per person is 17.10 metric ton (year), a slight decrease of 5.2% compared with 2023

Overall analysis and countermeasures :

- Touchless Design and Climate Response: Following its relocation to the new headquarters in August 2024, Synnex implemented touchless sensor systems for faucets and soap dispensers, reducing water waste and improving efficiency.
- Climate Impact and Energy Efficiency: Rising temperatures have increased water demand for cooling towers. To balance energy use and indoor comfort, Synnex maintains office air conditioning at 27°C.

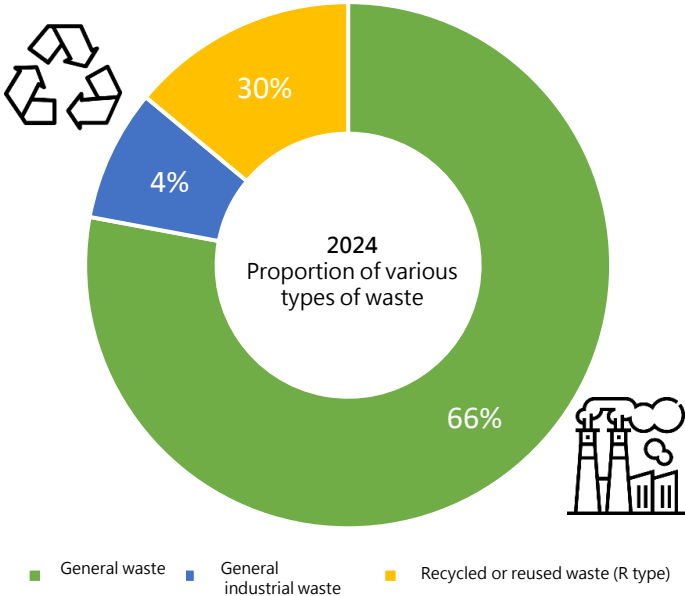
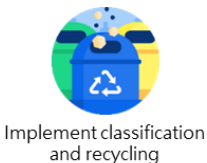


5-3 Waste Reduction

Synnex focuses on waste management by implementing garbage classification, resource recycling, and promoting eco-friendly tableware and shopping bags. We encourage waste reduction among employees and support recycling and reuse of packaging to minimize waste. Since 2024, the Taipei headquarters launched a monthly “Office Supplies Clean-Up” campaign, promoting a “Lightweight Relocation” mindset. As a result, waste volumes remained stable during the move to the new headquarters, with no significant increase.

Since 2013, Synnex has been cooperating with the Environmental Protection Agency’s 「[Buy New, Replace Old, and Recycle Used Machines](#)」 initiative, Its subsidiary, Syn Logistics, helps recycle old appliances during new installations, demonstrating strong social responsibility and commitment to environmental protection:

- ✓ Reduce the risk of environmental pollution: ensure that discarded household appliances are properly recycled and disposed of
- ✓ Enhance resource efficiency and lower carbon emissions: by utilizing reverse logistics for recycling waste machines to save energy and reduce carbon emissions .
- ✓ Recycling creates economic value: In 2024, 8,199 scrapped machines will be recycled. Promote resource recycling through producer responsibility and sustainable management to achieve waste reduction and zero waste.

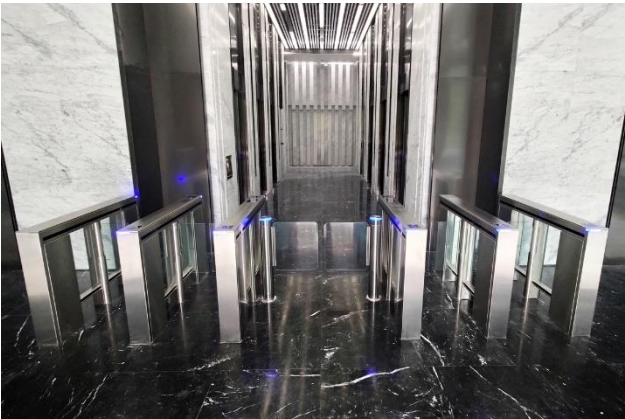


Item	Handling	2022	2023	2024
General waste	Incinerate	128	123	122
General industrial waste	Recycle	9.89	8	8
Recycled or reused waste (R type)	Recycle	62	63	55
Consult	Unit: metric ton (MT)	200	194	185

5-4 Sustainable Green Office

Synnex’s new headquarters incorporates multiple energy-efficient and eco-friendly features. These include an automatic sun-tracking louver system, a Double-Skin Glass façade with high-performance insulated glass, Smart Elevator System(DOAS) , a PM2.5 monitoring mechanisms, and emergency generators powered by natural gas instead of diesel. Centralized control of lighting and HVAC systems improves overall energy efficiency, while a heat exchange system further reduces cooling energy use—supporting the company’s carbon reduction goals.

Office carpets are made from recyclable, eco-certified materials and hold Carbon Neutral, Green Building Material, Cradle to Cradle, and “Works with WELL” certifications. They are free from plasticizers, PVC, and bitumen, emit low levels of TVOCs, and are fully recyclable—aligning with circular economy principles. The workspace is designed to promote contactless interaction, wireless connectivity, paperless operations, and minimal waste through reduction and recycling. These features help create a smart, sustainable, and comfortable green office environment.



5-5

Green Relocation

In recent years, the group has steadily advanced digitalization and paperless initiatives, embedding sustainability into all processes. In 2024, during the headquarters relocation, we recognized that packaging and transport would produce significant carbon emissions, so we launched a “Green Relocation” campaign.

Employees were encouraged to move their personal items using low-carbon options like suitcases, reusable bags, backpacks, and old boxes to reduce single-use cartons and plastic packaging. We also tracked new box usage and introduced an “ESG Carbon Reduction Incentive” to boost participation and awareness. This effort was well received and helped reduce new box usage, cutting carbon emissions by 200 kilograms—equivalent to the annual carbon absorption of 16 trees.

To avoid waste of still-useful items, we held “Sustainability Markets” and “Book Sharing Festivals” before the move, allowing employees to exchange items and extend their life. These events were popular, and proceeds were donated to charity. Additionally, well-maintained furniture and office supplies left in the old building were made available for staff to claim, promoting material reuse.



5-4 Environmentally Friendly Behavior

Energy Management Plan and Performance
Reduced approximately 405 metric tons of CO₂e in 2024.



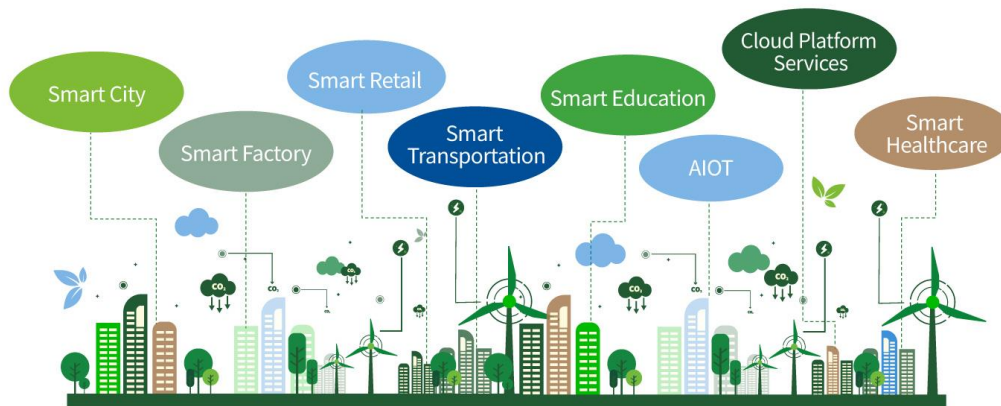
[Note 1] Carbon emission conversion factor for paper usage:1 sheet of A4 paper = 0.00616 kg CO₂e

5-5 Clean technology promotes and develops

As a high-tech industry distribution service provider, Synnex is not directly involved in product manufacturing or production processes. However, the company recognizes its social responsibility within the global value chain and is committed to working with partners to advance the application of clean technology solutions. These efforts address industry demands for “high efficiency with low energy consumption,” “connectivity, scalability, and compatibility,” and “cloud and edge computing,” supporting industries in moving toward goals of lower energy use, reduced pollution, and lower carbon emissions.

In 2024, by leveraging resources from leading IoT solution aggregators such as Intel, Microsoft, and NVIDIA, Synnex actively joined forces with global supply chain partners to establish strong collaborations with 20 major industry leaders and 333 clients. Together, the company provided clean technology application solutions across eight key domains: "Smart City," "Smart Factory," "Smart Retail," "Smart Education," "Smart Transportation," "Smart Healthcare," "Cloud Platform Services," and "AIOT."

Looking ahead, Synnex will continue to collaborate with partners to drive the adoption and expansion of clean technology applications, focusing on integrating high-performance green technologies and innovative solutions to foster a sustainable and shared ecosystem.



Solution Application

Scope : Taiwan, Mainland China

Field	Solution
Smart City	Weather Early Warning System, Solar Power Generation, Alarm & Data Management Systems, e-Customs Systems, Virtual Property Tours, Financial Security Surveillance Systems, Smart Port Development, Smart courts, Urban Emergency Management Systems, Intelligent Firefighting Systems, Water Source Monitoring Systems, 3D Cameras...
Smart Factory	Automatic Yarn Let-Off Machine, AMR (Autonomous Mobile Robot) Service Robot, Predictive Maintenance, Semiconductor MES (Manufacturing Execution System), Production Line Automation, Product Defect, Industrial Camera Inspection, Factory Automation Equipment, Industrial Automation Solutions, Smart Industrial Monitoring Solutions...
Smart Retail	Facial Recognition Imaging, Self-Checkout Kiosk, Digital Signage, Smart Store, Ordering Kiosk, Food Delivery Robot, AI Smart Scale...
Smart Transportation	AI BOX, ETC (Electronic Toll Collection) System, Parking Access Control and Payment System, Rugged In-Vehicle Tablet, In-Vehicle Fast Charging Equipment, Road Traffic Monitoring System...
Smart Education	Remote Learning Platform, Smart Classroom, Smart Laboratory, Interactive Whiteboard, Educational Robot, Remote Conferencing and Wireless Projection...
Cloud Platform Services	Cloud Desktop, Cloud Terminal, Intelligent Cloud Platform, Education Cloud Desktop, EasyPoint Cloud Device Leasing, Airport Cloud Desktop Deployment Project, Centralized Office System Cloud Desktop, University Cloud Desktop...
Smart Healthcare	AI BOX, Medical-Grade Touch Computer, Medical-Grade Tablet, Smart Medical Laboratory, Digital Healthcare Service System...
AIOT	AI BOX (for medical management / testing equipment / production facilities / store controllers / digital signage), Intelligent Computing Center, Tiered Power Management Servers, Smart IoT, Rack Servers, Enlightenment Magic Box, Immersive Liquid-Cooled Servers, etc.



CH6

Climate Action

6-1 Climate Change Risk Management

6-2 Climate-related risks and opportunities

6-3 Risk management

6-4 Indicators and Objectives



6-1 Climate Change Risk Management

As the occurrence of extreme weather incidents become more frequent worldwide, domestic and foreign climate-related laws and regulations become more rigorous, and even changes in consumer behaviors, could all potentially impact our revenue, product value, and even reputation. Therefore, Synnex actively responds to climate change risks and continues to promote climate governance to achieve low-carbon operations and environmental sustainability. The Board of Directors is the highest-ranking supervisory unit on climate change in Synnex, and it is responsible for approving, reviewing and supervising risk strategies and risk policies.

The Board of Directors is the highest-ranking supervisory unit on climate change in Synnex, and it is responsible for approving, reviewing and supervising risk strategies and risk policies.

- On July 5, 2022, with the approval of the president, a risk management team was established under the supervision of the president.
- On August 4, 2022, upon resolution from the Board of Directors, risk management policy and procedures were formulated, and a dedicated (concurrent) risk management unit (Risk Management team) was also set up to promote risk management. Synnex's president serves as the convener of the Risk Management Team and conducts regular risk assessments and follow-up analyses and processing. In addition, it also reports annual risk evaluation results and risk management operations to the Audit Committee and the Board of Directors.
- By classifying the risks through their characteristics, with the exception of Risk Management Team, which oversees all risk management-related matters, each functional unit is also responsible for the preliminary risk identification, risk assessment and risk control. This promotes the efficiency in command and dispatch, self-assessment, and executions in the risk management organization. Projects involving major risks are submitted to each project review group for review in accordance with the company's regulations based on the nature of the risk and the monetary value involved. Those that meet the required standards will be sent to the Audit Committee and the Board of Directors for approval.

Climate Change Risk Identification Assessment

Item	Risk Type	Opportunity Type	Impact on operation	Impact time	Level of impact
Impact from extreme weather incident (Typhoon/flood)	Long-term risk/physical risk	Product / Service	Operation/market risks	Short-/Mid-/Long-term	High
Impact of extreme temperature changes (Drought)	Long-term risk/physical risk	Product / Service	Operation/market risks	Short-/Mid-/Long-term	High
Impact from policy and regulations	Policy risks	New energy	Operational/market/policy risks	Short term	Medium
Global economic changes	Market risk	Market	Market risk	Short-/Mid-/Long-term	Medium
Investment target impact	Market risk	Market	Market risk	Short term	Medium

Definition of impact time: Short-term is within 3 years (inclusive); Medium term is more than 3 years to 10 years (inclusive); And long term is more than 10 years.

6-2 Climate-related risks and opportunities

Type	Aspect	Topics	Description of potential risks	Expected impact time frame	Potential financial impact	Response strategies
Physical risk	Global warming	Increased use of electricity or water	Increased use of electricity or water due to climate warming may result in increased operating costs.	Mid-/Long-term	Increased costs But no significant impact	1.Promote energy conservation and carbon reduction measures at our operating sites 2. The new headquarters building has adopted a composite glass curtain system with a built-in sun tracker system that automatically adjusts lighting and air-conditioning to conserve energy, aiming to achieve the LEED Gold certificate. 3. Actively replace and upgrade office equipment in various operating sites; new offices will all use wireless phones, wireless Internet, and LED lighting, etc.
	Extreme climate events	Disruptions in supply chain	As climate change intensifies, the occurrence of extreme weather events also increases. This may lead to disruptions in our supply chain that will cause delays in delivery, which may decrease our revenue and damage our reputation.	Mid-term	Decline in revenue But no significant impact	1.Synnex’s product management strategy adopts a multi-category, multi-brand, and multi-market approach,which effectively diversifies risks and reduces the overall impact of any single extreme weather event on the Group’s operations. 2.Establish standard operating procedures for various emergency responses. 3.Synnex has built 26 logistics centers across the Asia-Pacific region and partnered with dozens of warehouse providers. If a single logistics center is affected by an extreme weather event and cannot operate normally, the Group can immediately activate its alternative shipping mechanism through its logistics and warehousing backup network, thereby minimizing the impact.

Type	Aspect	Topics	Description of potential risks	Expected impact time frame	Potential financial impact	Response strategies
Transition risk	Policy and regulations	Continued development of climate change-related policies and actions	To limit any adverse effects that may contribute to climate change and to promote adaptation to climate change, related policies and regulations may increase the company's operating costs. As losses from climate change increase, the risk of climate-related litigation may also increase accordingly.	Mid-term	Increased operating costs Increase in penalties and litigations But no significant impact	1. Establish an internal inventory of electricity and water consumption, carbon emissions, and other data, and regularly inspect the effectiveness of environmental protection measures 2. Actively undertake stakeholder engagements including discussion with the competent authority and relevant organizations, and pay close attention to changes in domestic and foreign laws and regulations
	Supply chain management	Green supply chain	Our supply chain jointly pursues green sustainability, and greenhouse gas reduction management has become a necessary evaluation criteria in the procurement process. It is SYNNEX's responsibility to satisfy the needs of our customers and to seize the ESG trends together with customers.	Mid-term	Increased costs But no significant impact	1. Plan to obtain ESG-related third-party assurance/verification 2. Plan to deploy applicable international standards (such as ISO)
		Transferred-in costs from suppliers	The impact of climate change has led to an increase in the overall operating costs of the supply chain, affecting product circulation efficiency and industry profitability.	Long term	Increased costs But no significant impact	Synnex should ensure the inclusion and completeness of climate risk-related provisions in various agency and sales contracts signed with upstream and downstream partners.
	Reputation risk	Reputation management	Failure to actively address stakeholders' issues of concern related to climate change will affect the company's image and credibility	Long term	Decreased revenue But no significant impact	Synnex Group is a distribution and integrated service provider in the high-tech industry and operates as a non-manufacturing enterprise with a low energy consumption profile. As such, the company's operations have a relatively limited direct impact on climate change. Nevertheless, in response to the concerns and expectations of its stakeholders, Synnex actively establishes communication channels and proactively discloses specific actions and ongoing efforts to address the risks and opportunities associated with climate change.
	Technology risk	Support low-carbon, high-performance technological improvements and innovations	There may be lower-carbon substitute products or services, or an increase in operating costs by switching to low-carbon technologies and renewable energies	Mid-/Long-term	Increased operating costs But no significant impact	1. Promote the digitization of operational processes (digital signature, digital operations, electronic invoices) 2. Continue to promote low-carbon operations, implement cardboard box recycling and reuse, and digitization of operations

Type	Aspect	Topics	Description of potential risks	Expected impact time frame	Potential financial impact	Response strategies
Products and services	Supply chain sustainability	Increased customer demand for low-carbon products and services	Implement connectivity of digital information in the service process to integrate the upstream, midstream and downstream supply chain into a highly digitalized and energy-saving green supply chain and satisfy the needs of vendors and customers for low-carbon services, thereby achieving coexistence, synergy, and co-prosperity in the industry ecosystem!	Mid-term	Increased revenue	1. Collaborate with partners to promote the application and development of clean technology solutions, meeting the demand across industries for high-efficiency and low-energy-consumption products. 2. Actively expand and develop a business network for green energy product lines.
		By emphasizing supply chain sustainability and operational resilience, we will build a cloud warehouse operation mechanism that reduces carbon emissions and conserve energy through maximizing resource utilization efficiency.	Short-chain logistics has become a prominent part of the supply chain. By reducing the physical logistics nodes in the upstream and downstream of the supply chain and simplifying the supply chain process, we are striving toward optimizing the efficiency of the use of the planet's resources, and this is also an excellent opportunity for Synnex to seize important logistics resources.	Mid-term	Decreased costs Increased revenue	1. Transparent Information: By fully integrating operational value information, key business data such as transaction flow, logistics flow, and cash flow become clear and transparent. 2. Mutual Benefit through Cloud Warehousing: The cloud warehouse mechanism is based on resource sharing and mutual benefit. It brings together the essential logistics needs of supply chain participants, enabling them to share warehouse space and delivery resources. This allows participants to benefit from the economies of scale and improved resource utilization. 3. Energy-Saving Logistics Flow: Focused on managing <i>ownership of goods</i> rather than physical movement, ensuring "account movement without goods movement," thereby reducing transportation. 4. Direct-to-Consumer Delivery: Products are delivered directly to consumers, resolving the multi-node logistics issues of traditional trade models, and shortening order processing time, distance, and logistics costs. 5. Automated Business Processes with Integrated Information Systems: Business processes are automated through the seamless integration of system information.

6-3

Risk management

The company integrates the identification of risks and opportunities on climate issues with ISO 14001 procedures to effectively integrate the risk management system. The company engages in annual internal and external risk evaluation on environmental issues. All risk units under the Risk Management Team jointly collect information on relevant climate risk issues, which serves as the basis of the risk evaluation. All risk units will review and assess the correlation between each issue and the company's operating risks as well as the level of risks.

Evaluation method

Risk scenario analysis is conducted with reference to the TCFD reporting recommendations, and the main concerns are transformation risks (policies and regulations/supply chain management) and physical risks (climate warming and extreme climate events); When the financial impact is significant, it is classified as a company-level risk (when a risk poses substantial and significant financial impact).

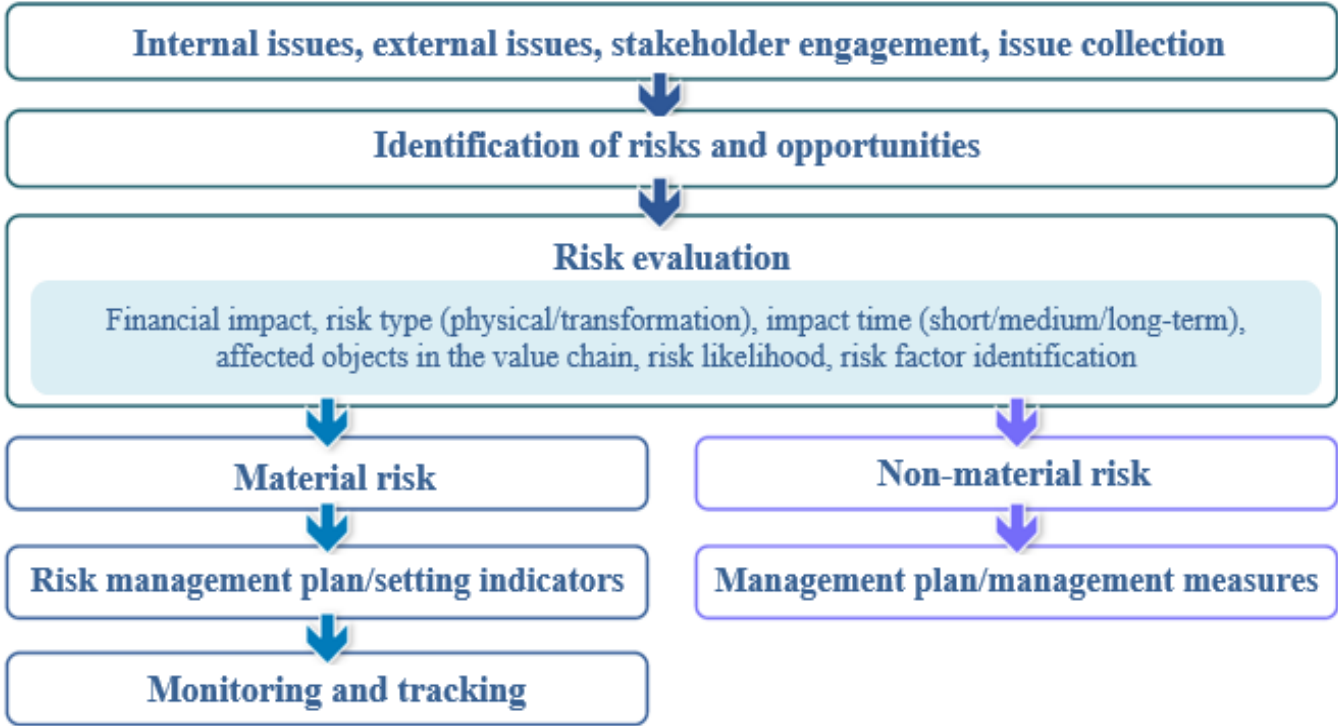
Material risk management

For events that are judged as company-level risks, corresponding management plans must be prepared to reduce the losses caused by such risks. After analyzing all possible management plans and formulating indicators, which can be divided into risk elimination, risk reduction, and risk diversification, etc., meetings will be held to determine the final plan of action. These management plans are all regularly supervised and integrated into the Group's multi-faceted risk management.

Implementation status

- The company actively supports the Task Force on Climate-related Financial Disclosures (TCFD). It has disclosed annual work-in-progress and results according to the TCFD's recommended framework since 2019, and officially signed on as a supporter in October 2021 to continue to promote climate governance to achieve low-carbon operations and environmental sustainability.
- The Group adheres to the TCFD framework. Our operation and monitoring unit is the Logistics Quality Management Division of the group headquarters. Each operation and operation base must regularly review the on-site operation standards and implement various improvement and control operations under the decision of local management; they also make reports to the headquarters unit on a regular basis.

Climate-related risk evaluation process



6-4 Indicators and Objectives

Since 2022, Synnex Taiwan has conducted ISO 14064-1 greenhouse gas inventories, verified by BSI. From 2024, consolidated subsidiaries began self-inventory following ISO 14064-1 standards and operational control. The group’s total carbon emissions in 2024 (parent + subsidiaries) are 7,533.94 metric tons CO2e.

- 1.Parent Company Started to get ISO14064-1 from 2022, and verified by BSI (British Standards Institution).
- 2. Consolidated financial statement subsidiaries began self-inventory of greenhouse gas emissions in 2024.

From 2024, the consolidated company follows ISO 14064-1 and operational control for self-inventory. Total group emissions in 2024: 7,533.94 metric tons CO2e.

Year		2023	2024
Item (Unit)		Emissions (tons CO2e)	Emissions (tons CO2e)
Synnex Taiwan	Scope 1: Direct Emissions	1,485.3184	1351.9301
	Scope 2: Indirect Emissions	1,886.4435	1508.8446
	Category 3: Indirect greenhouse gas emissions – Employee commuting	N/A	424.4317
	Subtotal	3,371.7619	3,285.2064
Consolidated financial reporting companies	Scope 1: Direct Emissions	852.3595	989.7518
	Scope 2: Indirect Emissions	3506.4372	3,258.9791
	Subtotal	4,358.7967	4,248.7309
Total		7,730.5586	7,533.9373

[Note] Coverage includes:
All locations of Synnex Taiwan and major operational sites of Synlogistics.
Consolidated subsidiaries in Australia, New Zealand, China, Hong Kong, Indonesia, and other overseas consolidated subsidiaries

[Note] Synnex Taiwan continues to obtain third-party verification from BSI, while subsidiaries currently conduct self greenhouse gas inventories according to ISO standards. [

Appendix 1 Accountants Limited Assurance Report



會計師有限確信報告

資會綜字第 25002556 號

聯強國際股份有限公司 公鑒：

本會計師受聯強國際股份有限公司（以下簡稱「貴公司」）之委任，對 貴公司選定民國 113 年度永續報告書所報之關鍵績效指標（以下簡稱「所選定之關鍵績效指標」）執行確信程序。本會計師業已確信竣事，並依據結果出具有限確信報告。

標的資訊與適用基準

本確信案件之標的資訊係 貴公司上開所選定之關鍵績效指標，有關所選定之關鍵績效指標及其適用基準詳列於 貴公司民國 113 年度永續報告書之「確信項目彙總表」。前述所選定之關鍵績效指標之報導範圍業於永續報告書之「邊界與範疇」段落述明。

上開適用基準係為臺灣證券交易所「上市公司編製與申報永續報告書作業辦法」與相關問答集及有關法令之規定、全球永續性報告協會(Global Reporting Initiatives, GRI)發布之最新版 GRI 準則(GRI Standards)與行業補充指南，以及 貴公司依行業特性與其所選定之關鍵績效指標採派或自行設計其他基準。

管理階層之責任

貴公司管理階層之責任係依照適用基準編製永續報告書所選定之關鍵績效指標，且設計、付諸實行及維持與所選定之關鍵績效指標編製有關之內部控制，以確保所選定之關鍵績效指標未存有等因於舞弊或錯誤之重大不實表達。

先天限制

本案諸多確信項目涉及非財務資訊，相較於財務資訊之確信受有更多先天性之限制。對於資料之相關性、重大性及正確性等之質性解釋，則更取決於個別之假設與判斷。

資誠聯合會計師事務所 PricewaterhouseCoopers, Taiwan
110208 臺北市信義區基隆路一段 333 號 27 樓
27F, No. 333, Sec. 1, Keelung Rd., Xinyi Dist., Taipei 110208, Taiwan
T: +886 (2) 2729 6666, F: +886 (2) 2729 6686, www.pwc.tw



本會計師及本事務所已遵循會計師職業道德規範有關獨立性及其他道德規範之規定，該規範之基本原則為正直、公正客觀、專業能力及專業上應有之注意、保密及專業行為。

本事務所適用品質管理準則 1 號「會計師事務所之品質管理」，該品質管理準則規定會計師事務所設計、付諸實行及執行品質管理制度，包含與遵循職業道德規範、專業準則及所適用法令有關之政策或程序。

會計師之責任

本會計師之責任係依照確信準則 3000 號「非屬歷史性財務資訊查核或核閱之確信案件」規劃及執行有限確信案件，基於所執行之程序及所獲取之證據，對第一段所述 貴公司所選定之關鍵績效指標是否未存有重大不實表達取得有限確信，並作成有限確信之結論。

依確信準則 3000 號之規定，本有限確信案件工作包括評估 貴公司採用適用基準編製永續報告書所選定之關鍵績效指標之妥適性、評估所選定之關鍵績效指標因於舞弊或錯誤之重大不實表達風險、依情況對所評估風險作出必要之因應，以及評估所選定之關鍵績效指標之整體表達。有關風險評估程序（包括對內部控制之瞭解）及因應所評估風險之程序，有限確信案件之範圍明顯小於合理確信案件。

本會計師對第一段所述 貴公司所選定之關鍵績效指標所執行之程序係基於專業判斷，該等程序包括查詢、對流程之觀察、文件之檢查是否適當之評估，以及與相關紀錄之核對或調閱。

基於本案件情況，本會計師於執行上述程序時：

- 已對參與編製所選定之關鍵績效指標之相關人員進行訪談，以瞭解編製前述資訊之流程、所應用之資訊系統以及攸關之內部控制，以辨認重大不實表達之領域。
- 基於對上述事項之瞭解及所辨認之領域，已對所選定之關鍵績效指標選取樣本進行查詢、觀察、檢查等測試，以取得有限確信之證據。



相較於合理確信案件，有限確信案件所執行程序之性質及時間不同，其範圍亦較小，故於有限確信案件所取得之確信程度亦明顯低於合理確信案件中取得者。因此，本會計師不對 貴公司所選定之關鍵績效指標在所有重大方面，是否依照適用基準編製，表示合理確信之意見。

此報告不對民國 113 年度永續報告書整體及其相關內部控制設計或執行之有效性提供任何確信。

有限確信之結論

依據所執行之程序與所獲取之證據，本會計師並未發現第一段所述 貴公司所選定之關鍵績效指標在所有重大方面有未依照適用基準編製之情事。

其它事項

貴公司網站之維護係 貴公司管理階層之責任，對於確信報告於 貴公司網站公告後任何所選定之關鍵績效指標或適用基準之變更，本會計師將不負就該等資訊重新執行確信工作之責任。

資誠聯合會計師事務所

會計師 黃世鈞



中華民國 114 年 8 月 7 日

Appendix 2 Summary of the information subject to assurance

No.	Item	Applicable Criteria	Page
1	「Water Consumption and Per Capita Water Consumption Density」The bar chart illustrates the water consumption and per capita water intensity for Synnex’s operations in Taiwan for the year 2024. The facilities covered include Taipei Headquarters, Taipei Logistics Center, Taichung Logistics Center, Kaohsiung Logistics Center, Hsinchu Office, and Kaohsiung Office.	Based on the water bills from Taiwan Water Corporation, the following data represents the total water consumption for Synnex Group's facilities for the year 2024. The information covers the following locations: Taipei Headquarters, Taipei Logistics Center, Taichung Logistics Center, Kaohsiung Logistics Center, Hsinchu Office, and Kaohsiung Office. For locations with shared rental areas, the water consumption is averaged and allocated among all tenants.	p.101
2	「2024 Electricity usage and intensity」This table presents the electricity consumption for Synnex’s facilities in Taiwan for the year 2024. The facilities included are Taipei Headquarters, Taipei Logistics Center, Taichung Logistics Center, Kaohsiung Logistics Center, Hsinchu Office, and Kaohsiung Office. °	According to the electricity bill of Taiwan Power Company for the electricity consumption in 2024, the aforementioned information covers the annual electricity consumption data of the are Taipei Headquarters, Taipei Logistics Center, Taichung Logistics Center, Kaohsiung Logistics Center, Hsinchu Office, and Kaohsiung Office.. If there is a shared or other areas at the location of operations, the fees are shared according to the actual meter reading of individual meters on a pro rata basis.	p.100
3	44% of female employees at the manager level (inclusive) and above by 2024.	According to the information of the personnel system as at December 31, 2024, the percentage of female employees at the manager level (inclusive) and above is calculated by dividing the number of female employees at manager level (inclusive) and above by the total number of employees at the manager level (inclusive) and above.	p.67
4	The number of employees applying for interest free loans and the total amount of loans allocated in 2024 are shown in the table of "interest free loans".	According to the cumulative number of employees for the approved application of the interest free loans and the total amount of loans allocated in 2024 as recorded by the human resources department.	p.85
5	In 2024, the average satisfaction score for Synnex's home delivery service was 4.9 out of 5 (NOTE). NOTE : The home delivery service satisfaction score is based on the results from the 2024 SurveyCake Survey System.	The 2024 customer satisfaction score for overall service is based on results from the SurveyCake Survey System. Scores are rated on a scale from 1 to 5, with 5 being the highest. The average satisfaction score for home delivery service was calculated using the simple average method. Note 1: The satisfaction score for home delivery service is calculated based on the number of service orders. Each home delivery service is assigned a unique service order number. Note 2: Duplicate service orders may occur for the following reasons. In such cases, the latest submission based on the completion time will be used: 1. Customers may unintentionally submit multiple responses due to errors while filling out the questionnaire. 2. Synnex may follow up with customers who reported lower satisfaction scores, leading to additional feedback submissions after the follow-up is completed.	p.61

Appendix 3 ISO 27001



Appendix 4 ISO 14064


bsi.


By Royal Charter

Opinion Statement

Greenhouse Gas Emissions
Verification Opinion Statement

This is to verify that: Synnex Technology International Corporation
No. 75, No. 77, Sec. 3, Minsheng E. Rd.
Zhongshan Dist.
Taipei City
104480
Taiwan

聯強國際股份有限公司
臺灣
台北市
中山區
民生東路三段 75 號及 77 號
104480

Holds Statement No: GHGEV 777350
Verification opinion statement

As a result of carrying out verification and validation procedures in accordance with ISO 14064-3:2019, it is the statement for mixed engagement including reasonable assurance for verification activity as well as validation and agreed-upon procedures (AUP) contains the following:

- The Greenhouse Gas Emissions with Synnex Technology International Corporation for the period from 2023-01-01 to 2023-12-31 was verified and validated.
- The verified organization-level greenhouse gas emissions include direct greenhouse gas emissions 1,485,3184 tonnes of CO₂ equivalent and indirect greenhouse gas emissions from imported energy 1,886,4435 tonnes of CO₂ equivalent.
- Synnex Technology International Corporation has defined and explained its own process and pre-determined criteria for significance of indirect Greenhouse Gas Emissions and quantify and report these identified significant emissions accordingly.

For and on behalf of BSI:


Managing Director BSI Taiwan, Peter Pu

Originally Issue: 2024-03-25

Latest Issue: 2024-03-25

Page: 1 of 4

...making excellence a habit.™

The British Standards Institution is independent to the above named client and has no financial interest in the above named client. This Opinion Statement has been prepared for the above named client only for the purposes of verifying its statements relating to its carbon emissions more particularly described in the scope. It was not prepared for any other purpose. The British Standards Institution will not, in providing this Opinion Statement, accept or assume responsibility (legal or otherwise) or accept liability for or in connection with any other purpose for which it may be used or to any person by whom the Opinion Statement may be read. This Opinion Statement is prepared on the basis of review by The British Standards Institution of information presented to it by the above named client. The review does not extend beyond such information and is solely based on it. In performing such review, The British Standards Institution has assumed that all such information is complete and accurate. Any queries that may arise by virtue of this Opinion Statement or matters relating to it should be addressed to the above named client only.
Taiwan Headquarters: 2nd Floor, No. 37, 3-Hu Rd., Nei-Hu Dist., Taipei 114, Taiwan, R.O.C.
BSI Taiwan is a subsidiary of British Standards Institution.

Appendix 5 ISO 14001



Appendix 6 ISO 45001

CERTIFICATE



The Governing Board of
ARES International Certification Co., Ltd.
Hereby Grants To:

Synnex Technology International Corporation

22F - 27F., No. 205, Sec. 8, Civic Blvd., Nangang Dist., Taipei City 115 ,
Taiwan (R.O.C.)

Has been assessed and found to be in accordance with the requirements of
standard detailed below
ISO 45001:2018

Scope
**The Provision of Channel Management Platform for Consumer
Electronics and Semiconductor Products.**

Certificate No.: ARES/TW/I2412124S
Certificate Issue Date: 2024-12-24
Registration Expiration Date: 2027-12-23

The time interval between each surveillance audit and the last on-site audit shall not exceed 12 months,
and the organization must obtain "surveillance audit approval notification" issued by ARES to ensure the
validity of the certificate.





ACCREDITED
Management Systems
Certification Body
ACC NO. MSCB - 171



Authorized by :





ARES International Certification Co., Ltd.
No.12-2, Ln. 187, Wenping Rd., Anping Dist., Tainan City 708, Taiwan
TEL / 06-295 9696 (Rep. Line) FAX / 06-295 9667
www.ares-registration.com

Appendix 5 GRI Content Index

Statement of use : The 2024 SYNNEX Sustainability Report complies with the requirements of new GRI Standards (2021). The scope of data and information disclosed is January 1 to December 31, 2024.

GRI 1 used : GRI 1: Foundation 2021

Applicable GRI Sector Standard(s) : No applicable GRI Sector Standard(s)

GRI Content Index	Disclosure Title	Disclosure Section or Description	Section Page
Organization and reporting			
2-1	Organizational details	1-1 About SYNNEX	18-20
2-2	Entities included in the organization’s sustainability reporting	About the Report	4
2-3	Reporting period, frequency and contact point	About the Report	4
2-4	Restatements of information	About the Report	4
2-5	External assurance	Appendix I Accountants Limited Assurance Report	117
Activities and workers			
2-6	Activities, value chain and other business relationships	1-1 About SYNNEX	18-20
2-7	Employees	3-1 Employee diversity and equality	67-70
2-8	Workers who are not employees	3-1 Employee diversity and equality	67-70
Governance			
2-9	Governance structure and composition	1-2 Corporate Governance	21-28
2-10	Nomination and selection of the highest governance body	1-2 Corporate Governance	21-28
2-11	Chair of the highest governance body	1-2 Corporate Governance	21-28
2-12	Role of the highest governance body in overseeing the management of impacts	1-2 Corporate Governance	21-28

GRI Content Index	Disclosure Title	Disclosure Section or Description	Section Page
2-13	Delegation of responsibility for managing impacts	1-2 Corporate Governance	21-28
2-14	Role of the highest governance body in sustainability reporting	1-2 Corporate Governance	21-28
2-15	Conflicts of interest	1-2 Corporate Governance	21-28
2-16	Communication of critical concerns	1-2 Corporate Governance	21-28
2-17	Collective knowledge of the highest governance body	1-2 Corporate Governance	21-28
2-18	Evaluation of the performance of the highest governance body	1-2 Corporate Governance	21-28
2-19	Remuneration policies	1-2 Corporate Governance	21-28
2-20	Process to determine remuneration	1-2 Corporate Governance	21-28
2-21	Annual total compensation ratio	The maximum annual total compensation is for confidential organizational information, omitting disclosure	-
2-22	Statement on sustainable development strategy	President's message	2-3
2-23	Policy commitments	1-2 Corporate Governance, 1-5 Risk Management, 1-7 Information security management, Human rights-related management, Occupational Safety and Health Policy, Environment Management	21、33、42、68、71、96
2-24	Embedding policy commitments	Risk Management, Human rights-related management mechanisms	33-39、68
2-25	Processes to remediate negative impacts	Ethical Corporate Management, Risk Management	29-30、33-39
2-26	Mechanisms for seeking advice and raising concerns	Ethical Corporate Management	29-30
2-27	Compliance with laws and regulations	Legal Compliance	40-41
2-28	Membership associations	1-1 About SYNNEX	18-20
Stakeholder engagement			
2-29	Approach to stakeholder engagement	Stakeholder Engagement	11-12
2-30	Collective bargaining agreements	None	-

GRI 3

GRI Content Index	Disclosure Title	Disclosure Section or Description	Section Page
3-1	Process to determine material topics	Identification of Material Issues	7-8
3-2	List of material topics	Identification of Material Issues	7-8

Standard Disclosures Part: Topic-specific Standards

Disclosure Number	Disclosure Title	Disclosure Section or Description	Section Page
★Economic Performance			
3-3	Evaluation of the management approach	Material issue : Economic Performance	14
201-1	Direct economic value generated and distributed	Economic Performance	19
201-3	Defined benefit plan obligations and other retirement plans	3-4 Talent Attraction and Retention	82-87
★Legal Compliance			
3-3	Evaluation of the management approach	Material issue : Legal Compliance	16
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	None	-
307-1	Non-compliance with environmental laws and regulations	None	-
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	None	-
419-1	Non-compliance with laws and regulations in the social and economic area	None	-

Disclosure Number	Disclosure Title	Disclosure Section or Description	Section Page
★Ethical Corporate Management			
3-3	Evaluation of the management approach	Material issue : Ethical Corporate Management	15
205-2	Communication and training about anti-corruption policies and procedures	1-3 Ethical Corporate Management	29-31
205-3	Confirmed incidents of corruption and actions taken	None	-
Tax			
207-1	Approach to tax	1-4 Tax Management	32
207-2	Tax governance, control, and risk management	1-4 Tax Management	32
207-3	Stakeholder engagement and management of concerns related to tax	1-4 Tax Management	32
★Customer Privacy			
3-3	Evaluation of the management approach	Material issue : Customer Privacy	17
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	None	-
★Innovative Services			
3-3	Evaluation of the management approach	Material issue : Innovative Services	46
Procurement Practices			
204-1	Proportion of spending on local suppliers	2-2 Supplier Management	53

Disclosure Number	Disclosure Title	Disclosure Section or Description	Section Page
★Energy Management and Emissions Reduction			
3-3	Evaluation of the management approach	Material issue : Energy Management and Emissions Reduction	95
302-1	Energy consumption within the organization	5-1 Energy and Greenhouse Gas emissions	99
302-3	Energy intensity	5-1 Energy and Greenhouse Gas emissions	100
302-4	Reduction of energy consumption	5-1 Energy and Greenhouse Gas emissions	99
305-1	Direct (Scope 1) GHG emissions	5-1 Energy and Greenhouse Gas emissions	98
305-2	Energy indirect (Scope 2) GHG emissions	5-1 Energy and Greenhouse Gas emissions	98
305-4	GHG emissions intensity	5-1 Energy and Greenhouse Gas emissions	98
305-5	Reduction of GHG emissions	5-1 Energy and Greenhouse Gas emissions	98
Water			
303-1	Interactions with water as a shared resource	5-2 Water Resource Management	101
303-3	Water withdrawal	5-2 Water Resource Management	101
Biodiversity			
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	None	-
Effluents and Waste			
306-5	Waste directed to disposal	5-3 Waste Reduction	102

Disclosure Number	Disclosure Title	Disclosure Section or Description	Section Page
★Human Rights Assessment			
3-3	Evaluation of the management approach	Material issue : Labor/Management Relations	64
406-1	Incidents of discrimination and corrective actions taken	None	
★Labor/Management Relations			
3-3	Evaluation of the management approach	Material issue : Labor/Management Relations	65
401-1	New employee hires and employee turnover	3-1 Employee Diversity and Equality	70
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	3-4 Talent Attraction and Retention	82-87
401-3	Parental leave	3-4 Talent Attraction and Retention	87
402-1	Minimum notice periods regarding operational changes	3-1 Employee Diversity and Equality	67-70
Occupational Health and Safety			
403-1	Occupational health and safety management system	3-2 Occupational health and safety	71-78
403-2	Hazard identification, risk assessment, and incident investigation	3-2 Occupational health and safety	71-78

Disclosure Number	Disclosure Title	Disclosure Section or Description	Section Page
Training and Education			
404-1	Average hours of training per year per employee	3-3 Education and Training	80
404-2	Programs for upgrading employee skills and transition assistance programs	3-3 Education and Training	79-81
404-3	Percentage of employees receiving regular performance and career development reviews	3-3 Education and Training	81
Diversity and Equal Opportunity			
405-1	Diversity of governance bodies and employees	1-2 Corporate Governance 、 2024 Staff composition	22-26 、 69
★ Compensation Levels and Employment Status			
3-3	Evaluation of the management approach	Material issue : Compensation Levels and Employment Status	66
Marketing and Labeling			
417-1	Requirements for product and service information and labeling	2-2 Supplier Management	53-56
417-2	Incidents of non-compliance concerning product and service information and labeling	None	-
417-3	Incidents of non-compliance concerning marketing communications	None	-

Appendix 6 Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies Index

No	Indicator	Indicator Type	Unit	Corresponding chapters/explanations
1	Total energy consumption, percentage of purchased electricity, utilization rate (renewable energy)	Quantitative	Gigajoules(GJ), percentage(%)	See 5-1 Energy and Greenhouse Gas emissions for details
2	Total water withdrawn, total water consumption	Quantitative	Thousand cubic meters(m³)	Total water consumption is 16.278 thousand cubic meters.
3	Total hazardous waste generated and percentage recycled	Quantitative	Metric tons(t), percentage(%)	SYNNEX is in the distribution service industry ,and no hazardous waste is generated
4	Types of, number of employees in and rate of occupational accidents	Quantitative	Percentage(%), quantity	See 3-1 Employee Diversity and Equality for details
5	Product Lifecycle Management Disclosure: including weights of scraps and electronic waste and percentage recycled	Quantitative	Metric tons(t), percentage(%)	SYNNEX is in the distribution service industry, there are no manufacturing activities involved.
6	Description of the management of risks associated with the use of critical materials	Qualitative description	-	SYNNEX is in the distribution service industry, there are no manufacturing activities involved.
7	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Quantitative	Reporting currency	No anti-competitive, antitrust, or monopoly-related lawsuits or judgments in 2024
8	Production by product category	Quantitative	Varies by product category	SYNNEX is in the distribution service industry, there are no manufacturing activities involved.

Appendix 7 Sustainability Accounting Standards Board (SASB)

Sustainability Disclosure Topics & Accounting Metrics

TOPIC	ACCOUNTING METRIC	CODE	Corresponding chapters/explanations
Energy Management in Retail & Distribution	Total energy consumed		Total energy consumed : 31,729 (GJ)
	percentage grid electricity	CG-MR-130a.1	100%
	percentage renewable		0%
Product Sourcing, Packaging & Marketing	Revenue from products third-party certified to environmental and/or social sustainability standards	CG-MR-410a.1	Not applicable
	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	CG-MR-410a.2	Not applicable
	Discussion of strategies to reduce the environmental impact of packaging	CG-MR-410a.3	Detailed in 5-6 Environmentally Friendly Behavior
Data Security	Description of approach to identifying and addressing data security risks	CG-MR-230a.1	Detailed in 1-7 Information security management
	Number of data breaches		Detailed in 1-7 Information security management
	percentage involving personally identifiable information (PII)	CG-MR-230a.2	
	number of customers affected		
Labor Practices	Average hourly wage/percentage of in-store employees earning minimum wage, by region%	CG-MR-310a.1	Synnex is not engaged in the operation of a physical store in the form of mass merchandising or retail.
	Voluntary / Involuntary turnover rate for in-store employees	CG-MR-310a.2	
	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	CG-MR-310a.3	No Labor Law Violation Related Incidents in 2024
Workforce Diversity & Inclusion	Percentage of gender and racial/ethnic group representation for (1) management and (2) all other employees	CG-MR-330a.1	Detailed in 3-1 Employee Diversity and Equality
	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	CG-MR-330a.2	No employment discrimination-related incidents in 2024

Activity Metric

ACTIVITY METRIC	CODE	Corresponding chapters/explanations
Number of: (1) retail locations and (2) distribution centers	CG-MR-000.A	Logistics Center:3
Total area of: (1) retail space and (2) distribution centers	CG-MR-000.B	Logistics Center:73,512m2

