



2022 ESG REPORT
Synnex Technology
International Corporation

Sustainable SYNnex, Cherish the Earth

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President's Message

In the face of global political and economic changes, rapid technological progress, the adjustment of the division of labor in the industrial supply chain, and the challenges of environmental and climate change, SYNNEX Group ponders its own positioning, as a ICT and semiconductor distribution service provider, plays the role of an integrated service bridge between the vendors and dealers, and continues to provide better services and integrated solutions, so as to enhance the supply chain to be more efficient and low-carbon, and continuously optimizing the corporate governance mechanism and operational strength in response to the expectations of shareholders, employees and society. Implementing the corporate management principle of "earning trust is both an honor and a responsibility" is Synnex's unshakable commitment to sustainability issues.

The sustainable operation of an enterprise is based on a sound management mechanism and corporate governance. Since its establishment in 1988, SYNNEX has attached great importance to the establishment of systems and mechanisms, and has been actively engaged in the computerization of various operations as early as 30 years ago. And as early as 1991, the computer material management system won "The 1st outstanding information application awards" issued by the Institute for Information Industry. With more than 30 years of experience in digital management; therefore, under the wave of global digital transformation triggered by Covid-19 in 2020, the digitalization of SYNNEX has already advanced to the seventh generation of computer systems, and through the seven Planning & Management Divisions of the group headquarters (Finance Planning & Management Division, Business Planning & Management Division, Logistics Planning & Management Division, Risk Management & Planning Division, Human Resources Planning & Management Division and Business Administration Management Division), optimize various mechanisms and operations with the times. Hence, the executives can move towards the ideal of efficient and low-carbon (Sustainable SYNNEX, Cherish the Earth) in global operation management and corporate governance.

In 2022, the Group continued to uphold the pace of "Stability · Sustainability · Growth", steadily expanded various operations, and the Group's revenue reached NT\$ 424.6 billion, a record high, and net profit after tax reached NT\$ 15.7 billion, exceeding the NT\$ 10 billion mark for two consecutive years, and earnings per share reached NT\$ 9.44, both reaching the second highest. The Company was awarded as one of the "Best Taiwan Global Brands" for 20 consecutive years, the only distributor among the award winners.

Long term and cumulative efforts are key to environmental sustainability. As the hub and bridge of the ICT semiconductor supply chain, in 2022, we actively obtained double ISO certification for the environment (ISO14001 environmental management system, ISO14064 greenhouse gas verification), and in terms of information security, we have also obtained ISO27001 certificates for many consecutive years, continuously improving the attention of all employees to the environment and information security.

In addition, since 2019, SYNNEX has vigorously promoted the Management Service Platform (MSP), and the company has taken the initiative to play the integrated role of a digital bridge, providing customized digital tools (APP) to connect upstream brands and manufacturers in the supply chain with downstream sellers, so as to make operations more efficient and achieve carbon reduction through information linking. In recent years, it has expanded the targets to financial service providers, logistics service providers, etc., and provided business opportunity development services, business operation services, analysis of management information services and other mechanisms, expecting to integrate into a highly digital and energy-saving green supply chain. Up to now, 148 suppliers have been introduced into the APP linking, providing 856 sets of real-time information linking. Through the joint efforts of upstream and downstream enterprises to promote digital linking, more than 744,000 sheets of paper were saved in 2022, equivalent to about 582 metric tons of CO₂e.

At the same time, SYNNEX continues to promote digitalization internally, all colleagues are able to receive messages or conduct e-approval in a timely manner through the internal APP, regardless of location or equipment, making the working environment intelligent and agile. At the same time, we are also actively requesting all kinds of office supplies to achieve "net zero emissions", and actively replacing and upgrading equipment in all offices, in order to strive for energy conservation and carbon reduction.

In addition, in the past few years, SYNNEX has recognized that in the next decade, human beings will certainly enter a highly digitalized society, and the work patterns will change drastically. A large number of "routine" jobs will be reduced or disappear due to the advanced development of AI. On the contrary, the proportion of "knowledge-based and non-routine" jobs will increase significantly. Therefore, over the past 30 years, SYNNEX has been actively optimizing the system and providing employees with a variety of "computer operating systems" and "computer inquiry and analysis management systems", expecting to improve the efficiency and quality of employees' "knowledge-based" work. We hope that: The amount of time and quality of knowledge-based work spent by SYNNEX employees will be more than twice that of other companies. By enhancing the digital capabilities, we realize the potential of SYNNEX employees to demonstrate their ideals and ambitions. Moreover, we hope that our employees can achieve "work-life balance" and actively embrace a highly digitalized society.

Finally, providing an intelligent, energy-saving and comfortable working environment is also the commitment of SYNNEX to the employees and society. In the past five years, the offices of SYNNEX's bases in Kaohsiung, Hsinchu, Taipei and Taichung have been successively updated, so that employees can have a new office environment which adopts all-wireless communication network equipment, LED energy-saving lighting equipment, frequency conversion power-saving and water-saving systems, and an international five-star hotel grade drinking water system with high-quality magnesium ion sparkling water.

The corporate headquarters building in Nangang, which will be stationed in the first half of 2024, features a range of energy-saving facilities, including a daylight-tracking automatic blinds system, an energy-efficient insulating glass curtain system, an intelligent elevator dispatch system, a PM2.5 detection mechanism, and an emergency power generation system using natural gas instead of fuel oil. In addition to achieving a Gold-level EEWB Green Building certification, all property services are also highly digital, pursuing a comfortable working environment for employees while achieving energy-saving effects. As global warming continues to threaten the environment, SYNNEX will start from itself to strive for the best in the pursuit of corporate and environmental sustainability.



President



Synnex won the
“Best Taiwan Global Brands”
for 20 consecutive years



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 September 2023, SYNNEX issued its 2022 Sustainability Report to disclose its sustainability performance and respond to stakeholders' concerns for the year 2022 (from January 1, 2022 to December 31, 2022). For completeness and comparability, some of the information is traced back to 2020 or extended to 2023.

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: 2021 Report (Published in September 2022)

Publication Time of this Report: 2022 Report (Published in September 2023)

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 2022 ◀

Environment



ISO Certification

ISO 14001 Environmental Management System
ISO 14064 GHG Emissions Inventories



Digitalization of Business Procedures

The introduction of e-invoicing and digital operations to save more than 744,000 sheets of paper in 2022, equivalent to a reduction of 582 tons of CO2e



Cloud Warehousing

Reducing unnecessary warehousing and logistics in the transaction process; Greenhouse gas emissions per case of distribution decreased by 3.88%, and electricity consumption per container shipped decreased by 13%

Social



Gender Equality

The proportion of female employees above the assistant manager level (inclusive) has increased for 5 consecutive years, and reached 48% in 2022, and gender equality has been continuously implemented and valued



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



Service Innovations

Create customized VIP APP, serving up to 200 vendors and customers



Give back to the community

The President collected the management concepts of the book "Training of Deep Thought" and donated the books to colleges and universities, cultivating talents wholeheartedly.

Governance



Business Performance

In 2022, the consolidated revenue reached a record high of NT\$424.6 billion



Information security management

Put emphasis on information security, and receive ISO27001 certification consistently



Stakeholder Engagement

Emphasizing communication with investors, , we held 8 Investor Conferences in 2022



Awards and Recognition

"Best Taiwan Global Brands" awarded by Ministry of Economic Affairs and Interbrand for 20 consecutive years

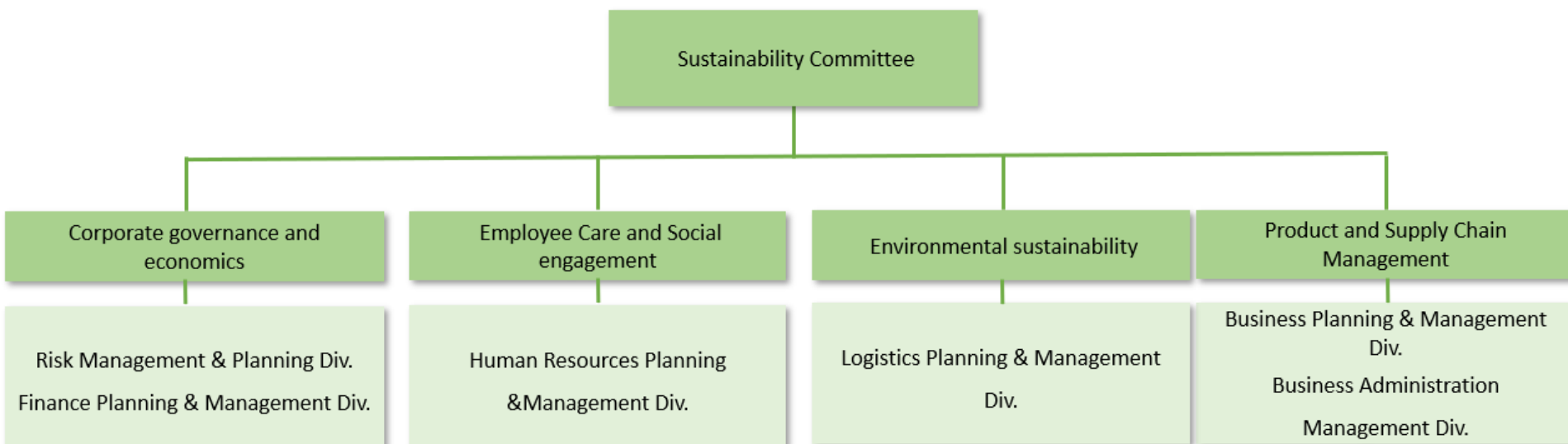


Sustainability-linked Syndicated Loan

Mega Bank served as the lead arranger and managing bank for a NT\$14.4 billion syndicated loan to SYNNEX, showing the high level of recognition and support the syndicate bank has for SYNNEX's business and profit performance, as well as ESG and sustainable development philosophy.

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

SYNNEX refers to the guidelines of GRI Standards(2021) and AA 1000 Stakeholder Engagement Standard (SES) to develop the following procedures to identify highly significant issues that have a significant impact on SYNNEX and on the external economy, environment, and people.

The result of the calculation of the aggregate impact index and stakeholder engagement , we defined topics with significant impacts on "SYNNEX" and "economies, environments, people" as highly material topics. The definition and management strategies of topic materiality are as follows :

The sustainability issues of SYNNEX is identified and generated through internal impact assessment, integration of stakeholders' perspectives and other processes, and finally confirmed and finalized by the top person in charge of the Sustainability Committee. In the future, we will continue to have regular and irregular meetings with stakeholders to keep abreast of the positive and negative impacts caused by SYNNEX and the expectations of external stakeholders. And through the opportunity of the annual material identification, consolidate the company's internal and external views, and converge into a sustainable material Issues.

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.

Identify Issues

- Identify stakeholders
- Review industry trends and risks



Evaluate impact

- Evaluate the extent to which sustainability themes have an impact on external economic, social and people
- Evaluate the extent to which sustainability themes have an impact on SYNNEX



Confirm materiality

- Integrate stakeholder perspectives and ESG work team assessment results



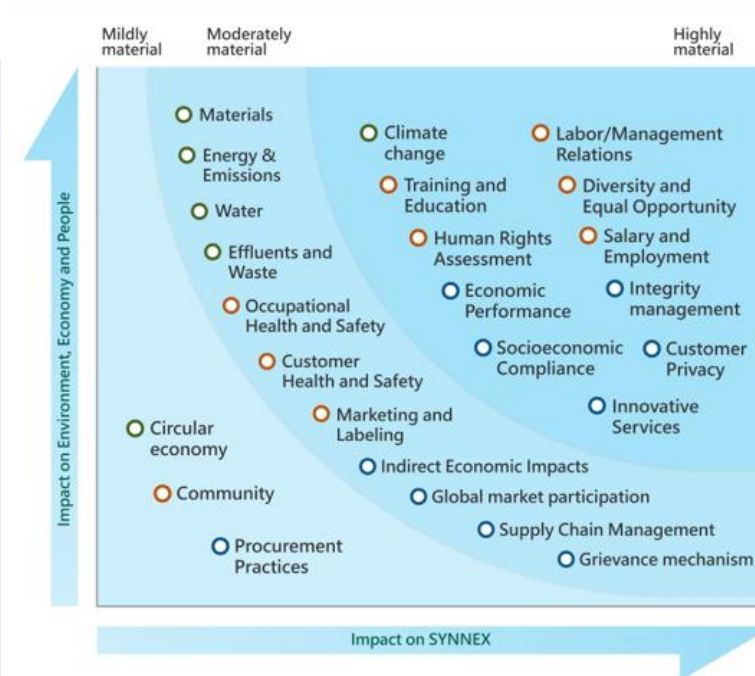
Review regularly

- Establish management policies and objectives for material issues
- Identify material issues annually

Referring to international sustainability norms and standards (GRI STANDARDS, SASB, SDGs, TCFD), the ESG team listed 25 sustainability issues. Through the investigation of the degree of concern of topics and the assessment of the degree of positive and negative impacts, cross-analysis and ranking were carried out, and 11 material Issues were identified through discussion in the ESG team meeting.

Material Issues

ESG	Material Issues	Chapter
Governance	Economic Performance	1-1
	Integrity management	1-3
	Legal Compliance	1-5
	Customer Privacy	1-7
	Innovative Services	2-1
Social	Diversity and Equal Opportunity	3-1
	Human Rights	3-1
	Training and Education	3-3
	Compensation and Employment	3-4
	Labor/Management Relations	3-5
Environmental	Climate change	6-3



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	Vice Director Evelyn Chen (02)2506-3320 evelynchen@synnex.com.tw	<ul style="list-style-type: none"> Invited to attend 8 Investor Conference to explain the Group's business expansion, operating results and profitability in 2022 Convened 1 shareholders' meeting and published an annual report in 2022 Announced a total of 90 material information in English and Chinese in 2022 	<ul style="list-style-type: none"> Economic Performance Ethical Corporate Management Global Market Engagement
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	<ul style="list-style-type: none"> 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 and bulletin boards 	<ul style="list-style-type: none"> Employee Rights Diversity and Equal Opportunity Employer-employee and Labor Relations
Vendors	Vendor Meetings /Irregular Vendor Audit /Irregular Sustainability Report /Annually A Special Section for Stakeholders on the Official Website /Irregular	(02)2506-3320	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Economic Performance Ethical Corporate Management Product and Service Model Innovations Global Market Engagement
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	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Ethical Corporate Management Customer Privacy Product and Service Model Innovations

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/3woEJ6C	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Customer Privacy Indirect Economic Impact Customer Health and Safety
Media	Official Website of the Company /Irregular Press Release /Irregular Media Interview /Irregular	Public Relations Ms. Liu (02)2506 3320	<ul style="list-style-type: none"> Send out press releases by e-mail, with 44 press releases in 2022 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 	<ul style="list-style-type: none"> Economic Performance Global Market Engagement Indirect Economic Impact
Government Institutions	Government Order Promotion Meetings /Irregular Official Letters /Irregular Stock Affair Department of the Company /Irregular	Legal Compliance Ms. Lin (02)2506 3320	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Economic Performance Energy and Emissions Ethical Corporate Management
NGOs	Official Website of the Company /Irregular CSR Mailbox /Irregular Sustainability Report /Annually	Public Relations Ms. Liu (02)2506 3320 synnexhr@synnex.com.tw	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Employee Rights Grievance Mechanism Energy and Emissions

Material Issue	GRI	Actual or Potential Positive Impacts	Actual or Potential Negative Impacts	Chapter
Economic Performance	GRI 201 Economic Performance	With the improvement of business performance, the company has been able to grow steadily and sustainably	-	1-1 About us
Integrity management	GRI 205 Anti-corruption	Integrity management is an important corporate value and basic principle of SYNNEX's operation, and it is forbidden to violate government laws and regulations to ensure the company's sustainable operation	If there is a major legal violation , it will impact the brand's reputation and may result in fines.	1-3 Integrity management
Legal Compliance	GRI 419 Socioeconomic Compliance GRI 307 Environmental Compliance	Compliance with the law is the basic requirement of the company's operation, and it is forbidden to violate government laws and regulations to ensure the company's sustainable operation	If there is a major legal violation , it will impact the brand's reputation and may result in fines.	1-5 Compliance
Customer Privacy	GRI 418 Customer Privacy	Implement customer privacy protection, improve customer satisfaction, and increase service revenue	If private information is leaked, it will be legally responsible and damage the company's image.	1-7 Information security
Innovative Services	-	Promote an " Management Service Platform (MSP)" to provide diversified solutions to various problems, pain points, losses and inefficiencies in supply chain operations and improve operational performance	-	2-1 Innovative Services
Diversity and Equal Opportunity	GRI 405 Diversity and Equal Opportunity	Implementing employee diversity and equality, promoting cooperation and trust between employees and the company, and facilitating talent recruitment and retention in the company	If there is discrimination, it will damage the company's image.	3-1 Employee Diversity and Equality
Human Rights	GRI 406 Non-discrimination GRI 408 Child Labor GRI 409 Forced or Compulsory Labor GRI 412 Human Rights Assessment	Create a friendly environment, anti- discrimination , provide a safe and secure working environment, and enhance employee stability and productivity	Human rights issues can lead to labor disputes, which in turn can damage the company's image.	3-1 Employee Diversity and Equality
Training and Education	GRI 404 Training and Education	SYNNEX regards employees as the most important asset, pays attention to talent development, and strengthens employees' capabilities, which is conducive to the improvement of the company's competitiveness.	-	3-3 Education and Training
Compensation and Employment	GRI 401 Employment	Attach importance to providing employees with a good employment environment and lifelong development opportunities, and develop long-term commitments with the company	If we fail to provide a good employment environment and development opportunities, we will face a brain drain.	3-4 Compensation and Benefits
Labor/Management Relations	GRI 402 Labor/Management Relations	Pay attention to labor-employer relations, provide employees with a good working environment, and enhance employee stability and productivity	If there is a labor dispute, it will damage the company's image.	3-5 Labor Relations
Climate change	GRI 201 Economic Performance GRI 302 Energy GRI 305 Emissions	SYNNEX actively responds to climate change risks and continues to promote climate governance to achieve low-carbon operations and environmental sustainability.	Limiting any adverse impacts that may contribute to climate change and promoting climate change adaptation, policies and regulations may increase the company's operating costs.	6 Climate Action

A photograph of two dolphins leaping from the ocean's surface. The dolphins are captured mid-air, their bodies arched as they move from left to right. The background is a dramatic sunset or sunrise, with a bright, glowing sun low on the horizon, casting a warm, golden light across the sky and the water. The sky is filled with soft, wispy clouds. The ocean's surface is dark blue with some white foam from the dolphins' leap. A blue diagonal graphic element is present in the lower-left corner, containing the text 'CH1' and 'Governance'.

CH1

Governance

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

The Group plans to focus on improving the revenue growth coupled with enhancing or maintaining net profit margins to maximize operating profit margin to increase the return on shareholder's equity. In recent years, we have been promoting the "Agility and Leap Forward" program to comprehensively improve operational efficiency through digital optimization, information linking, and AI big data analysis so as to achieve the economics of scale.



Goal

SYNNEX will continue to optimize its digital capabilities, accelerate the development of its "Management Service Platform", promote customized services for upstream and downstream partners, carry out in-depth cooperation with the supply chain, expand market share, and drive profitability with performance.



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 are fully committed to developing the Management Service Platform, expanding the participation of vendors, customers, third-parties, and cross-discipline partners to earn customers' trust through services.
2. We accelerate the development of recruitment service business, including cloud service recruitment business, portal recruitment business, 3C product insurance recruitment business, etc.
3. In response to the post-pandemic era, we have expanded the introduction of software and hardware products for related applications, including video conferencing, smart mobile office, distance learning, smart home, etc.
4. The logistics services business has expended its promotion of warehouse service deployed in cloud platform, home electronics Installation and maintenance service, and technical services business, etc., and has continued to promote intelligent service operations.
5. We have expanded the provision of customized and intelligent information services on analysis management, as well as information services on service progress in a real-time and transparent manner to major vendors and customers.



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: Internal Audit Office

Continue to improve relevant regulations and systems, promote legal compliance and integrity 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 2021.



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 thorough education and training, as well as continuous upgrading of our systems and mechanisms.

In 2016, SYNNEX introduced the ISO27001:2013 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 】

1. 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)
2. Regular training for the information security team: The Information security team is composed of representatives from the supervisor of each quality management division. The lecture and post-class evaluation are conducted by a consultant from PwC. (Regularly conducted every year)

【 System mechanism 】

1. Upgrade of customers' personal information protection: Authorization control mechanism to ensure that private information is masked
2. 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

1. Establish a grievance mechanism, system certification ISO27001:2013, 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.
2. 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

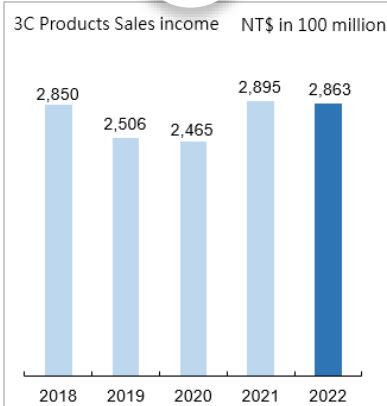
About SYNNEX

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 2022, SYNNEX's annual consolidated revenue reached NT\$424.6 billion.

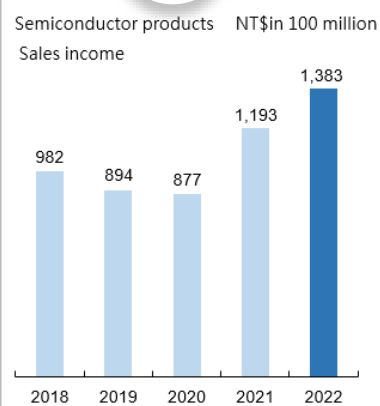
SYNNEX provides integrated services to supply chains of high-tech industries, and its business territory covers Taiwan, Mainland China, Hong Kong, Macau, Indonesia, Thailand, Vietnam, India, Australia, the Middle East, and Africa. SYNNEX has operations in 51 countries/ regions, throughout 300 cities.

Sales volume chart

↓ 1%



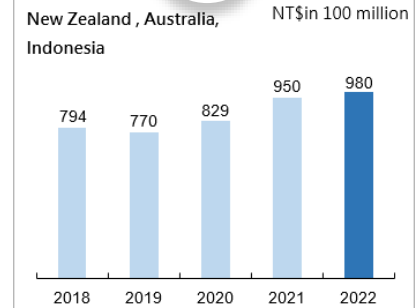
↑ 16%



↑ 6%



↑ 3%



↓ 7%



SYNNEX's Profit Hit a Record High in 2022

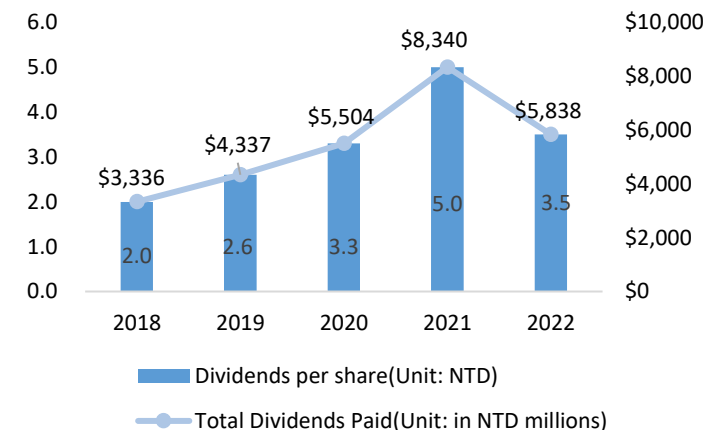
SYNNEX's annual revenue reached NT\$424.6 billion in 2022, setting a new record in history; after-tax net profit reached NT\$15.7 billion, exceeding the NT\$10 billion mark for two consecutive years, and earnings per share of NT\$9.44, the second highest in history. Synnex has actively optimized its operating system and vigorously promoted digital transformation, which are the main factors for the continuous high revenue and profit.

Economic Performance

(NT\$1 million)		2020	2021	2022
Generation of direct economic value		335,174	409,912	425,864
Operating revenue	Net sales	334,201	408,812	424,550
	Interest/dividends/rental income	973	1,100	1,314
Distribution of direct economic value		330,437	404,878	423,858
Operating costs	Cost of goods sold (Excluding inventory decline/reversal)	319,277	391,231	406,295
Employee salaries and benefits	Employee salaries , bonuses, benefits, etc.	4,862	5,159	5,435
Payables to fund providers	Interest expenses, dividends	4,848	5,994	9,775
Trading with the government	Taxes (excluding deferred taxes), fines	1,450	2,493	2,353
Economic value reserve		4,737	5,034	2,006

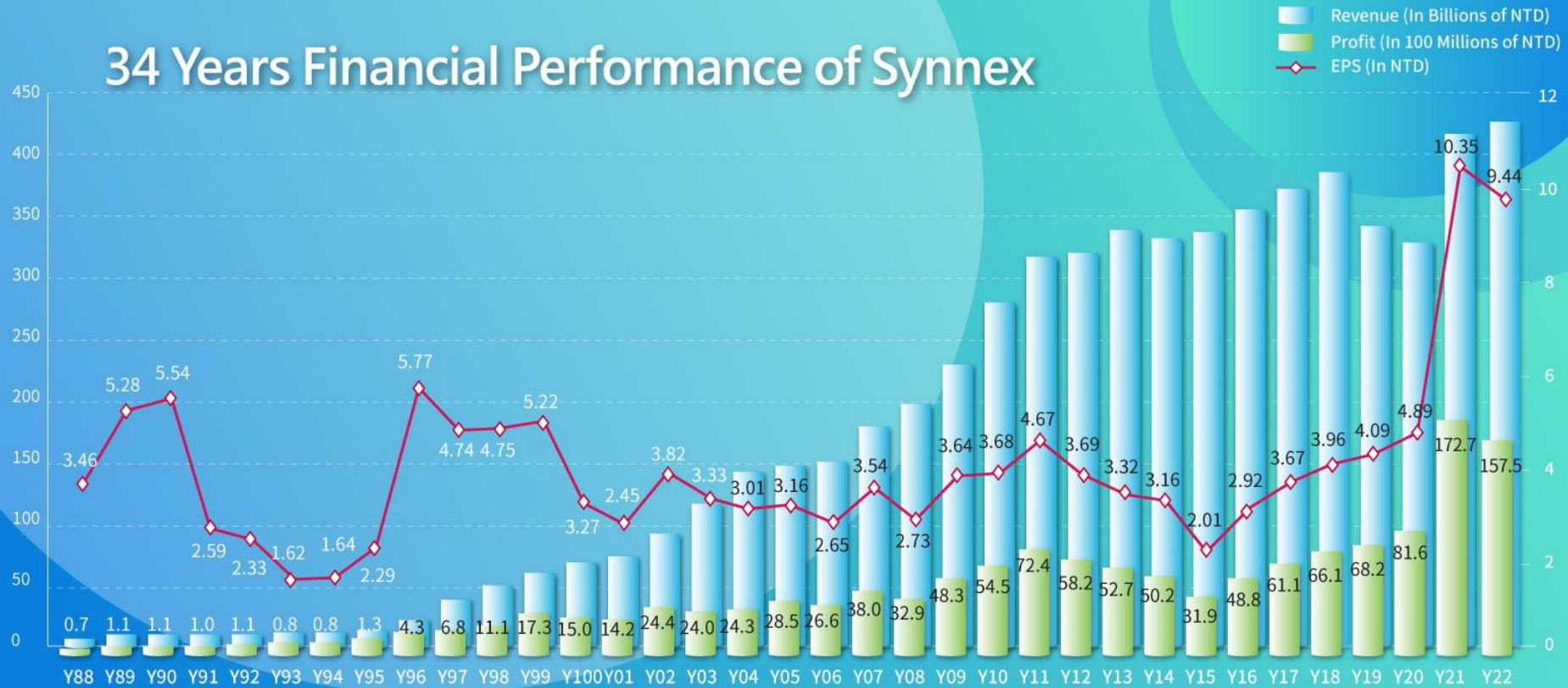
Remarks: prepared according to GRI Standards GRI 201-1 economic performance

Cash dividends



Remarks: The year to which the dividends belong

34 Years Financial Performance of Synnex



As the first distributor listed in Taiwan (1995), SYNNEX has been recognized for its management over the past 34 years, winning the "Best Taiwan Global Brands" for 20 consecutive years and "Taiwan's Best Benchmark Enterprise" for many consecutive years. Chairman Matthew F.C. Miao. and President Evans S.W. Tu were praised as "Top Ten Key Figures in the History of Taiwan's Information Industry Development " for their excellent management capabilities . Evan Tu was also ranked "The Top 10 Best Performing CEO in Taiwan" by Harvard Business Review . In 2020, Evans Tu named ITRI Laureate from Industrial Technology Research Institute. In 2021, he conferred an Honorary Doctoral Degree by National Chiao Tung University.

Company Profile

Founded	1988
Chairman	Matthew Feng-Chiang Miao
General Manager	Evans S. W. Tu
Major shareholder	MiTAC Inc
Paid-in Capital	NT\$16,679million
Revenue	NT\$424.6 billion(2022)
Number of employees	1,227(2022.12.31)
Address	4 th Fl., 75, Sec. 3, Ming-Sheng E. Rd.,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

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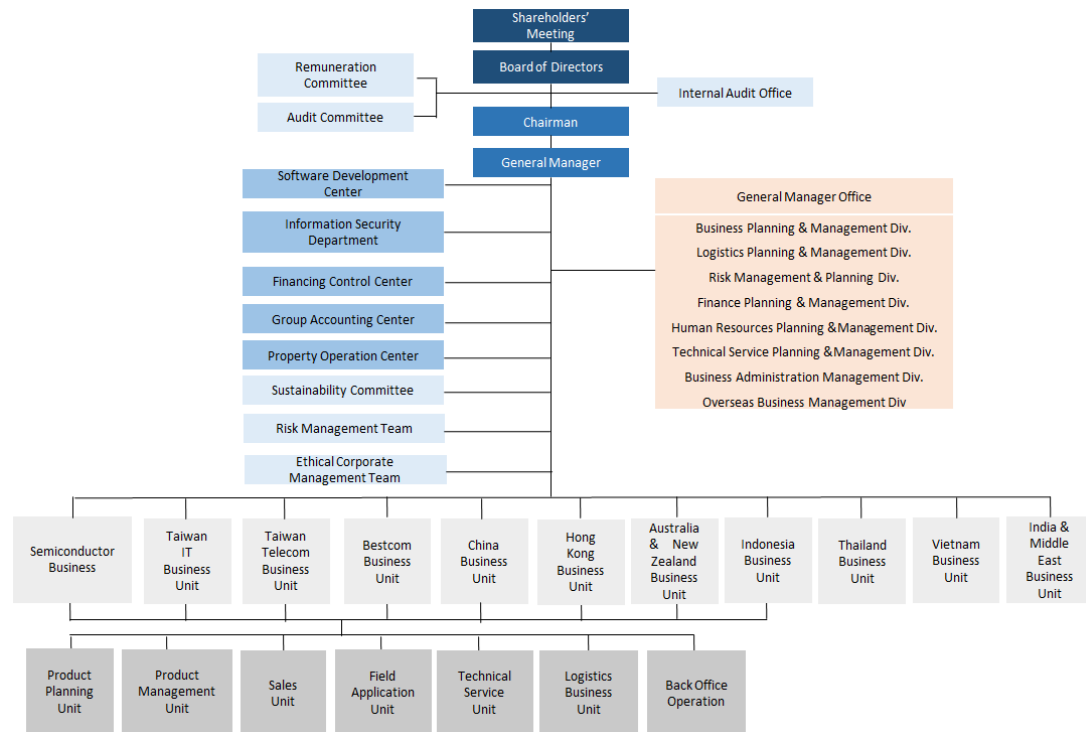
Corporate Governance

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 2022 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 Item 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-Yun	Female	60-69	ROC	Industry					V	V	V	V	V			V	V			0
Director	Chou The-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	Yeh Kuang-Shih	Male	60-69	ROC	Industry		V			V	V		V			V		V	V	V	1
Independent Director	Hsuan Chien-Shen	Male	70-79	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

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.

In the most recent year (2022), the Board of Directors met 4 times (A). The attendance of Directors was as follows:

Title	Name	Attendance (voting and non-voting) in person (B)	Attendance by proxy	Actual attendance (voting and nonvoting) rate (%) [B/A]	Remarks
Chairman	Representative of Mei-Feng Investment Corporation.: Miau, Matthew Feng Chiang	4	0	100%	
Director	Tu Shu-Wu	4	0	100%	
Director	Representative of MiTAC Inc.: Yang Hsiang-Yun	4	0	100%	
Director	Representative of MiTAC Inc.: Chou The-Chien	4	0	100%	
Director	Representative of Hong Ding Investments Corp.: Tu Shu-Chyuan	2	0	100%	Newly appointed on 2022/5/30 Required attendance: 2 times
Director	Representative of Lien Hwa Industrial Holdings Corp.: Miau Scott Matthew	2	0	100%	Newly appointed on 2022/5/30 Required attendance: 2 times
Independent Director	Yeh Kuang-Shih	4	0	100%	
Independent Director	Hsuan Chien-Shen	3	1	75%	
Independent Director	Shen Ling-Long	4	0	100%	

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 2022 was from January 1 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 8, 2023.



Status of Directors' continuing education

In order to continuously improve the overall knowledge of directors in sustainable management and corporate governance, the directors of the Company completed the training in accordance with the relevant laws and regulations on corporate governance. In 2022, the total number of training hours for all directors of the Company was 63.5 hours, and the average training hours per director was 7.1 hours, which was higher than the regulatory recommendation of 6 hours.

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 2022, 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	Yeh Kuang-shih	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 2022, 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	50
Committee member	Yeh Kuang-shih	100
Committee member	Shen Ling-Long	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 21% to 35% 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 hold the regular shareholders' meeting before the end of May.	✓	✓
The Company has formulated a succession plan for board members and important management positions, and disclosed it on the company website according to regulations.	✓	
The company disclosed relevant information on the company website and annual report according to regulations.	✓	✓
The Company's Board of Directors established the risk management policy and procedures . The operating status was reported to the Board of Directors and announced on the company website according to regulations.	✓	
The company disclose the English version of its interim financial report within two months after the deadline for filing the Chinese version interim financial report.	✓	✓
The Company has disclosed future R&D projects and expected expenses on the company website and annual report according to regulations.	✓	✓
The Company has uploaded English version of the sustainability report on MOPS and the company's website.	✓	

Shareholder structure



List of major shareholders(2023.4.1)

Name of major shareholder	Shares held	Shareholding percentage (%)
MITAC Inc.	260,521,054	15.62
Cathay Sustainability High Dividend ETF Securities Investment Trust Fund Account of the Cathay High Dividend Taiwan Equity Fund with Taishin International Bank Co., Ltd. acting as custodian	116,740,000	7.00
Yuanta Taiwan Dividend Plus ETF account	78,289,376	4.69
Lien Hwa Industrial Holdings Corp.	59,526,125	3.57
Morgan Stanley Capital International managed account with HSBC (Taiwan) acting as custodian bank	54,109,000	3.24
Tu Shu-Wu	36,156,381	2.17
Rong Syuan Investments Co., Ltd.	35,970,086	2.16
Miau, Matthew Feng Chiang	28,452,004	1.71
Mei-An Investment Corp.	21,118,971	1.27
Farglory Life Insurance Co., Ltd	20,647,000	1.24

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Ethical Corporate Management

In the "Ethical Corporate Management Best Practice Principles", the company clearly establishes the prevention of unethical conduct such as bribery and accepting bribes, offering or accepting improper benefits, offering or promising facilitation fees, offering illegal political donations, engaging in unfair competition, providing improper charitable donations or sponsorships, disclosing confidential information, and damaging the rights and interests of stakeholders. The company has taken preventive measures and conducted education and promotion to implement the ethical corporate management policy.

The company has stipulated the "Anti-Corruption Commitment" to request all suppliers to conduct transactions faithfully without any acts of bad faith, and to establish a good procurement system.

The company has 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.

The company has established a whistleblowing system and created an independent reporting mailbox for processing the whistleblowing procedures. The company has also established standard operating procedures for investigating reported cases and related confidentiality mechanism to ensure the confidentiality of investigation operations and audit documents of the reported cases.

Reporting Mailbox : anti-corruption@synnex.com.tw

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.

In 2022, 1 anti-corruption case was received and resolved.

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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.

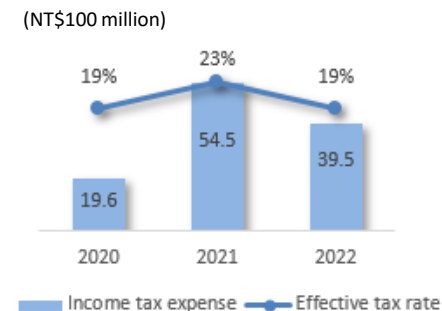
Tax Governance

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 2022 amounted to NT\$3.95 billion with an effective tax rate of 19%.



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Risk management

Risk item	Risk factor	Impact on the company in 2022	Response measures
R&D	In order to expand its semiconductors business, the Company has a dedicated department responsible for providing product testing and design services for brand manufacturers and customers. However, the Company is positioned to provide technical services, and the risk of product R&D is concentrated solely on suppliers or customers.	None	<p>The Company's technology application department is positioned to "assist the sales of semiconductor products through pre-sales services", and resources are invested depending on market conditions to provide customer services; the final risk of R&D is borne by the customers.</p> <p>In addition, the Company is positioned as a "Management Service Platform", and has invested a fair amount of human resources and funds; it has continually refined its services and systems to satisfy requirements of the industry supply chain. However, this investment is innovation of operation management and service, and does not apply to R&D investment.</p> <p>In conclusion, the Group has no plan to invest in R&D.</p>
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.	The company's product distribution rights have both increased and decreased.	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.

Risk item	Risk factor	Impact on the company in 2022	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.	<ol style="list-style-type: none"> 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\$243 million.	<p>Before expansion: Careful evaluation of investment effectiveness and cost.</p> <p>After expansion: Introduce successful operational experience and management to develop its effectiveness.</p>
Centralized purchasing or sales	<p>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.</p> <p>The risk of centralized sales is the significant impact to the company's performance when losing a customer.</p>	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.

Risk item	Risk factor	Impact on the company in 2022	Response measures
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.	<ol style="list-style-type: none"> 1. The company introduced the ISMS information security management system in 2016, and has regularly obtained ISO 27001 certification. The current certificate is valid from August 2022 to August 2025. 2. Monthly security and antivirus updates for the IT environment's software and hardware, and strengthen colleagues' security awareness and promote implementation through push notifications. 3. Continue to track the latest security information and threats in the market, and immediately assess the scope of impact and formulate countermeasures to ensure that the company's information environment is synchronized with changes in security. 4. Evaluate the company's risk events each year, establish a risk event database, control the risk events and levels that may exist in the enterprise, and continue to track improvement. 5. Strengthen the company's IT environment backup mechanism and implement BCP drills to ensure that the company's operations can continue uninterrupted when natural disasters and man-made disasters occur.
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.

The concluded or pending litigious, non-litigious, or administrative litigation event as of the date of report is described as follows:

On November 13, 2017, the Suzhou Xiangcheng District People's Court in Jiangsu Province accepted the suit brought by Ziguang Digital (Suzhou) Group Co., Ltd. against Synnex Distributions (China) Ltd. for a dispute over a sale and purchase contract. Ziguang believed that the goods they received were not the target of the contract and requested a refund. The court dismissed the case on January 22, 2018 since it believed that the Public Security Bureau was investigating the case. In August 2020, on the grounds that the Public Security Bureau canceled the criminal investigation, lawsuits were successively renewed for RMB28,926 thousand, RMB17,401 thousand, RMB5,593 thousand, and liquidated damages. In March 2022, the Suzhou Xiangcheng People's Court in Jiangsu Province ruled against the Company in the aforementioned cases. The Company completed payment in full in May 2022. Filed for retrial in August 2022.

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Legal Compliance

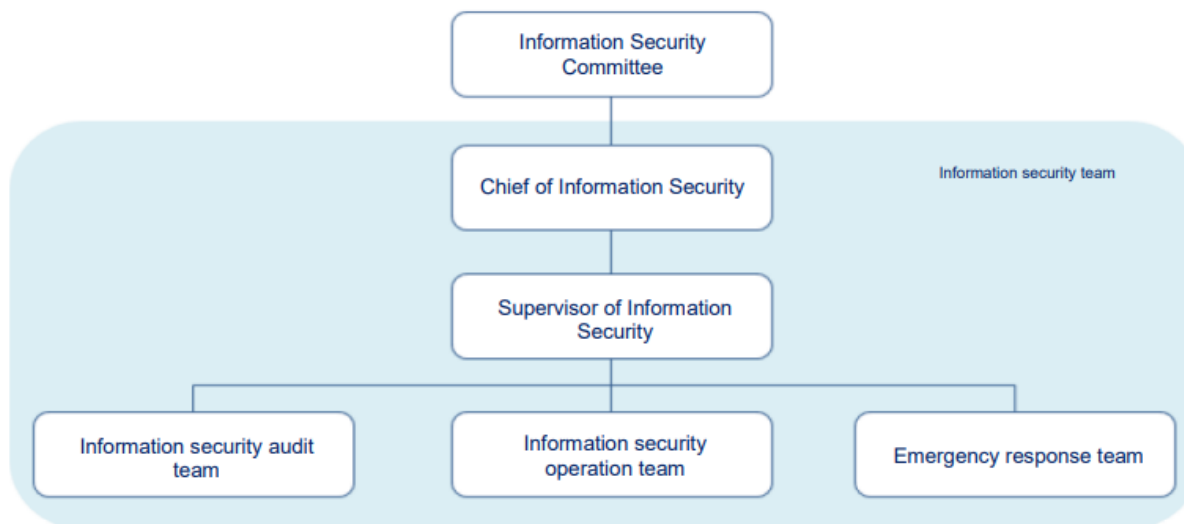
Compliance with the competent authorities and local laws and regulations is the most basic requirement for sound operations of the Company. SYNNEX complies with all laws and regulations, properly manages risk control, sets up legal staff, provides employees with legal education and training, commences 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. There were no violations of economic, environmental, social and product-related laws and regulations in 2022.

	Corporate Governance Compliance	Environmental Compliance	Social Compliance	Product Compliance
No Violations	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • No violation of the Fair Trade Act • 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

1-7 Information security management

Management organization

In order to enhance the company's information security management and ensure security of its data, system, and network, an Information Security Committee has been established. The director of the information center 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.



Risk management mechanisms

Execute management of the IT server room, computer information file security, network security, mail security management, information system control access, etc.

Information security policy

The company's information security policy aims to "maintain the confidentiality, integrity, availability, and legality of company information, and avoid human negligence, deliberate destruction, and natural disasters, which result in improper use, leakage, tampering, damage, or disappearance of information and assets which affect the company's operations and cause damage to the company's rights and interests." The company introduced the ISO27001 information management system in 2016, and has regularly obtained ISO27001 certification. The current certificate is valid from August 2022 to August 2025. Through the introduction of the ISO27001 information security management system, the ability to respond to information security incidents has been strengthened, and assets of the company and customers are more secure.

Specific information security management plan

Item	Specific management measures
Firewall protection	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 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	Every important information system database is set up 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.
Information security insurance	The company's customers are mainly corporate customers, and there is no risk of consumer personal data custody. After evaluating the insurance coverage and applicable industries for IT security insurance on the market, we have not purchased capital security insurance for the time being. However, in response to the challenges faced by information security, certain software and hardware have been imported, such as firewalls, anti-virus software, intrusion prevention systems, etc., and we continue to pay attention to the changing trends of the information environment and strengthen 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 2022, 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








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Innovative Services

Material Issues / Innovative Services

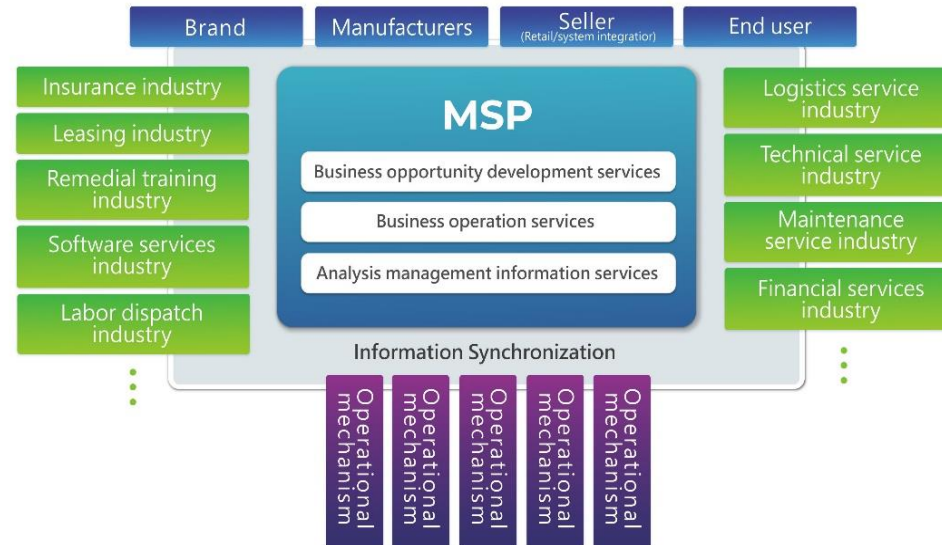
Synnex has officially launched the strategic transformation plan of "Management Service Platform (MSP)" since the beginning of 2021, repositioning its role and value in the supply chain, and providing diversified solutions to various problems, pain points, losses and inefficiencies in supply chain operations. 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	<p>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.</p>
 Goal	<ul style="list-style-type: none"> • 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	<p>Accountable unit: Each business unit and operational planning unit at the headquarters Resources: Software Development Center</p>
 Action Plan	<ul style="list-style-type: none"> • 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 , etc... • Operational Mechanism Innovation: Business Process Automation (Order Processing, Accounting Processing Automation, Business Bidding Process Digitization) • IT R&D Technology Innovation: Probe Technology R&D, Information Concatenation and Digital Tools, API Information Concatenation, RPA Machine Concatenation, AI Technology Integration and Application
 Evaluation Mechanism of Management Approach	<ol style="list-style-type: none"> 1) Number of MSP service targets (Brand companies, manufacturers, distributors and third parties, cross-sector partners) 2) 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: Cloud service platform, E-commerce service platform, Chain store management service platform, Bid opportunity and quotation management service platform ,Fulfillment business management service platform ,Panel business management service platform ,Procurement service platform , Analysis information sharing platform...etc.

Analysis information sharing 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. The number of external users has reached 7,560 as of 2022, and about 70% of normal users have been used.

E-tailer management services 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-tailer to improve operational efficiency, reduce operating costs, but also allows brand owners to fully grasp the inventory, sales and service process of products.

Bid opportunity and quotation management service platform

Provide sellers with convenient and fast online inquiry services for the commercial market, replace the traditional quotation mechanism, and realize the information transparency of digital tools through the APP, so that sellers are not limited by people in time and place, grasp the progress of case verification in real time, and also allow the platform to enjoy the advantage of not missing business opportunities.

Fulfillment business management service platform

For major purchase orders or long-term supply needs of main customers, build an order fulfillment service platform, provide vendors and downstream customers, efficient and high-quality order fulfillment services, make the fulfillment process information transparent through the digital platform, enable the upstream and downstream of the supply chain to grasp the status of order fulfillment in real time, and improve the accuracy of order fulfillment.

Panel business management service platform

In view of the complex size, specification and level of panel industry products, and the high cost and vulnerability of large-size panel distribution, we provide panel manufacturers with one-stop warehousing and distribution services, with efficient business operations, fast supply to customers nearby, and VIP APP to enable panel manufacturers to fully grasp product inventory and delivery process and other information.



Insurance recruitment business service platform

In response to the high-end and high-price of 3C products in industrial formats, consumers use them on the go, and the dependence on daily life and work has increased. Insurance operators provide mobile device insurance products, which are sold by dealers with mobile devices, and SYNNEX has built an insurance recruitment business service platform to assist dealers in obtaining insurance salesman licenses, and matching insurance agents and dealers with channel marketing and accounting settlement related services. In 2022, it served 491 dealers, successfully recruited 650 insurance salesmen, and sold 28,892 policies.



Work with industry partners to create complete IoT solutions

As the largest distributor in the Asia-Pacific region of information, communications, consumer power and semiconductor products, after six years of IoT ecosystem layout and development, this year, SYNNEX will shoulder corporate social responsibility from the perspective of market demand, change the role of aggregator service in the past, and actively lead industry partners to actively create IoT solutions closer to the market. So far, it has joined hands with international leading enterprises such as Intel and Microsoft and 8 leading brands at home and abroad to establish end-to-end solutions, including "automation control", "production line optimization", "field data collection and optimization", "AI module training and computing" and "cloud service platform", serving more than 40 customers at home and abroad.

In today's increasingly demanding of "high efficiency and low energy consumption", "connectivity, scalability, compatibility", "cloud computing and edge computing", etc., SYNNEX and Microsoft jointly accelerate the promotion of WOA (Windows On ARM), which has expanded the ecosystem, and the basic devices are online, clouded, updated and upgraded, and will provide users with more device form factor options.



Operational Mechanism Innovation

Business Procedure Automation : Order Processing

Synnex accelerates the information connection of business operations with the vendors and customers, covering the connection of product information, order information, inventory information, accounting information and operation management information, making up for the information breakpoints of manual offline operation processing in the past, and achieving the tandem automation of customer inquiry reply through the application of information connection, automatically executing the purchase pre-operation to generate the purchase order and the order pre-operation to generate the order after winning the order, and matching the APP to enable the vendor and the customer to fully grasp the product inventory and order process and other information. According to the customer's demand planning, we manage the stocking and provide the information of the shipment process, and the customized bidding order establishes business operation automation, accelerates the business process, and provides stable and efficient order fulfillment services.

Business Procedure Automation : Accounting processing

In 2022, we continue to promote the external information connection, and simultaneously accelerate the application of information connection between internal system modules, and the purchase, sales and accounting system will promote the digital footprint of business operations more clearly, and also improve the meticulousness and transparency of accounting processing through the information connection between external and Synnex, as well as the information connection between internal service platforms. In the past three years, the proportion of accounting automation with major suppliers has increased significantly, and the overall accounting processing automation has climbed from 22% to 56%, such as 77% with suppliers ASUS, 76% with Western Digital and 61% with Microsoft.

Digitize the business application process

In response to the concept of environmental sustainability and low-carbon operation, we will actively expand the information connection with system providers in Q3 2022, promote the e-application form of phone number business, and give full play to the efficiency of MSP services, with the degree of e-ization climbing to 32% in 2022, and it is estimated that the e-ization will climb to more than 75% in 2023.

- Convenience: Users can scan the QR code on their mobile devices to send their documents and electronic signatures
- Immediacy: The application process is real-time and transparent
- Accuracy: Combined with intelligent fool-proof technology, it can effectively detect errors and omissions
- Information security protection: Data is transmitted through electronic encryption, and personal information is not landed to protect the rights and interests of consumers



IT R&D and technological innovation

R&D and application of probe technology

Using the probe communication technology, it comprehensively improves the intelligence of decision-making, management and operation, greatly improves the company's overall digital capabilities, promotes the research and development and application of probe technology, and extracts and processes multi-system data.

- Business operation management billboards: speed up the process, eliminate the breakpoints and waits in the process
- Operational quality and risk monitoring: Real-time and accurate control of operational losses and risks
- Capture business operation process information: provide real-time information for platform members
- Combined with statistical analysis tools: flexibly provide operational decision management information

Information Linking and Digital Tools Applications

Through the information connection software mechanism, the probe communication technology, message sending platform, APP, API system series, and RPA machine series connection will push the information transmission to the level of real-time, accurate and effective, and at the same time extend outward, and carry out information connection, crossing the information barrier between the upstream and downstream.

Expand the scale of API information linking

By the end of 2022, the information linking had reached 148 targets, covering suppliers, customers, carriers, logistics owners, financial services and government agencies; the scale of linking included 96 categories and 856 types of information; facilitate procedural transformation and digital transformation across enterprises to improve overall operational efficiency.

Expand RPA (Robotic Process Automation) machine linking applications

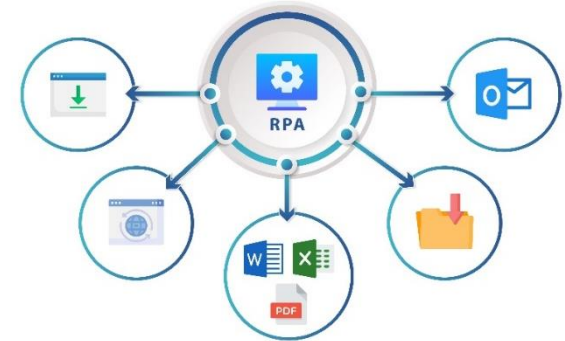
Leveraging on robotic learning, simulation and execution of business procedures based on rules and logic, we are able to minimize manual labors and repetitive operations on computers to not only improve execution efficiency, eliminate uncertainties and optimize the quality of work, but also invest human resources in highly knowledge-based and creative work, thereby creating greater value.

AI Technology Integration and Application

Use big data to realize the intelligence of the operation control mechanism and provide simulation of decision-making results. Since the establishment of the "AI Intelligent Lab" in 2019, the AI technology has been actively developed to develop an AI decision-making management mechanism, extending AI technology to various abnormal detection, early detection of problems to avoid defects and recurrence, and application to identify abnormal behaviors in the field of continuous audit, and achieve complementary effects with manual audit operations.

Concrete R&D results:

- Abnormal detection: Detection of the correctness of input data, detection of inefficient products, and detection of abnormal behaviors
- Intelligent identification: identification of key customers and product life cycles
- Planning Simulation: Bonus System
- Operations Management: Customer Account Credit Forecasting





Cloud Warehousing Service Platform

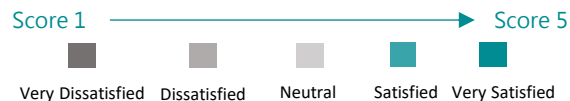
The core mechanism concept of cloud warehousing is to gather the necessary logistics needs of supply chain participants on the axis of resource sharing and mutual benefit, and share the operational benefits and resource utilization benefits brought by economies of scale by sharing warehousing space and distribution resources. The low and peak seasons among participants have a complementary effect, and the flexibility of warehousing space application has been greatly improved.

Cloud warehousing can achieve the lowest transaction costs and logistics losses from the upstream of the supply chain to the final sales end. "One less node, one less period of logistics", through the "right to move goods" to reduce unnecessary warehousing operations and transportation of goods between various transaction links, greatly reduce carbon emissions and resource consumption, and implement the common goal of energy conservation and carbon reduction.





Home Service Customer Satisfaction Rating 4.8 / 5 for three consecutive years



The satisfaction evaluation mechanism of home service is aimed at the satisfaction of users who have received home service, and the satisfaction of the whole and three major aspects is investigated. Collecting real feedback and suggestions from users, system detects and files cases and constructs a customer service care mechanism intelligently, in order to achieve a good cycle of effective communication, improvement and good interaction.

Overall evaluation results in 2022:

- The average satisfaction score for home service in 2022 is 4.8 points (Note)
- 96.3% were satisfied with a score of 4 or more
- 1.8% were satisfied with a score of 2 or less

Review the three main aspects of service details:

- (1) Appointment process (2) Service quality (3) Environmental maintenance
- More than 95% of the three major aspects received high scores (4 points or more)
 - The low satisfaction (less than 2 points) of the three major aspects is controlled within 1.6%
 - We also carry out customer care and improvement review measures to continuously improve service quality

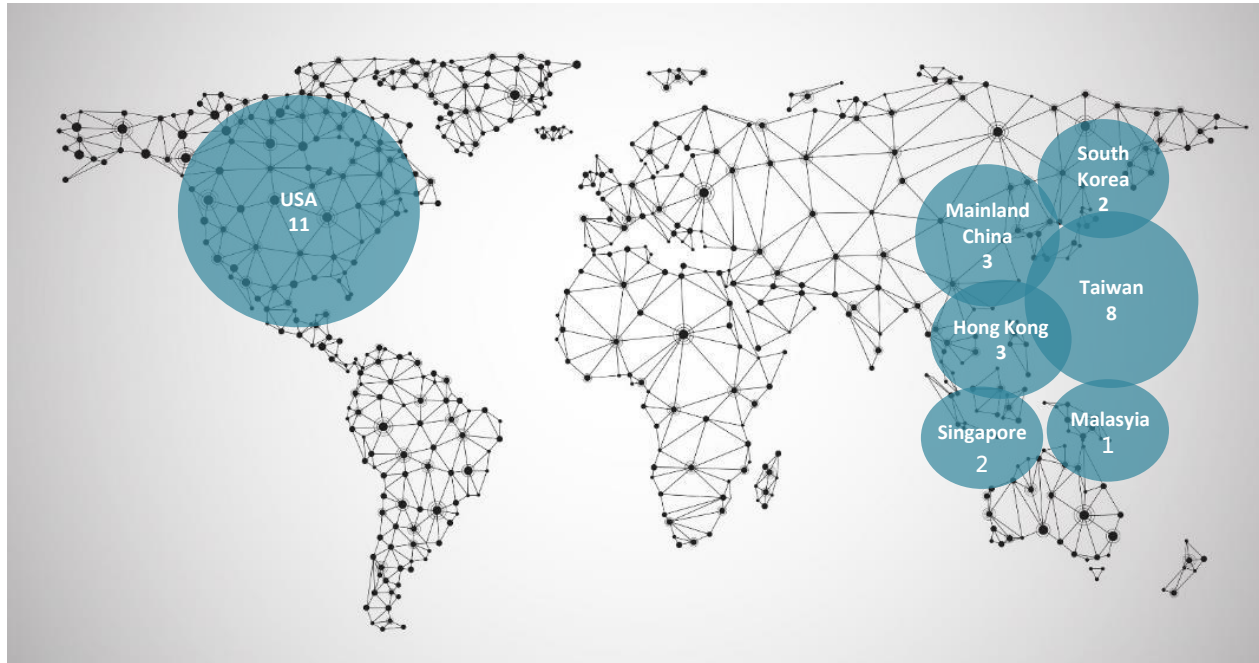
Note: The evaluation results are from 2022.01.01 to 2022.12.31, and the Customer Satisfaction Rating is confirmed by the accountant

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, Microsoft, HP, IBM, Apple, Asus, Acer, Lenovo, Samsung, Seagate, WD, Kingston, Huawei, etc.

As of the end of 2022, SYNNEX had more than 300 suppliers, with the top 30 suppliers located in Taiwan, the U.S., Mainland China, South Korea and Hong Kong, Singapore, Malaysia . In terms of purchasing amount, the top 30 suppliers of SYNNEX (including its subsidiary BestCom) were from the U.S., followed by Taiwan.



Supplier Management

In addition to strengthening self-management, with respect to partners selection, the Company's focus is in fulfilling corporate social responsibility instead of profits as an important indicator for long-term cooperation. In evaluating the suppliers' fulfillment of their social responsibility, the Company mainly evaluates the following items:

1. 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.

2. "Integral Management, Clean Transactions"

Link with the vendors and customers through SYNNEX's role as a distributor to jointly create a harmonious trading environment. In addition to honoring the commitment to integrity, the Company shall also comply with the relevant laws and regulations as a law-biding and practical enterprise.

3. "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. The top 30 suppliers of SYNNEX (including its subsidiary BestCom) have entered into contracts with the Company, the content of which includes product labeling,

product inspections, environmental protection, and letter of undertaking of integrity. The following table shows the percentage of the requirements.

Content	Product Labeling Act	Product Inspections	Environmental Protection	Letter of Undertaking of Integrity	Total
Number of companies	7	7	4	9	12
Percentage	23%	23%	13%	30%	40%

Note: The total percentage is calculated by including the content of the contract if any of the requirements are met.










CH3

Happy Enterprise

Material Issues / Employee diversity and equality

We hope to build a diversified and inclusive environment in which the concepts of friendliness, inclusiveness and equality are naturally integrated into the daily work of every employee.

 Policy	<p>We support diversity and inclusion, and treat every colleague with kindness and equality.</p>
 Goal	<p>We create a positive culture of SYNNEX and maintain the current inclusive environment</p>
 Accountable Unit and Resources	<p>The Human Resources Planning & Management Div. is responsible for planning and management. The supervisors of each unit cooperate with each other</p>
 Action Plan	<ol style="list-style-type: none"> 1. We create an inclusive environment by selecting and promoting people regardless of gender, culture, nationality or other factors unrelated to work ability 2. We continuously assist employees with a friendly and inclusive attitude in providing them with different needs at different stages of life
 Evaluation Mechanism of Management Approach	<p>Regularly review employee composition, the age distribution and gender ratio of employees, etc. to maintain an appropriate staff composition</p>

Material Issues / Human Rights

We hope to create a positive, need-oriented culture where each individual has the opportunity to pursue development and growth, without unfair treatment due to personal positions and conditions other than work ability.



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 review employee composition, the age distribution and gender ratio of employees, etc. to maintain an appropriate staff composition

Material Issues / Labor/Management Relations

SYNNEX has pursued "Stability · Sustainability · Growth" of its business. Based on the employee-oriented concept, SYNNEX has constructed a diversified, equal, warm, and sound workplace; also, employee safety and training and development are important.

 Policy	Implement employee care, value employee feedback, provide a secure platform for colleagues' development, and consistently enhance employee career fulfillment and satisfaction.
 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	<ol style="list-style-type: none"> 1. In addition to regular labor-management meetings and welfare committee meetings, we are developing an employee app to establish a smooth and two-way communication avenue. 2. Implement team-building activities to unite and strengthen overall cohesion.
 Evaluation Mechanism of Management Approach	Ensure the rights of relevant individuals through employee feedback and complaint channels.

Material Issues / Training and Education

We regard employees as our most valuable asset and spares no effort in employee development. We firmly believe, "Great employees lead to excellent departments, and excellent departments are the foundation of a great company."



Policy

We prioritize employee career development, establish a comprehensive training system, create a learning-oriented organization, and continuously enhance the competitiveness of both employees and the organization.



Goal

Every colleague working at Synnex is empowered to reach the ultimate goal of the 7P's (Planning, Professionalism, Perfection, Performance, Profit, Pleasure, Prestige) by fostering their capabilities and broadening their perspective.



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. SYNEX's EMBA articles to guide the correct concept
2. Weekly and monthly report system to cultivate the habit of organizing and analyzing
3. Functional training to enhance professionalism



Evaluation Mechanism of Management Approach

1. Review the awareness and recognition of capability enhancement and role transition through the four major reporting systems
2. Leverage on the function measurement mechanism as an important tool to identify the ability of talent to enable employees to clearly recognize their strengths and weaknesses and set a clear direction for improvement

Material Issues / Compensation Levels and Employment Status

We place immense importance on providing its employees with a favorable working environment and lifelong development opportunities, fostering a long-term commitment to mutual growth with the company.



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. Maintain a continued high proportion of permanent staff employment to safeguard the job rights of each team member.



Evaluation Mechanism of Management Approach

1. Regularly review personnel turnover to maintain a reasonable balance between new hires and departures.
2. Periodically review the proportion of employment categories and contract types among current employees to ensure employment rights.

3-1 Employee Diversity and Equality

1. **Inclusive Environment:** SYNNEX creates an inclusive environment by selecting and promoting people regardless of gender, culture, nationality or other factors unrelated to work ability.
 - **Gender** - 41% of all manager positions at the manager level, 48% of positions above the assistant manager level (inclusive) were composed of female in 2022, emphasizing our ongoing commitment to gender equality. In addition, in order to eliminate sexual harassment in the workplace, in addition to the formulation of the measures on the prevention of sexual harassment in the workplace and regular publicity, the investigation process of the complaint case takes into account the privacy and confidentiality. Any substantiated cases will be punished severely to ensure a safe 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.
2. **Team Building:** SYNNEX recognizes that much of the discrimination and misunderstanding often comes from a lack of understanding between people. We actively organize various team building activities, including family days, sports events, travels, fun activities, etc. Through non-work interactions, we can increase common topics and interaction among colleagues and indirectly eliminate stereotypes and prejudices.
3. **Friendliness and inclusiveness:** We assist employees with a friendly and inclusive attitude in providing them with different needs at different stages of life. For those who need to take care of their children by themselves, we provide a friendly baby-sitting environment. Through appropriate work arrangements, we are able to meet employees' short-term family care needs for them to work without any concern. For those who need medical care or recuperation, we provide options of unpaid leave for medical treatment, so that they can receive proper treatment and do not have to worry about their employment rights.

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 2022 °

Human rights-related management mechanisms

Protect work rights	As of December 31, 2022, we have a total of 1,267 employees. Among them 1,227 employees are permanent, accounting for more than 97%. We did not hire any dispatched workers. All employees are provided with all of the rights and interests as specified by the regulations from their first day at Synnex to ensure their employment rights.
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.

2022 Staff composition

Type	Category	Male		Female		Total	
		Number of staff	%	Number of staff	%	Number of staff	%
Employee type	Permanent	719	59%	508	41%	1227	97%
	Part time	23	58%	17	42%	40	3%
	Dispatched	0	-	0	-	0	-
Employer-employee contract	Permanent (non-fixed term contract)	665	57%	502	43%	1167	95%
	Contract (fixed term contract)	54	90%	6	10%	60	5%
Nationality	Taiwanese Citizen	718	59%	508	41%	1226	100%
	Foreigner	1	100%	0	0%	1	0%
Age	≤30 years old	136	54%	114	46%	250	20%
	31-50 years old	503	58%	357	42%	860	70%
	≥51 years old	80	68%	37	32%	117	10%
Management	Management personnel	105	59%	72	41%	177	14%
	Non-management personnel	614	58%	436	42%	1050	86%

1. The number of persons by employee type includes part time personnel; all other disclosures are permanent employees. Additionally, there are 18 non-employee workers, with their primary responsibilities being in cleaning, security, and mechanical positions.

2. Management personnel is defined as those above the manager level

Total number and proportion of newly hired permanent employees in 2022

Gender	Age range	Number of new recruits	Total number of employees	Percentage of new recruits
Female	≤30 years old	45	114	12.2%
	31-50 years old	17	357	
	≥51 years old	0	37	
Male	≤30 years old	45	136	14.9%
	31-50 years old	61	503	
	≥51 years old	1	83	
Total		169	1,227	13.8%

Total number and proportion of permanent employees who departed in 2022

Gender	Age range	Number of departing employees	Total number of employees	Percentage of departing employees
Female	≤30 years old	41	114	17.1%
	31-50 years old	46	357	
	≥51 years old	0	37	
Male	≤30 years old	34	136	15.0%
	31-50 years old	69	503	
	≥51 years old	5	80	
Total		195	1,227	15.9%

3-2 Occupational health and safety

Protecting and preventing employees from being harmed in the workplace and on business trips is an important issue that we work hard to solve and drive, and an important commitment to our employees that lets them work, worry free. We hope to reduce the occurrence of occupational incidents through improving the work environment, education and training, and management measures. Zero occupational incidents and injuries is our goal.

To provide our employees with a safe and healthy work environment, the workplace and server rooms are inspected daily to strengthen electricity safety, and company cars are checked each day before they are driven. Also, we arrange for professionals to perform regular maintenance work, such as monthly inspections of high and low voltage equipment by professional electromechanical companies, quarterly inspections of drinking water quality, bi-annual water tower cleaning and water quality inspection, and annual maintenance of air conditioners and blowers. We also regularly check our buildings for structural safety and slope, reinforce the structure between pipes, and inspect the ceiling structure, fire-fighting equipment, and safety of building facilities to strengthen workplace safety so that our employees can work with peace of mind.

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.

The 2022 total attendance for external occupational safety education is shown in the table to the right. We also organize a variety of education and training courses for employees to enhance their safety awareness and avoid unsafe behaviors.

The logistics centers also focus on job characteristics by educating employees on the key points of forklift operation safety, teaching them the correct posture for lifting heavy objects, etc., and lead them in warm-up exercises every morning to prevent musculoskeletal injuries caused by moving heavy objects.

Moreover, if the work environment cannot be completely improved by engineering control, we also provide personal protective equipment such as waist protectors and earplugs to avoid and reduce lumbar injuries and noise hazards caused by handling items.

For high-altitude operations, we inspect equipment and promote safety before the operations take place, and require safety helmets and safety belts to be worn to prevent fall hazards.

Occupational safety and health training courses

Type	Course title	Enrollments
Internal training	Occupational safety and health training for new hires	66
	Occupational safety and health training for employees	2,518
External training	On-the-job training for occupational safety and health management personnel	3
	Education and training for forklift operators	4
	Training lectures refresher course for fire prevention managers	1

We established an Occupational Safety and Health Committee that reviews, coordinates, and gives recommendations on occupational safety and health management issues on a quarterly basis. The committee also encourages employees to provide safety and health management recommendations based on actual work conditions to participate in the process of establishing management measures.

Members of the committee include one chairman and one executive secretary, and the proportion of employee representatives of each location is 57%, which fully complies with the legal requirement that employee representatives should account for more than one-third of the members.

Composition of the Occupational Safety and Health Committee by each logistics center

	Number of committee members	Number of employee representatives	Employee percentage
Taipei logistics center	7	4	57%
Taichung logistics center	7	4	57%
Kaohsiung logistics center	7	4	57%

Occupational injury prevention

A total of five occupational injuries occurred in 2022, of which four were a traffic accident that occurred when an employee was commuting to and from work while riding a motorcycle.

In 2022, the disabling injury frequency rate is 1.96, the work days lost rate is 136.17 (calendar days), and the number of occupational deaths is 0.

A careful analysis shows that the injuries are mostly due to accidents caused by negligence of their own safety (accounting for 80% of all incidents). Thus, to enhance employees' safety awareness and reduce the risk of similar incidents, we actively strengthen internal education and training and safety promotion.

2022 Occupational injury statistics

Employees	Male	Female	Total
Injury frequency rate (IR)	3.38	0	1.96
Occupational disease rate (ODR)	0	0	0
Lost day rate (LDR)	234.33	0	136.17
Absence rate (AR)	0.51%	0.52%	0.51%
Total number of occupational deaths	0	0	0

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

Occupational disease prevention and employee health management

On-site healthcare services

We introduced health service doctors with services provided on site, including health seminars and physician consultation. In addition to health consultation, special consultation topics were planned. These topics include employees who feel they are experiencing musculoskeletal discomfort and abnormal workload; and female employees who are breastfeeding during pregnancy, within one year after giving birth, and still breastfeeding after giving birth. Through these services, we track and understand the health conditions of high-risk employees.

Health enhancement activities

We organize health enhancement activities irregularly, such as weight loss activities, employee athletic games, family days, and blood drives, to promote health awareness and educate employees on proper health concepts.

Regular medical check-ups

We provide free medical check-ups to our employees, which is superior to the regulations. The examination items are diverse and include a full blood panel, cardiovascular disease, cancer screening, eye pressure testing, ultrasound, x-ray, and electrocardiogram. Family members of our employees are offered the same check-up at a discounted price to raise their willingness to get regular check-ups to safeguard the health of our employees and their family.

Health promotion environment

To protect employees who work with computers for long periods of time, we have been using 22-inch low blue light monitors to reduce the burden and damage to the eyes.

Neck and shoulder massage services are provided by a professional masseuse to relieve the stiffness from sitting in the office for long hours, improve blood circulation, and relieve stress. 2,475 massages were provided in 2022.

In 2022, we introduced magnesium-ion bubble water dispensers at all our office locations across Taiwan. These dispensers offer colleagues access to premium-quality drinking water, allowing them to replenish vital minerals as needed, contributing to their well-being, and receiving positive feedback from our colleagues.

3-3 Education and Training

Diversified and Systematic Education and Training

In addition to face-to-face physical courses, SYNNEX has set up a knowledge management system for employees to learn independently online, without the limitation of hardware environment so as to arrange courses flexibly. We also assist employees in improving their career development through internal education and training, monthly reports, and project sharing for many years.

Average training hours for female employees in 2022 Note: Including internal and external training

Employees	Total Training Hours	Total number of employees	Average training hours
Supervisor	2537	72	35.2
General employees	10372	374	27.7
New employees	2046	62	33.0
Total	14955	508	29.4

Note: Supervisor is defined as those above the manager level

Average employee training hours in 2022 Note: Including internal and external training

Employees	Total Training Hours	Total number of employees	Average training hours
Supervisor	6134	177	34.7
General employees	23694	881	26.9
New employees	5577	169	33.0
Total	35404	1227	28.9

Note: Supervisor is defined as those above the manager level

Average training hours for male employees in 2022 Note: Including internal and external training

Employees	Total Training Hours	Total number of employees	Average training hours
Supervisor	3597	105	34.3
General employees	13322	507	26.3
New employees	3531	107	33.0
Total	20449	719	28.4

Note: Supervisor is defined as those above the manager level

Career Development

SYNNEX has established a smooth promotion channel, and does not consider the length of service as a benchmark for promotion. Instead, we view the actual capabilities as an important criterion for promotion assessment.

Each unit has set up a clear career development path. The Software Development Center provides a sound career development system from basic programming, system design, system analysis, project management to cross-platform management; the business unit from internal business, channel operation, product management, product planning to departmental operation; the back office unit of the headquarters from basic execution to system design planning and overseas management; and the logistics system from on-site operation, online supervision to potential staff.

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 2021				Description
		Male		Female		
Sales Staff	6 times/year	180	100%	210	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	127	100%	170	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	412	100%	128	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 Compensation and Benefits

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

Information about salary of full-time employees who are not in a managerial position

Item	2021	2022	Growth compared to the previous year
Number of employees	697	671	-3.7%
Average amount of employee salary(NTD '000/ person)	1,179	1,228	+4.2%
Median amount of employee salary(NTD '000/ person)	1,006	1,049	+4.3%

Range : 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 Care

The company cares for employees by providing cash gifts or gift certificates for marriage, funeral, hospitalization, childbirth, and birthday.

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.

The number of employees applying for interest free loans and the total amount of loans allocated

In 2022, we introduced interest-free loans for electric motorcycles, encouraging our colleagues to consider their commuting needs while also contributing to energy conservation and carbon reduction.

Year	2019	2020	2021	2022
Number of employees	21	23	95	46
Amount (NT\$)	10,284,000	12,568,000	13,316,000	7,361,000

Leave system

Emphasizing the creation of an "intelligent and balanced work lifestyle" to encourage colleagues to "take adequate vacations". In addition to the annual leave required by law, new employees that have been on board for less than one year are eligible for leave better than the standards specified in the Labor Standards Act.

Team building activities

We arranges a variety of events each year, such as athletic games, family days, gifts for the three major holidays, movie appreciation events, spring festival galas, corporate retreats, and team building activities to create unity.

Neck and shoulder massages

Neck and shoulder massage services are provided by a professional masseuse, relieving the stiffness from sitting in the office for long hours and improving blood circulation.



SYNNEX 34th Anniversary: A Sustainable Commitment to Earth

In 2022, as SYNNEX celebrated its 34th anniversary, we organized a series of festive events to express gratitude to all employees for their growth together with the company.

Combining the business philosophy of "Stability · Sustainability · Growth" with a commitment to sustainability, a sustainable concept known as the Synnex Tree was designed. All colleagues were invited to participate in this initiative. Each leaf on the Synnex Tree was personally signed by colleagues, and it represented a pledge to do something for the Earth, promoting practical sustainability in our daily lives.

Parental leave

We provide employees with a friendly flexible parental leave environment.

- We have set up a nursing room to provide a comfortable environment for postpartum mothers.
- Priority parking spaces for pregnant women
- Provide 45 working days of maternity leave for employees, which can be used for employees to recuperate for more than 2 months.

According to the statistics in 2022, among the female employees who are eligible for parental leave, over 60% (also a number of male colleagues had applied for parental leave) 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!

Parental leave, reinstatement and retention rates

Item	No. of male	No. of female	Total
Number of employees eligible for parental leave in 2022 (A)	54	37	91
Number of employees who took parental leave in 2022 (B)	4	25	29
Expected total number of reinstated employees in 2022 (C)	3	17	20
Actual total number of employees reinstated during the reporting period in 2022 (D)	2	11	13
Actual total number of employees reinstated during the reporting period in 2021 (E)	1	10	11
Total number of employees still on the job 12 months after returning from taking parental leave in 2021 (F)	1	9	10
Parental leave application rate (B/A)	7%	68%	32%
Reinstatement rate (D/C)	67%	65%	65%
Retention rate (F/E)	100%	90%	91%

Note:

1. Male: took paternity leave in 2020-2022 Female: took maternity leave in 2020-2022

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 2022.

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. New employee workshops are held to help new employees understand and dispel doubts so that they can fit well with the company's culture and values.
Information and announcements	We regularly use APP, email and physical bulletin boards 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.

A close-up photograph of a pair of hands gently holding a large, smooth, red heart. The heart is the central focus, with a soft, matte texture. The hands are positioned on either side of the heart, with fingers slightly curled. The background is blurred, showing what appears to be a white fabric. A diagonal red overlay covers the bottom-left portion of the image, containing the text 'CH4' and 'Social Participation'.

CH4

Social Participation

4-1 Talent Cultivation

Academia and industry collaboration intern program

We provide internship opportunities that combine education, learning, and practice, so that outstanding college students can gain in-depth understanding of the workplace environment and industry ecosystem by participating in and experiencing the operations of a world-class company before entering the workplace. The internship also allows young students to better understand Synnex and cultivate the future talent pool of Synnex and the society.

Logistics centers provide industry-academia exchange and education and training

The logistics centers located in Linkou and Taichung use the most advanced warehouse management and smart logistics systems.

In recent years, these centers have been receiving visits from industry and academia. Visiting units include NCTU, NCCU, CUHK, and the National Central Library, as well as industry exchanges.



4-2 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.

In 2022, Mr. Tu published the book "The Secret of My Career – Training of Deep Thought" and donated the books to the libraries of colleges and universities to enhance the workplace awareness of college students, enhance their career competitiveness, and spare no effort to cultivate talents.

Royalty donations

Mr. Tu donated all the royalty income from the publication of the series of books and related articles for the promotion of education, culture and arts, and donated a total of more than NT\$3 million as of 2022.



4-3 Social Engagement

Blood Donation Event

To alleviate blood shortage and help those in need, SYNNEX have held blood donation activities for several years . Besides the enthusiastic participation of SYNNEX employees, it has garnered support from neighboring communities and businesses, successfully achieving the fundraising goals of the event.



Jointly Fighting against the Pandemic in the Pursuit of Sustainability with Love

SYNNEX has long been concerned about the medical and social welfare in rural areas. In 2022, due to the resurgence of the pandemic, SYNNEX noticed that Tungchi Public Welfare has been providing the disabled elderly and the physically and mentally challenged with home services and home care for a long period of time. As there was a large demand for masks, we donated 8,000 medical masks to Tungchi Public Welfare to ensure the health of the caregivers and the cared.

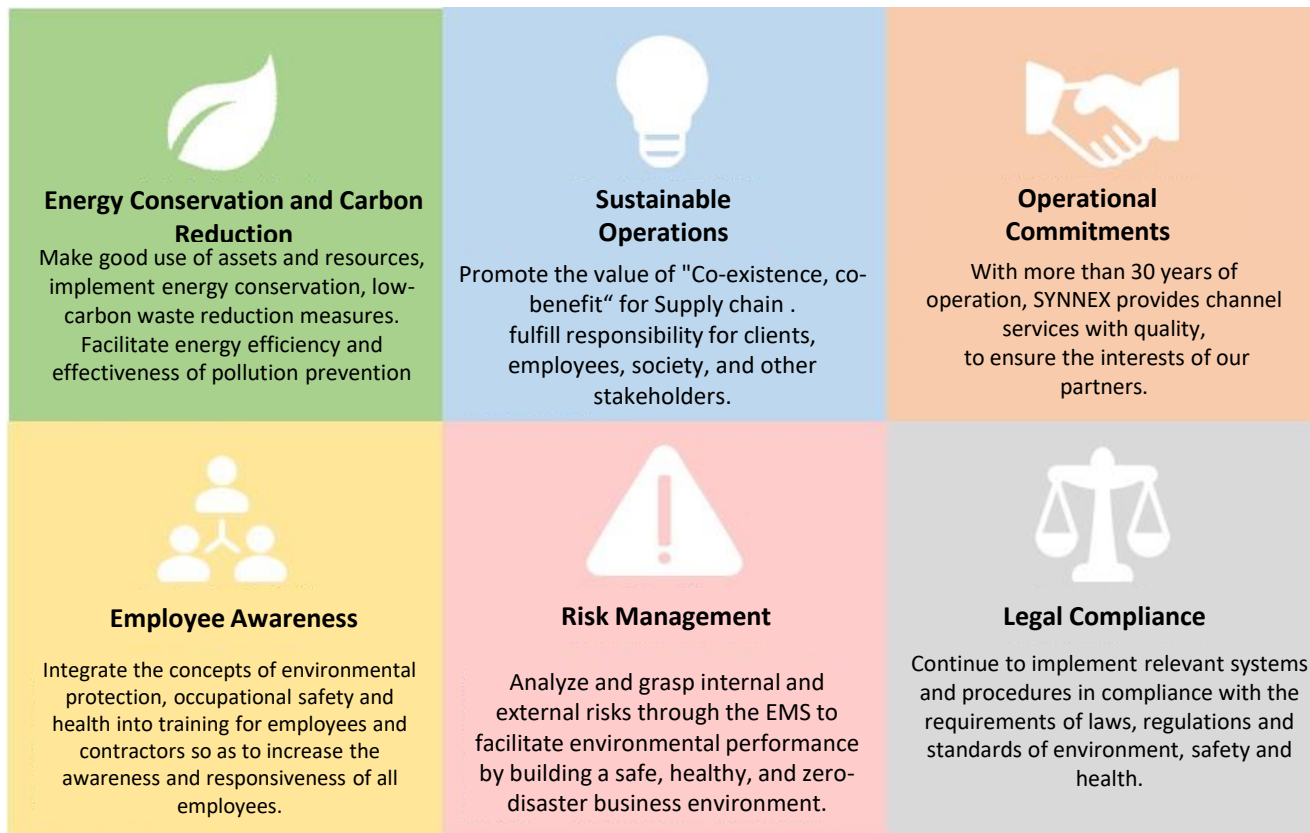




CH5

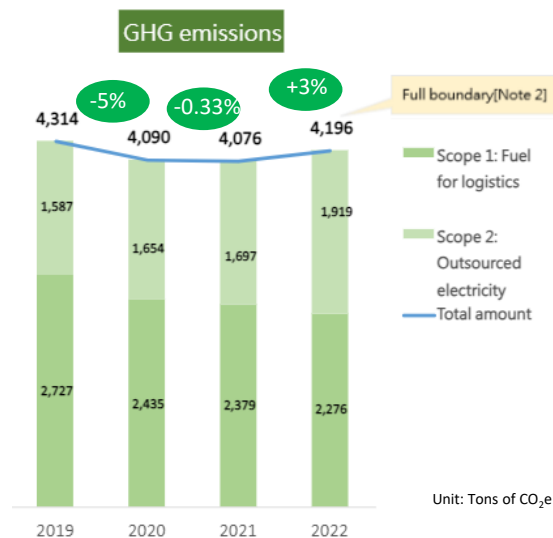
Environmental
Management

Environment Management, Occupational Safety and Health Policy



5-1

Energy and Greenhouse Gas emissions



Scope 1: Fuel for logistics

GHG emissions = amount used (L) x GHG emission factor (kg/L) x GWP (including CO₂, CH₄, and N₂O)

Scope 2: Outsourced electricity

GHG emissions = amount used (kWh) x GHG emission factor (kg/kWh)

[Note1] According to the latest Electricity Carbon Emission Factor announced by the Bureau of Energy: 1 kWh = 0.502 Kg CO₂e (2020 factor announced on September 27, 2021)

[Note2] Locations covered: Main location of operations of SYNNEX Taiwan and Synergy (Taipei headquarters, Hsinchu, Kaohsiung Branch, Taipei, Taichung and Kaohsiung logistics centers)

Source of greenhouse gas emissions

SYNNEX's greenhouse gas emissions (GHG) can be categorized into direct emissions (Scope 1) and indirect emissions (Scope 2). The sources are as follows:

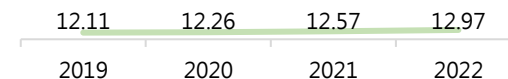
- Direct emissions (Scope 1): Fuel for logistics
- Indirect emissions (Scope 2): Outsourced electricity

The quantification of greenhouse gases in this report was calculated referring to the Electricity Carbon Emission Factor updated and announced by the Bureau of Energy, Ministry of Economic Affairs on June 21, 2023 and the 2021 sixth Assessment Report of the United Nations Intergovernmental Panel on Climate Change (IPCC) based on the 100-year Global Warming Potentials (GWP), in which all GHG emissions are converted into carbon dioxide equivalent (CO₂e) using GWP.

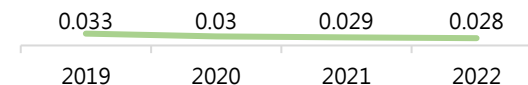
In 2022, the boundary of the Syntron greenhouse gas inventory will be included in all bases of the parent company and cover the main operating bases of the subsidiary. The total emissions were approximately 4,196 tons CO₂e

In terms of emission intensity, the MSP maximizes economies of scale and the Group continues to promote energy-saving and electricity saving measures

- (Scope 1) Fuel for logistics: 12.97 tons (CO₂e/ per vehicle)



- (Scope 2) Outsourced electricity: 0.028 tons (CO₂e/floor area (m²))



GHG emissions and Intensity Inspection by Unit

This year, the organizational boundaries of the parent company were fully included, and the business volume continued to grow, and the overall emissions and density increased. The Group's MSP has improved energy efficiency, which is reflected in a slight reduction in emissions per container in logistics. In 2023, the parent company of SYNNEX introduced the ISO14064-1:2018 greenhouse gas inventory and obtained a third-party verification at the end of August.

Scope 1

- **0.0003 tons of CO2e in logistics fuel consumption per box**

- Scope of business covered: Logistics store distribution, small home appliances distribution
Energy conservation measures: Digital optimization for service mechanism:
(1) Optimal inventory allocation and shipment route
(2) Intelligent dispatch scheduling

- **0.0042 tons of CO2e in average fuel consumption per home service**

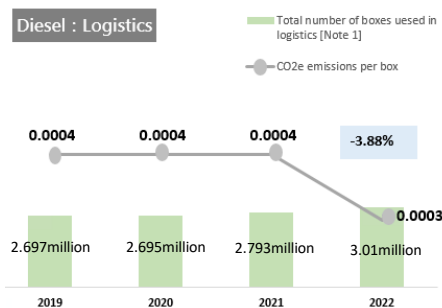
- Scope of business covered: IoT home appliances home installation and maintenance
Energy conservation measures: Service platform resource integration
(1) Technician capacity and technology integration
(2) Route optimization

Scope 2

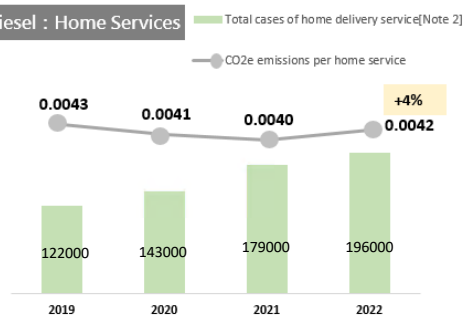
- **0.3516 tons of CO2e in electricity consumption per box for shipment**

- Scope of business covered: All warehousing and logistics
Energy conservation measures: implement measures of various energy conservation to save electricity
(1) Regular maintenance and replacement of equipment
(2) Replace with LED energy-saving bulbs and turn off lights during lunch break

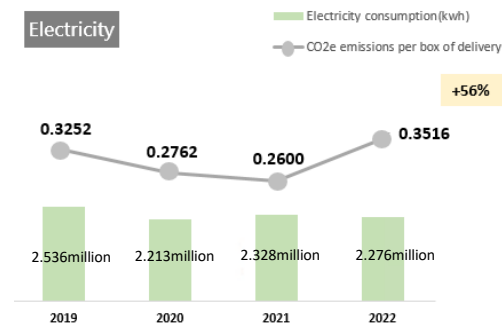
Diesel : Logistics



Diesel : Home Services



Electricity



[Note 1] Total number of boxes used in logistics: Logistics delivery and store distribution, number of boxes used in home delivery, number of items in small home appliances distribution

[Note 2] Total number of services: Fuel consumption is included in the number of self delivery cases. In response to the increase in the demand for home services, we have worked with outsourced carriers since 2019. The number of outsourced cases accounted for approximately 20% of the total operations

Energy Management

Energy Consumption within the Organization

SYNNEX's internal energy consumption is mainly non-renewable electricity purchased from power company and the fuel used by the distribution vehicles of our logistics centers. Our Taipei headquarter belongs to commercial office building, which mainly uses electricity for ICT equipment, air-conditioning systems, and lights. As for logistics centers, electricity is used for automated warehousing equipment and lights. Fuel for logistics and distribution vehicles is also the other one.

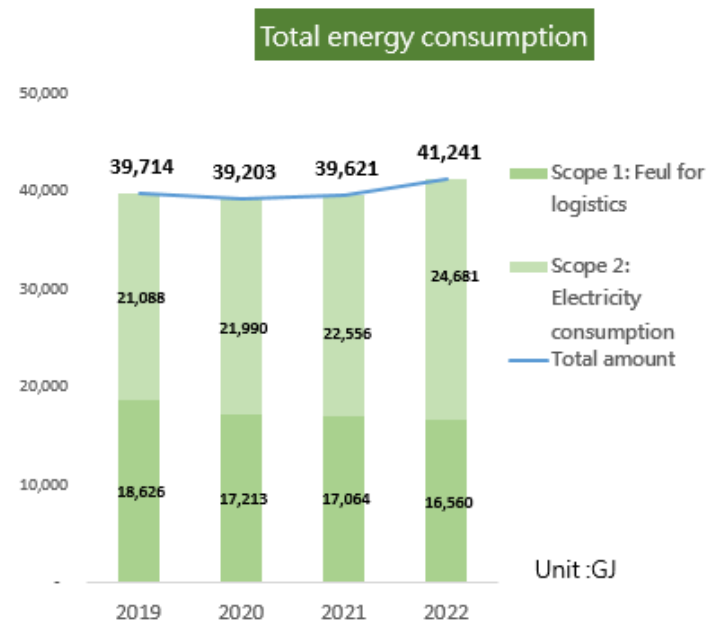
Relevant data sources are from Taiwan Power Company's electricity bills and the refueling records of the distribution vehicles. We also refer to the energy product heating value table released by the Bureau of Energy. Calculations are made from the following formula:

$$\text{Energy consumption} = \text{energy usage} \times \text{heating value} \times \text{conversion unit}$$

Identification results: Total energy consumption increased slightly by 4% to 41,241(GJ) in 2022 compared to that in 2021

Scope 1 Logistics Oil: attributable to an increase of 7.9% in operating volume to 3.2 million units Scope 2: Purchased electricity: Each site continues to promote energy-saving measures, and even though the data covers the full base of the parent company, the usage still shows a downward trend

【Action】 In 2022, the ISO14001:2015 environmental management system was introduced and third-party verification was obtained, The system is to examine the five environmental impact factors such as emissions, wastewater, waste, toxic pollutants and noise generated during the operations according to international standards. After identification, the project is in charge of chemical control and waste disposal, and regularly review the relevant environmental laws and regulations.

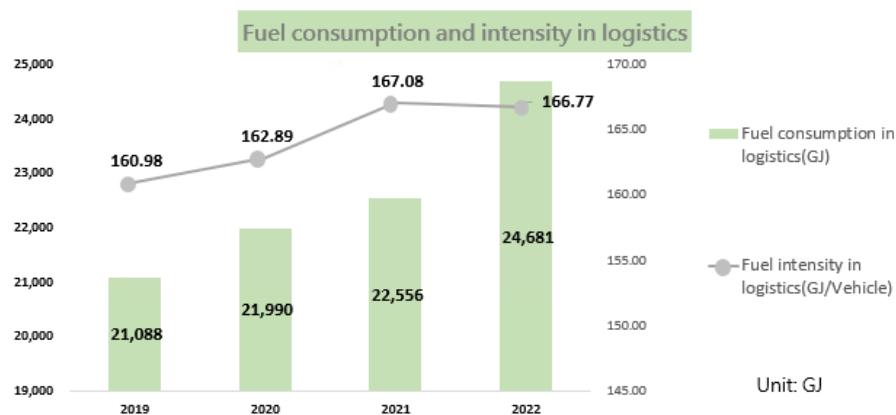


Note: Energy units are converted to "GJ" using the table of energy product unit heating value announced by the Bureau of Energy

Fuel for logistics

Energy consumption of fuel for logistics increased by 12% to 24,681(GJ) in 2022

- Fuel consumption intensity: Slight decrease by 0.2% to 166.7 GJ per vehicle
- Analysis of causes: Total energy consumption increased due to a 7.9% increase in operating volume to 3.2 million , but the efficiency of capacity operation was further improved, and the fuel energy intensity was reduced
- Response strategies: Continuous optimization in system mechanism to improve the energy efficiency of distribution and home services



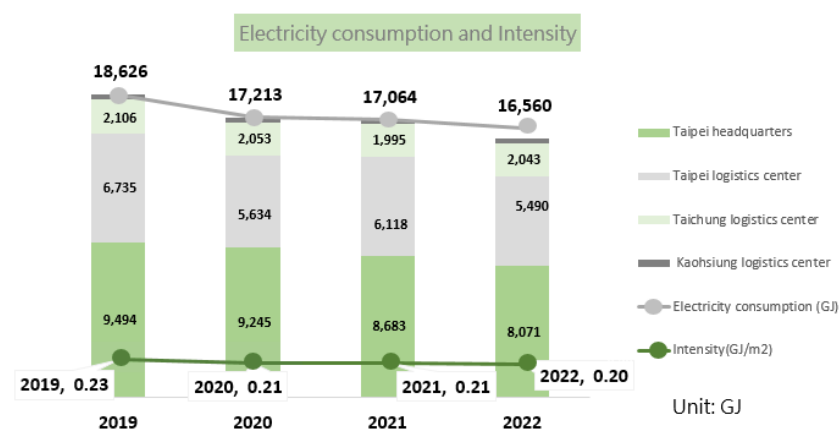
- Fuel consumption (L) in logistics at each location of operations in 2022

Taipei headquarters	Taipei logistics center	Taichung logistics center	Kaohsiung logistics center
9,156	396,305	150,983	145,207

Electricity

Energy consumption of electricity decreased by 3% to 16,560(GJ) in 2022

- Electricity consumption intensity: decreased by 4.7% to 0.20 GJ/m²
- Analysis of causes: Replacement with energy efficient lighting, change of power-consuming equipment, and implementation of energy conservation
- Response strategies: implement ISO standards to comprehensively review and improve strategies of energy conservation



- Electricity consumption (kWh) at each location of operations in 2022

Taipei headquarters	Taipei logistics center	Taichung logistics center	Kaohsiung logistics center
2,241,469	1,524,720	567,377	86,960

5-2 Water Resource Management

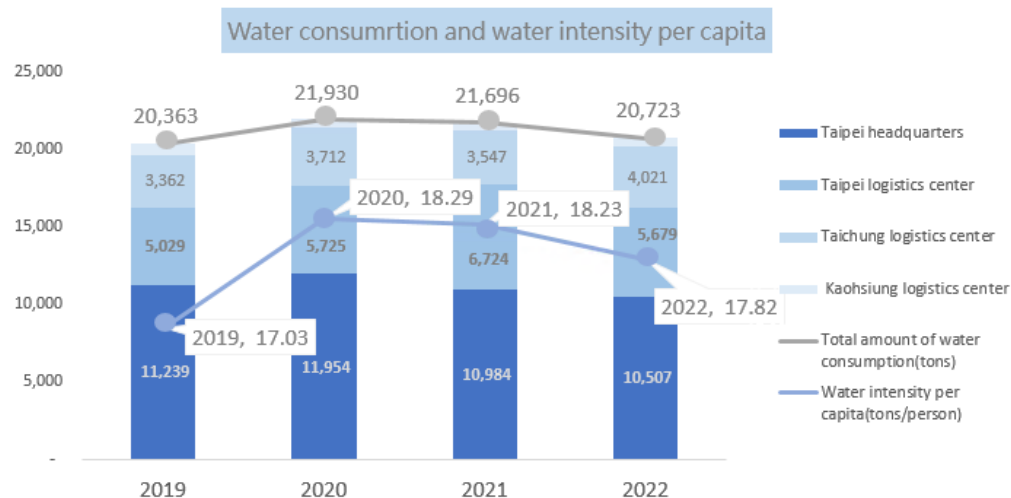
In addition to implementing daily inspections, promoting water-conservation concept, and introducing water-conservation facilities to improve water efficiency, SYNNEX also reviews the water usage in various regions on a regular basis to understand the improvements that can be made in each area.

Overview of water consumption in 2022:

- Water consumption of 20,723 tons, a slight decrease of 4% compared to 2021
- Water intensity of 17.82 tons per capita (per year), which slightly decrease compared to 2021

Overall analysis and measures:

- As the epidemic situation is still severe, strengthen sanitation measures such as cleaning and regular maintenance of water towers to increase overall water consumption
- The number of high temperature days increases, and the water consumption of the air conditioning cooling water tower increases. The room air conditioner is maintained at a suitable temperature of 27 degrees



5-3 Waste Reduction

In terms of waste management, Synnex implements waste classification and resource recycling, promotes the use of environmentally friendly tableware and shopping bags to facilitate the concept of waste reduction among employees, and policies such as recycling and reuse of packaging materials to reduce waste.

Waste management in 2022:

- Office type: Mainly domestic waste, which is divided into general waste, and waste that should be recycled or reused (Category R) is announced.
- Logistics Center: Mainly product maintenance waste and auxiliary sales materials, which can be divided into general waste, general business waste, and announced recycling or reuse (Category R).

In 2022, the total amount of waste generated increased by 60 tonnes compared to 2021, of which 42 tonnes were recyclable (Category R):

- Reason analysis: The operation volume of the Logistics Center increased by 7.9% to 3.205 million
 - The number of home services increased by 9.5%, the number of logistics boxes increased by 7.7%, and the total amount of consumable packaging materials increased
- Processing: Appoint a clearance operator with a qualified removal permit to handle it legally

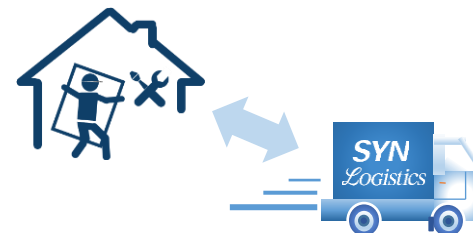
Item	Disposal method	2019	2020	2021	2022
General waste	Incineration	104	106	110	128
General industrial waste	Recycle	13	11	10	10
Recycle or reuse (Class R)	Recycle	17	19	20	62
Total	Unit: Tons	134	136	140	200

Professional electronic waste recycling

Recycling of Four-Waste Machines and Appliances: Total recycling of a record high of 7,989 units in 2022

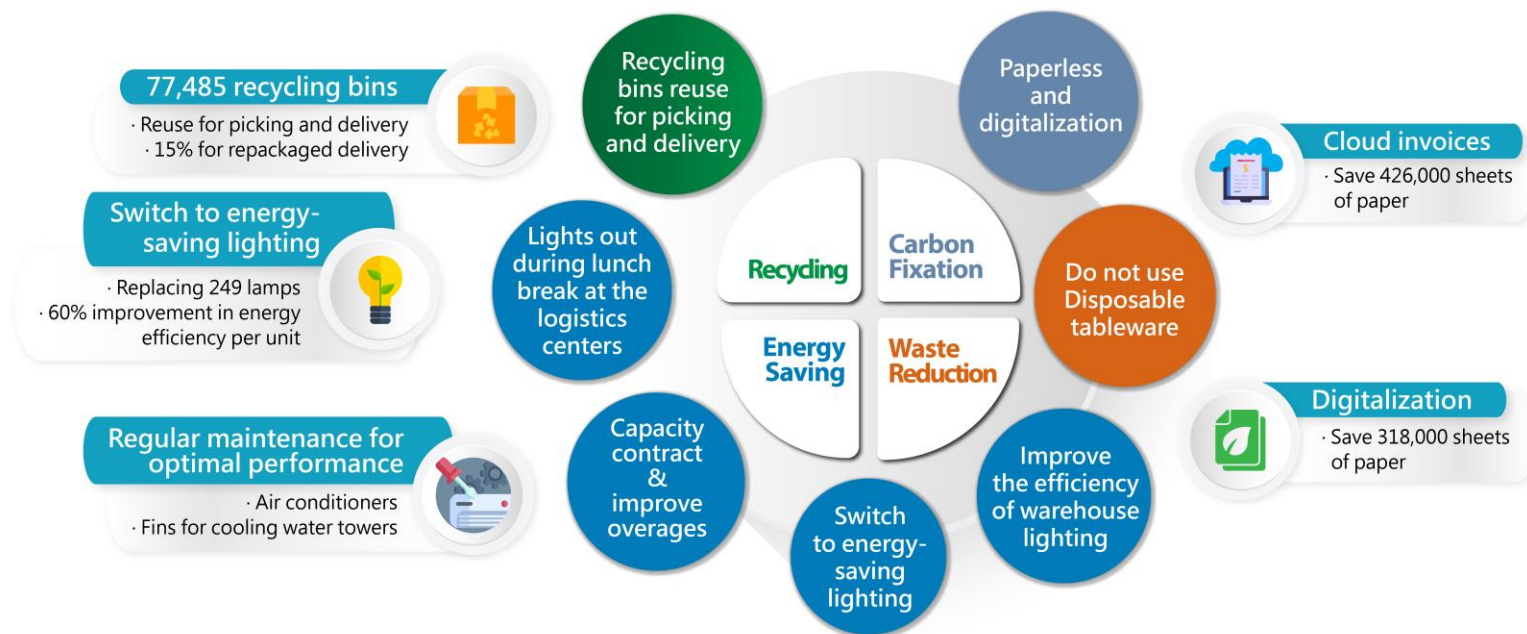
SYNNEX has been cooperating with the Environmental Protection Administration's "Four-Waste Machines" recycling policy since 2013, and its subsidiaries SYNERGY INTELLIGENT LOGISTICS have assisted consumers in recycling old TVs, refrigerators and washing machines in their homes when installing new machines at home, fulfilling corporate social responsibility and sparing no effort to protect the environment:

- Reduce the risk of environmental pollution: Ensure that waste appliances are properly recycled
- Improve resource efficiency and reduce carbon emissions: Make good use of reverse logistics to recycle Four-Waste Machines to save energy and reduce carbon emissions
- Recycled materials create market economic value: According to EPD, the output value of waste machine recycling exceeded NT\$1.9 billion in 2021. Promote resource recycling to comply with producer responsibility and sustainable material management, and further reduce waste and zero waste.



5-4 Environmentally Friendly Behavior

The green energy project facilitated the reduction of greenhouse gases by approximately 590.3 tons of CO₂e in 2022





CH6

Climate Action

6-1

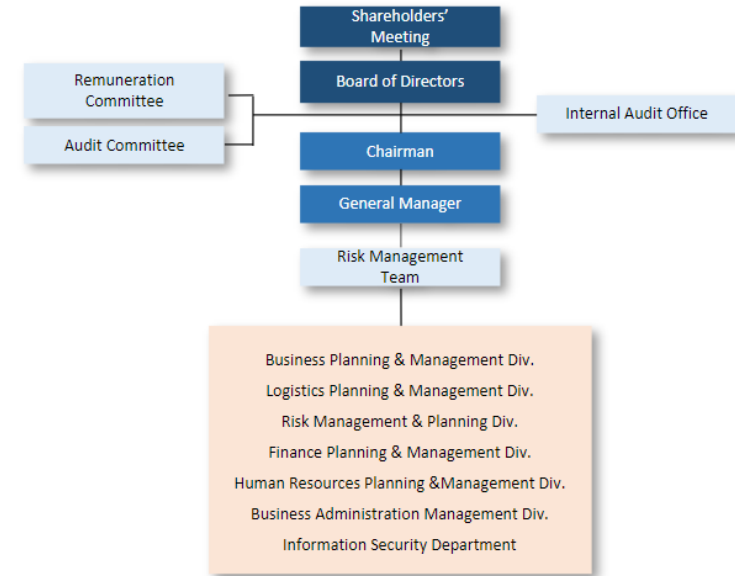
Climate Change Governance

Synnex is a channel integration service provider in high-tech industry. Although we don't belong to manufacturing industry featuring high pollution, it's our duty to mitigate and adapt to the threats of climate change as a citizen on the earth. In view of more frequent occurrences of global extreme climate, tightening up on climate-related regulations, and consumer's behavior changing nowadays, all conditions pose potential threats to our revenue, brand value, and reputation. Therefore, Synnex keep optimizing the measures of identifying and managing climate-related risks and opportunities, as well as developing strategies to improve the ability to low-carbon operation among itself and business partners, contributing to sustainable development of the world.

The Board of Directors of SYNNEX is the highest supervisory authority on climate change and is responsible for approving, reviewing and supervising risk strategies and policies.

- 2022/7/5 The Risk Management Team was formed and the General Manager serves as the convener of the Risk Management Team
- 2022/8/4 Risk management policies and procedures were formulated by the resolution of the Board of Directors, and the Risk Management Team for promoting risk management was set up, and regular reports were made to the Board of Directors.

Risk-related units in the organization were integrated into the Risk Management Team, and the General Manager 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.



6-2

Climate-related risks and opportunities

Item	Risks	Opportunities	Impact on Business	Expected impact time frame	Level
Extreme weather threat(cyclones, floods)	Chronic Risk/ Physical Risks	Products and Services	Operation/Market Risk	Short-term/ Medium-term/ Long-term	High
Extreme temperature changes (droughts)	Chronic Risk/ Physical Risks	Products and Services	Operation/Market Risk	Short-term/ Medium-term/ Long-term	High
Sea level rise/average temperature increase	Chronic Risk/ Physical Risks	Products and Services	Operation/Market Risk	Long-term	Medium
Policy Impact	Policy and Legal Risks	Energy Source	Operation/Marke/Policy Risk	Short-term	Medium
Changes in the globalized economy	Market Risk	Markets	Market Risk	Short-term/ Medium-term/ Long-term	Medium
The impact of the investment target	Market Risk	Markets	Market Risk	Short-term	Medium

Physical Risks

Aspect	Issue	Description of potential risks	Expected impact time frame	Potential financial impact	Responsive measures
Climate warming	Increasing use of electricity or water	Increased use of electricity or water due to climate warming may result in increased operating costs	Mid term/Long term	Cost increase without significant impact	<ul style="list-style-type: none"> ✓ Evaluate the investment in energy conservation and renewable energy ✓ The new building of the headquarters adopts the multi-layer glass curtain system that automatically adjusts the lighting and air conditioning energy saving with the sun-chasing system, and pursues the gold-level green building mark as the goal ✓ Replace equipment to improve energy efficiency
Extreme weather events	Supply chain disruptions	As climate change intensifies, the chances of extreme weather events increase and we can disrupt our supply chains, resulting in delays in timely deliveries, resulting in lower revenues and reputational impacts.	Mid term	Revenue declined but no significant impact	<ul style="list-style-type: none"> ✓ Establish standard operating procedures for emergency response ✓ A remote backup mechanism has been established to prevent disruption of commercial activities by climate variability or other factors

Transition Risks

Aspect	Issue	Description of potential risks	Expected impact time frame	Potential financial impact	Responsive measures
Policy and regulations	Policy actions related to climate change continue to develop	Limiting any adverse impacts that may contribute to climate change and promoting climate change adaptation, policies and regulations may increase the company's operating costs. The risk of climate-related litigation is likely to increase as the losses caused by climate change increase.	Mid term	Increased operating costs, penalties, and litigation cases without a significant impact	<ul style="list-style-type: none"> ✓ Actively consult with competent authorities, relevant organizations and other stakeholders, and pay close attention to changes in domestic and foreign laws and regulations ✓ Establish an internal data inventory of electricity and water consumption, carbon emissions, etc., and regularly check the effectiveness of environmental protection measures
	Green supply chain	The supply chain jointly pursues green sustainability, and greenhouse gas reduction management has become a necessary evaluation item in the procurement process. It is SYNNEX's responsibility to meet the needs of our customers and keep abreast of ESG trends together with customers.	Mid term	Increasing costs without a significant impact	<ul style="list-style-type: none"> ✓ Pay attention to ESG trends ✓ Evaluate and implement applicable International Standards (ISO, etc.) ✓ Plan to obtain ESG-related certifications by third-party.
Supply chain management	Pass-through costs from suppliers	Suppliers' production costs increase due to climate changes. This may increase the purchase price of products. The price increase will affect the competitiveness of its products, which may affect our profitability.	Long term	Increasing costs without a significant impact	<ul style="list-style-type: none"> ✓ Optimize the portfolio of digital products and services ✓ Provide supply chain service to multiple brands and expand business scale ✓ Improve the overall supply chain flexibility ✓ The supply chain operation mode is to directly negotiate the price between the vendors and the downstream customer, so the cost will be directly passed on to the downstream, and the operation service mechanism provided by SYNNEX can slow down the increase in the overall operating cost of the supply chain.

Transition Risks

Aspect	Issue	Description of potential risks	Expected impact time frame	Potential financial impact	Responsive measures
Reputational risk	Reputation management	Failure to actively respond to and invest in climate change issues of concern to stakeholders affects the company's image and credibility	Long term	Revenue declined but no significant impact	✓ Set up communication channels to respond to the issues or needs that stakeholders are concerned about, which is transformed into a boost to support the company's development towards a sustainable and green enterprise.
Technology Risk	Support low-carbon, high-performance technology improvement and innovation	There may be lower carbon alternatives to products or services, or the conversion of low-carbon technologies and renewable energy sources will lead to higher operating costs	Mid term/Long term	Increasing costs without a significant impact	<ul style="list-style-type: none"> ✓ Continue to promote low-carbon operations, implement carton recycling and digitalization ✓ Digitalization of operational processes (digital sign-off, digital operations, e-invoicing)

Description of the financial impact of climate change risks

As a distribution service provider, there is no significant financial impact on the physical risks and transition risks brought about by climate change to the company, such as the increase in water and electricity consumption due to climate warming, it is estimated that if the utility bill increases by 10%, it will only increase the operating expense ratio by 0.002%. Other potential risks have no material impact because the company has promoted relevant response mechanisms.

Potential Opportunities

Aspect	Issue	Description of potential opportunities	Expected impact time frame	Potential financial impact	Responsive measures
Supply chain sustainability	Increased customer demand for low-carbon products and services	Promote the series of digital information in the service process, integrate the upstream, midstream and downstream into a highly digital and energy-saving green supply chain, meet the needs of original factories and customers seeking low-carbon services, and achieve Co-existence, Co-prosperity, and Co-benefits of the industrial ecosystem!	Mid term	Increasing revenue	<ul style="list-style-type: none"> ✓ Management Service Platform (MSP) SYNEX takes the initiative to play the integrated role of digital bridge, providing exclusive customized APP for hundreds of vendors, customers and partners, and expanding digital connection to financial service providers and logistics service providers, providing various business opportunity development services, business operation services, analysis and management information services, etc., to improve the efficiency of industrial chain operation and further reduce resource consumption and carbon emissions in supply chain operations.

Potential Opportunities

Aspect	Issue	Description of potential opportunities	Expected impact time frame	Potential financial impact	Responsive measures
Supply chain sustainability	Pay attention to supply chain sustainability and operational resilience, and build a cloud warehouse operation mechanism for carbon reduction and energy conservation based on maximizing resource utilization efficiency	Short-chain logistics has become a supply chain study, reducing the upstream and downstream physical logistics nodes of the supply chain, simplifying the supply chain process, and optimizing the efficiency of the application of earth resources, which is an excellent opportunity for SYNNEX to master important logistics resources.	Mid term	Lowering costs	<ul style="list-style-type: none"> ✓ Information transparency: Through the complete series of operation value information, real-time and comprehensive grasp of important information such as inventory fluctuations, sales pulses, market status distribution and service progress. ✓ Mutual benefit of cloud warehouse: By sharing storage space and sharing distribution resources, cloud warehouse participants can share the operational benefits and resource utilization benefits brought by economies of scale. ✓ Energy-saving cargo flow: focus on managing cargo rights, keep accounts moving, reduce transportation energy conservation and carbon reduction ✓ Direct delivery: Goods are delivered directly to consumers, greatly reducing the time, distance and logistics cost of order processing. ✓ Automate business processes, eliminate inefficient manual operations through the concatenation of internal system information ✓ Promote simple business policies, use AI intelligent analysis, and focus resources on efficient business

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. Every year, through the risk assessment process of internal and external environmental issues, all units under the risk management team mainly participate together, collect information on relevant climate risk issues as the basis for risk assessment, and each unit will review and evaluate the correlation and risk degree between each issue and the company's operational risks from various perspectives.

■ Evaluation method

Refer to the TCFD report to recommend risk scenario analysis, mainly considering Transition Risks (Policy and Legal /supply chain management) and Physical Risks (climate warming and extreme climate events), and when financial impact are significant, they are listed as company-level risks.

■ Major risk management

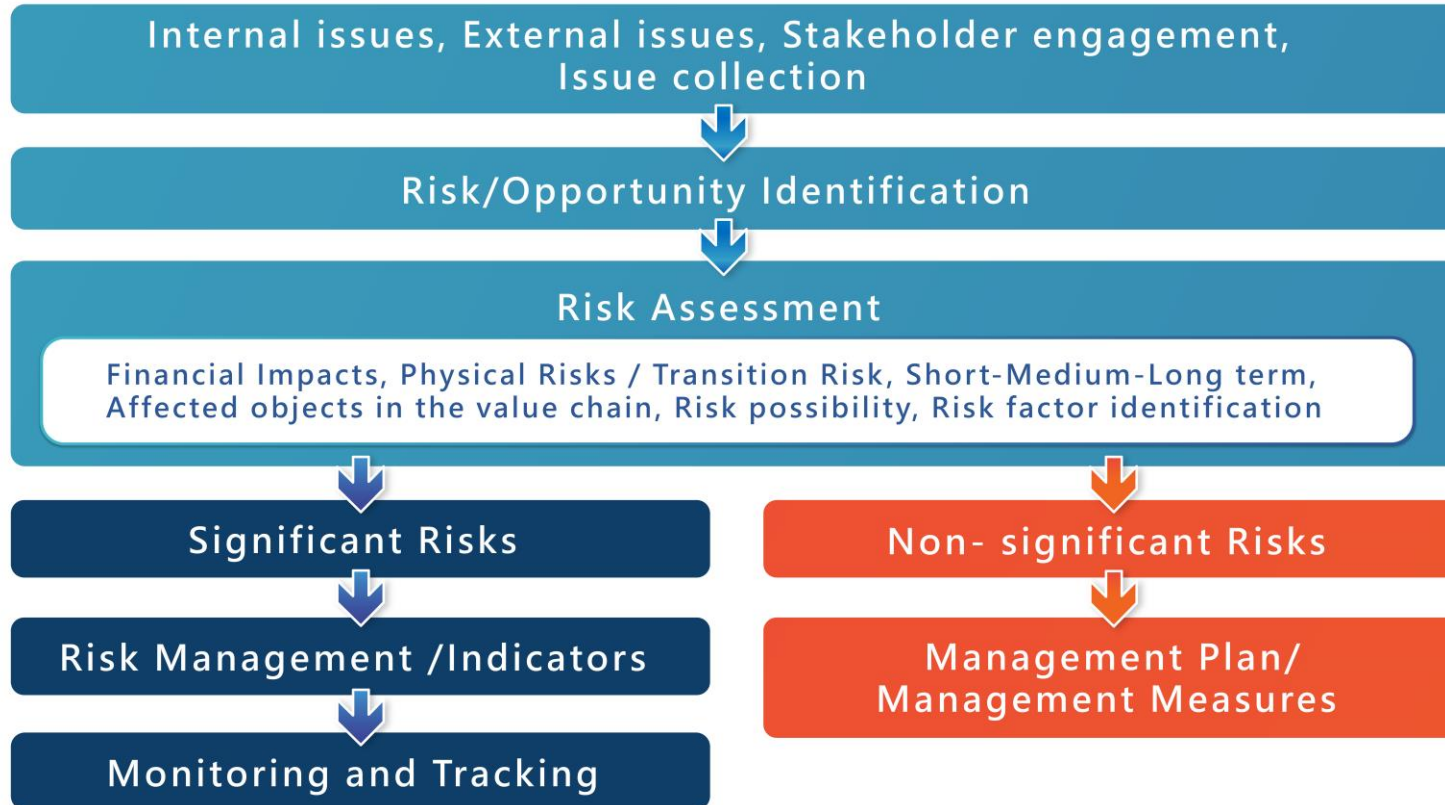
The event of the company-level risk must produce a corresponding management plan to reduce the loss caused by the risk, analyze all possible management plans, and set indicators, which can be divided into eliminating risks, reducing risks, diversifying risks, etc., and meeting to decide the final implementation plan. These management programmes are integrated into regular oversight and integrated into the Group's multi-faceted risk management.

■ Operational situation

The Company actively supports the TCFD for climate-related financial disclosure, and has disclosed its annual work progress and achievements in accordance with its proposed framework since 2019, and officially signed as a supporter in October 2021 to continuously promote climate governance to achieve low-carbon operations and environmental sustainability.

The Group follows the TCFD framework, and the operation and monitoring unit is the Logistics Planning & Management Div. of the group headquarters, and each logistics center and operation base must regularly review the on-site operation standards and carry out various improvement and control operations under local management decisions, and regularly report back to the headquarters .

Climate-related risk assessment procedures



6-4

Metrics and Targets

In 2022, the Group introduced the ISO14001-2015 environmental management system as an assessment mechanism for its management policy and obtained third-party certification, and continuously reviewed the risks of climate change and opportunities for sustainable improvement using the PDCA method.

Through the Management Service Platform (MSP), SYNNEX continuously optimizes its service mechanism, operates its own fleet, and cooperates with all parties to maintain stable supply and properly cope with peak flexibility. Regularly review polluting emissions to comply with regulations and achieve environmental friendliness:

- Scope 1 - Direct emissions: Transport vehicles fully adopt European environmental protection phase 5 vehicles
- Scope 2 - Indirect emissions: Continue to promote energy-saving measures to reduce electricity consumption
- Scope 3 - Other indirect emissions: including upstream and downstream transport emissions, employee commuting, business travel, use of services or products, etc. The identification results of the ISO14064 introduced by SYNNEX were quantified for the "emissions from the use of products – purchased electricity", and the management of energy-saving measures was continuously implemented to achieve carbon reduction.

To 2024 compared to base year 2019:

- Greenhouse gas emissions: 8% reduction in carbon emissions per container shipped
- Water use: 3% reduction in water intensity per capita

Greenhouse gas inventory and ascertainment

Scope		Total emissions	Intensity	Certificate Institution	Note
		(Tons of CO2e)	(Tons of CO2e/Per thousand dollars)		
Scope 1	Parent company	1,534.94	0.00002 tons of CO2e /Per thousand dollars	BSI	<ul style="list-style-type: none"> Ratio: 33.62% Organizational boundaries: all bases of the parent company of SYNNEX, and some subsidiaries
			0.00048 tons of CO2e / Fuel consumption emissions per case shipped		
Scope 2	Parent company	2,233.40	0.00003 tons of CO2e /Per thousand dollars		<ul style="list-style-type: none"> Ratio: 33.62% Organizational boundaries: all bases of the parent company of SYNNEX, and some subsidiaries
			0.00070 tons of CO2e /Electricity emissions per box shipped		
Scope 3 (Voluntary disclosure)	Parent company	797.6895	0.00001 tons of CO2e /Per thousand dollars		<ul style="list-style-type: none"> Ratio: 17.47% Significance identification: Significant indirect emissions are carried out in accordance with the ISO14064-1:2018 criteria, and the identification results are selected in Category 4 - Greenhouse gas emissions between the products used by the organization, which are the input energy for purchased commodities, including electricity, diesel and gasoline.
			0.00025 tons of CO2e/ Electricity emissions per box shipped		<ul style="list-style-type: none"> Organizational boundaries: all bases of the parent company of SYNNEX, and some subsidiaries



會計師有限確信報告

資會綜字第 23004426 號

聯強國際股份有限公司 公鑒：

本事務所受聯強國際股份有限公司（以下稱「貴公司」）之委任，對 貴公司選定民國 111 年度永續報告書所報導之關鍵績效指標（以下稱「所選定之關鍵績效指標」）執行確信程序。本會計師業已確信此事，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 111 年度永續報告書第 113 頁之「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第 4 頁之「報告邊界與範疇」段落說明。

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、GRI 發布之最新版 GRI 準則(GRI Standards)，以及 貴公司依行業特性與其所選定之關鍵績效指標多採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、GRI 發布之最新版 GRI 準則(GRI Standards)，以及 貴公司依行業特性與其所選定之關鍵績效指標多採或自行設計其他基準，以編製永續報告書所選定之關鍵績效指標，並維持與所選定之關鍵績效指標編製有關之必要內部控制，以確保所選定之關鍵績效指標未存有導因於舞弊或錯誤之重大不實表達。

會計師之責任

本會計師依照確信準則 3000 號「非屬歷史性財務資訊查核或核閱之確信案件」，對所選定之關鍵績效指標執行確信工作，以發現前述資訊在所有重大方面是否有未依適用基準編製而須作修正之情事，並出具有限確信報告。



本會計師依照上述準則所執行之有限確信工作，包括辨認所選定之關鍵績效指標可能發生重大不實表達之領域，以及針對前述領域設計及執行程序。因有限確信案件取得之確信程度明顯低於合理確信案件取得者，就有限確信案件所執行程序之性質及時間與適用於合理確信案件者不同，其範圍亦較小。

本會計師係依據所辨認之風險領域及重大性以決定實際執行確信工作之範圍，並依據本委任案件之特定情況設計及執行下列確信程序：

- 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，以及相關之內部控制，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，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。

此報告不對民國 111 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。另外，民國 111 年度永續報告書中屬民國 110 年 12 月 31 日及更早期間之資訊未經本會計師確信。

會計師之獨立性及品質管理規範

本會計師及本事務所已遵循會計師職業道德規範中有關獨立性及其他道德規範之規定，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相關之書面政策及程序。

先天限制

本業務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。

有限確信結論

依據所執行之程序與所獲取之證據，本會計師並未發現所選定之關鍵績效指標在所有重大方面有未依相關基準編製而須作修正之情事。



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，本會計師將不自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 112 年 9 月 27 日

Appendix 1 Summary of the information subject to assurance

No.	Information subject to assurance	Applicable basis	Page
1	P.85 The water consumption of SYNNEX's location of operations in Taiwan (Taipei headquarters, Linkou logistics center, Taichung logistics center and Kaohsiung logistics center) in 2022 as shown in the bar chart of "water consumption and water intensity per capita"	According to the water bill of Taiwan Water Corporation for the water consumption in 2022, the aforementioned information covers the annual water consumption data of the Taipei headquarters, Linkou logistics center, Taichung logistics center and Kaohsiung logistics center. If there is a shared area at the location of operations, the fees are shared equally with other tenants.	85
2	P.84 The electricity consumption of SYNNEX's location of operations in Taiwan (Taipei headquarters, Linkou logistics center, Taichung logistics center and Kaohsiung logistics center) as shown in the table of "electricity consumption (kWh) at the location of operations in 2022"	According to the electricity bill of Taiwan Power Company for the electricity consumption in 2022, the aforementioned information covers the annual electricity consumption data of the Taipei headquarters, Linkou logistics center, Taichung logistics center and Kaohsiung logistics center. 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.	84
3	48% of female employees at the assistant manager level (inclusive) and above by 2022.	According to the information of the personnel system as at December 31, 2022, the percentage of female employees at the assistant manager level (inclusive) and above is calculated by dividing the number of female employees at the assistant manager level (inclusive) and above by the total number of employees at the assistant manager level (inclusive) and above.	57
4	The number of employees applying for interest free loans and the total amount of loans allocated in 2022 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 2022 as recorded by the human resources department.	70
5	An average satisfaction score of home services reaching 4.8 in 2022.	<p>According to the overall service evaluation results rated by customers (1 to 5 out of 5) from the service questionnaire management system of SYNNEX in 2022, an unweighted average method is adopted to obtain the average satisfaction score of home services.</p> <p>Note 1: The satisfaction score of home services is calculated by the number of service orders. One service order is created for one home service.</p> <p>Note 2: Due to the following reasons, a single service order may be duplicated. In such cases, the latest time for a service is taken into calculation:</p> <ol style="list-style-type: none"> 1. There may be multiple results if a customer sends out the questionnaire inadvertently upon completion. 2. SYNNEX conducts a return visit for customers who submit unsatisfactory satisfaction results. The customer fills out the questionnaire again after the return visit. 	50

Appendix 2 ISO27001

Certificate TW16/00654

The management system of

Synnex Technology International Corp.

4F, No.75, Sec. 3, Minsheng E. Rd., Zhongshan Dist., Taipei City 104, Taiwan (R.O.C)

has been assessed and certified as meeting the requirements of
ISO/IEC 27001:2013

For the following activities
Provision of design, development, management and maintenance activities of Information & Communication Network Center and Software R&D Center, computer server room, data communication network, information processing facilities and associated supporting application systems for e-commerce platform in relation to order information exchange and cash flow information interfacing processes in accordance with Statement of Applicability version 3.0.

This certificate is valid from 14 August 2022 until 14 August 2025 and remains valid subject to satisfactory surveillance audits.
Issue 3. Certified since 14 August 2016.

Jonathan Hall

Authorized by
Jonathan Hall
Global Head - Certification Services

SGS United Kingdom Ltd
Rosemont Business Park, Ebbw Vale, Chepstow, CF83 3EN, UK
t +44 (0)153 360-6666 - www.sgs.com

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證書 TW20/00320

下逕啟者

聯強國際股份有限公司

104 台北市中山區民生東路 3 段 75 號 4 樓

的管理系統已經過審核，並被證明符合下述要求
CNS 27001:2014

所涵蓋的活動範圍
 依據適用性聲明版本 3.0 提供涵蓋電子商務平台訂單資訊交換與金流資訊介接流程之資訊網絡中心與軟體研發中心、電腦機房、資料通訊網路、資訊處理設施以及相關應用系統之設計、開發、管理與維護服務。

此證書的有效期自 2022 年 08 月 14 日至 2025 年 08 月 14 日且其有效性應繫於持續符合的定期稽核
 第 2 次換證註冊日期 2020 年 08 月 08 日。



簽者
 Stephen Fan
 Deputy Director

台灣聯強科技股份有限公司
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IAF
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 ACCREDITED

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bsi.

Opinion Statement



Greenhouse Gas Emissions

Verification Opinion Statement

This is to verify that: Synnex Technology International Corporation
No. 75, 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
104480

Holds Statement No: GHGEV 777349

Verification opinion statement

As a result of carrying out verification procedures in accordance with ISO 14064-3:2006, it is the opinion of BSI with reasonable assurance that:

- The Greenhouse Gas Emissions with Synnex Technology International Corporation for the period from 2022-01-01 to 2022-12-31 was verified, including direct greenhouse gas emissions 1,535.366 tonnes of CO₂ equivalent and indirect greenhouse gas emissions from imported energy 2,233.396 tonnes of CO₂ equivalent.
- No material misstatements for the period from 2022-01-01 to 2022-12-31 Greenhouse Gas Emissions calculation were revealed.
- Data quality was considered acceptable in meeting the principles as set out in ISO 14064-1:2018.
- The emission factor for electricity of year 2022 is 0.495 kgCO₂ per kWh.

The other selected indirect GHG emissions listed in the attached table on the next page were also reported and thus verified with limited assurance, and data quality was not considered unacceptable in meeting the principles as set out in ISO 14064-1: 2018.

For and on behalf of BSI:

Managing Director BSI Taiwan, Peter Hu

Originally Issue: 2023-08-22

Latest Issue: 2023-08-22

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...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, J-Hu Rd., Nei-Hu Dist., Taipei 114, Taiwan, R.O.C.
BSI Taiwan is a subsidiary of British Standards Institution.

Statement No: GHGEV 777349

The greenhouse gas emissions information reported by the organization for the period from 2022-01-01 to 2022-12-31 are as follows:

EMISSIONS	Notes	tonnes CO ₂ e
Category 1: Direct GHG emissions and removals		1,535.366
1.1 Stationary combustion		2,2748
1.2 Mobile combustion		1,447,5028
1.3 Industrial processes (anthropogenic systems)		0.0118
1.4 Fugitive (anthropogenic systems)		85,5767
1.5 Land use, land use change and forestry	N/A	-
Direct emissions in tonnes of CO ₂ e from biomass		0.0000
Category 2: Indirect GHG emissions from imported energy		2,233.396
2.1 Indirect emissions from imported electricity	location-based approach	2,233.3956
2.2 Indirect emissions from imported energy (steam, heating, cooling and compressed air)	N/A	0.0000
Category 4: indirect GHG emissions from products used by organization		798.364
4.1 Emissions from Purchased goods	Procurement of electricity, diesel fuel and gasoline	798.3644
4.2 Emissions from Capital goods	NS	0.0000
4.3 Emissions from the disposal of solid and liquid waste	NS	0.0000
4.4 Emissions from the use of assets	NS	0.0000
4.5 Emissions from the use of services that are not described in the above subcategories	NS	0.0000

* NS: Non significant; N/A: Non available.

The total emissions were verified in selected branches and representative offices, including but not limited to the following:

Originally Issue: 2023-08-22 Latest Issue: 2023-08-22

Page: 2 of 3

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Statement No: GHGEV 777349

Location	Verification Information
Synnex Technology International Corporation Headquarters 2F, Room A-12F, 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 (包含子公司: 達達智能運籌股份有限公司、嘉雲行銷股份有限公司) 104480 台北市中山區民生東路三段 75 號及 77 號 2 樓 A 室及 12 樓	The Greenhouse Gas Emissions with Synnex Technology International Corporation Headquarters for the period from 2022-01-01 to 2022-12-31 was verified, including direct greenhouse gas emissions 22,569 tonnes of CO ₂ equivalent and indirect greenhouse gas emissions from imported energy 1,096.403 tonnes of CO ₂ equivalent.
Synnex Technology International Corporation Linkou logistics center No. 130, Dinghu 9th St. No. 33, Dinghu 7th St., Guishan Dist. Taoyuan City, 333008, Taiwan 聯強國際股份有限公司松山運籌中心 (包含子公司: 達達智能運籌股份有限公司) 333008 桃園市龜山區頂九街 13 號、15 號、頂湖街 33 號	The Greenhouse Gas Emissions with Synnex Technology International Corporation Linkou logistics center for the period from 2022-01-01 to 2022-12-31 was verified, including direct greenhouse gas emissions 1,081,560 tonnes of CO ₂ equivalent and indirect greenhouse gas emissions from imported energy 750,043 tonnes of CO ₂ equivalent.
Synnex Technology International Corporation Hsinchu Office 10F, No. 130, Siwei Rd., North Dist. Hsinchu City, 300192, Taiwan 聯強國際股份有限公司新竹聯絡處 (包含子公司: 達達智能運籌股份有限公司(服務中心)) 300192 新竹市北區四緯路 130 號 10 樓之 2	The Greenhouse Gas Emissions with Synnex Technology International Corporation Hsinchu Office for the period from 2022-01-01 to 2022-12-31 was verified, including direct greenhouse gas emissions 2,632 tonnes of CO ₂ equivalent and indirect greenhouse gas emissions from imported energy 34,527 tonnes of CO ₂ equivalent.
Synnex Technology International Corporation Taichung logistics center (Taichung Branch) No. 35, Gongyequ 24th Rd., Nantun Dist. Taichung City, 408215, Taiwan 聯強國際股份有限公司台中分公司 (包含子公司: 達達智能運籌股份有限公司) 408215 台中市南屯區工業路 24 號 35 號	The Greenhouse Gas Emissions with Synnex Technology International Corporation Taichung logistics center (Taichung Branch) for the period from 2022-01-01 to 2022-12-31 was verified, including direct greenhouse gas emissions 426,905 tonnes of CO ₂ equivalent and indirect greenhouse gas emissions from imported energy 276,904 tonnes of CO ₂ equivalent.
Synnex Technology International Corporation Kaohsiung Branch 12F-1 & 2, No. 288, & 12-F, No. 290, Ersheng 1st Rd. Qianzhen Dist., Kaohsiung City, 806612, Taiwan 聯強國際股份有限公司高雄分公司 806612 高雄市前鎮區二聖一路 290 號 12 樓之 2、288 號 12 樓之 1-2	The Greenhouse Gas Emissions with Synnex Technology International Corporation Kaohsiung Branch for the period from 2022-01-01 to 2022-12-31 was verified, including direct greenhouse gas emissions 1,700 tonnes of CO ₂ equivalent and indirect greenhouse gas emissions from imported energy 75,518 tonnes of CO ₂ equivalent.

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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, J-Hu Rd., Nei-Hu Dist., Taipei 114, Taiwan, R.O.C.
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Appendix 3 GRI Content Index

Statement of use : The 2022 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, 2022.

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	Page
Organization and reporting			
2-1	Organizational details	1-1 About SYNNEX	17
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	101
Activities and workers			
2-6	Activities, value chain and other business relationships	1-1 About SYNNEX	17
2-7	Employees	3-1 Employee diversity and equality	58
2-8	Workers who are not employees	3-1 Employee diversity and equality	60
Governance			
2-9	Governance structure and composition	1-2 Corporate Governance	21
2-10	Nomination and selection of the highest governance body	1-2 Corporate Governance	22
2-11	Chair of the highest governance body	1-2 Corporate Governance	23
2-12	Role of the highest governance body in overseeing the management of impacts	1-2 Corporate Governance	23

GRI Content Index	Disclosure Title	Disclosure Section or Description	Page
2-13	Delegation of responsibility for managing impacts	1-2 Corporate Governance	21-23
2-14	Role of the highest governance body in sustainability reporting	1-2 Corporate Governance	24
2-15	Conflicts of interest	1-2 Corporate Governance	23
2-16	Communication of critical concerns	1-2 Corporate Governance	23
2-17	Collective knowledge of the highest governance body	1-2 Corporate Governance	22
2-18	Evaluation of the performance of the highest governance body	1-2 Corporate Governance	24
2-19	Remuneration policies	1-2 Corporate Governance	25
2-20	Process to determine remuneration	1-2 Corporate Governance	25
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 , Environment Management, Occupational Safety and Health Policy	21,30-31,34,59,81
2-24	Embedding policy commitments	Risk Management, Human rights-related management mechanisms	30-31,59
2-25	Processes to remediate negative impacts	Ethical Corporate Management, Risk Management	28,30-31
2-26	Mechanisms for seeking advice and raising concerns	Ethical Corporate Management	28
2-27	Compliance with laws and regulations	Legal Compliance	33
2-28	Membership associations	1-1 About SYNNEX	20
Stakeholder engagement			
2-29	Approach to stakeholder engagement	Stakeholder Engagement	9-10
2-30	Collective bargaining agreements	None	-

GRI 3

GRI Content Index	Disclosure Title	Disclosure Section or Description	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	Report Contents or Explanation	Page
★Economic Performance			
3-3	Evaluation of the management approach	Material issue : Economic Performance	15
201-1	Direct economic value generated and distributed	Economic Performance	20
201-3	Defined benefit plan obligations and other retirement plans	3-4 Compensation and Benefits	61-63
★Legal Compliance			
3-3	Evaluation of the management approach	Material issue : Legal Compliance	33
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	Report Contents or Explanation	Page
★Ethical Corporate Management			
3-3	Evaluation of the management approach	Material issue : Ethical Corporate Management	14
205-2	Communication and training about anti-corruption policies and procedures	1-3 Ethical Corporate Management	28
205-3	Confirmed incidents of corruption and actions taken	None	-
Tax			
207-1	Approach to tax	1-4 Tax Management	29
207-2	Tax governance, control, and risk management	1-4 Tax Management	29
207-3	Stakeholder engagement and management of concerns related to tax	1-4 Tax Management	29
★Customer Privacy			
3-3	Evaluation of the management approach	Material issue : Customer Privacy	16
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	39
Procurement Practices			
204-1	Proportion of spending on local suppliers	2-2 Supplier Management	50

Disclosure Number	Disclosure Title	Report Contents or Explanation	Page
★Climate Change Risks and Opportunities			
3-3	Evaluation of the management approach	Material issue : Climate Change Risks and Opportunities	91-99
Energy			
302-1	Energy consumption within the organization	Energy Management	84
302-3	Energy intensity	Energy Management	85
302-4	Reduction of energy consumption	Energy Management	84-85
Water			
303-1	Interactions with water as a shared resource	5-2 Water Resource Management	86
303-3	Water withdrawal	5-2 Water Resource Management	86
Biodiversity			
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	None	-
Emissions			
305-1	Direct (Scope 1) GHG emissions	Source of greenhouse gas emissions	82
305-2	Energy indirect (Scope 2) GHG emissions	Source of greenhouse gas emissions	82
305-4	GHG emissions intensity	GHG emissions and Intensity Inspection by Unit	83
305-5	Reduction of GHG emissions	GHG emissions and Intensity Inspection by Unit	83
Effluents and Waste			
306-5	Waste directed to disposal	5-3 Waste Reduction	87

Disclosure Number	Disclosure Title	Report Contents or Explanation	Page
★Labor/Management Relations			
3-3	Evaluation of the management approach	Material issue : Labor/Management Relations	55
401-1	New employee hires and employee turnover	2022 Staff composition	60
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	3-4 Compensation and Benefits	70-71
401-3	Parental leave	3-4 Compensation and Benefits	73
402-1	Minimum notice periods regarding operational changes	Human rights-related management mechanisms	59
Occupational Health and Safety			
403-1	Occupational health and safety management system	3-2 Occupational health and safety	62-66
403-2	Hazard identification, risk assessment, and incident investigation	3-2 Occupational health and safety	62-66

Disclosure Number	Disclosure Title	Report Contents or Explanation	Page
★Human Rights Assessment			
3-3	Evaluation of the management approach	Material issue : Labor/Management Relations	55
406-1	Incidents of discrimination and corrective actions taken	None	
★Training and Education			
3-3	Evaluation of the management approach	Material issue : Training and Education	56
404-1	Average hours of training per year per employee	3-3 Education and Training	67
404-2	Programs for upgrading employee skills and transition assistance programs	3-3 Education and Training	68
404-3	Percentage of employees receiving regular performance and career development reviews	3-3 Education and Training	68
★Diversity and Equal Opportunity			
3-3	Evaluation of the management approach	Material issue : Diversity and Equal Opportunity	53
405-1	Diversity of governance bodies and employees	1-2 Corporate Governance 、 2022 Staff composition	22 、 60
★Compensation Levels and Employment Status			
3-3	Evaluation of the management approach	Material issue : Compensation Levels and Employment Status	57
Marketing and Labeling			
417-1	Requirements for product and service information and labeling	2-2 Supplier Management	51
417-2	Incidents of non-compliance concerning product and service information and labeling	None	-
417-3	Incidents of non-compliance concerning marketing communications	None	-

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(m ³)	See 5-2 Water Resource Management for details
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 2022
8	Production by product category	Quantitative	Varies by product category	SYNNEX is in the distribution service industry, there are no manufacturing activities involved.

Appendix 4 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 : 41,241 (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 5-4 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 2022
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 2022

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

