



2019 Corporate Social Responsibility Report

PLANET Technology Corporation



Sustainable Development and Vision

Always a Sustainable Enterprise

PLANET Technology Corporation makes corporate social responsibility a part of its core business strategy as well as the bedrock upon which its corporate values and culture are based. We monitor domestic and overseas economic, environmental and social issues so as to better enhance proper corporate governance, fulfill our corporate commitments, engage in environmental protection and corporate philanthropy, and maintain a sound corporate structure. All these commitments have further enhanced our brand value. We strongly believe that only enterprises that embrace social accountability on different levels and sustainable development can secure the recognition of all stakeholders.

The Corporate Social Responsibility (CSR) Policy of PLANET Technology:

- **Implementing sound corporate governance**
Ensures the adherence of code of business ethics, the independence of the Board, transparent disclosure of financial information, protection of shareholders' interests, labor rights and fair competition.
- **Achieving highest level of corporate commitment**
Commitment to customers and suppliers, employees training and care, and R&D innovations.
- **Striving for environmental sustainability**
Promotes recycling, energy saving and carbon reduction, green product development and manufacturing
- **Social engagement to create long-term benefits**
Applies core corporate competencies to realize social engagement with long-term benefits

We make the following corporate commitments:

- Maintains strong corporate governance and adhere to the law and business ethics
- Provides employees a healthy and safe working place
- Protects employees working interests, and supports to fully develop their talents and capabilities
- Invests on eco-friendly product research and development, actively involves in environmental protection and energy saving education
- Creates a win-win partnership with customers and suppliers
- Provides transparent disclosure of financial information
- Creates value and enhances shareholders' interests
- Fulfills our role as a global corporate citizen and contributes to the community

CSR resources have been invested in accordance with international trends to help realize the United Nations 2030 Sustainable Development Goals (SDGs).



Letter from Chairman & CEO

At the beginning of 2020, many businesses were confronted with new challenges as the COVID-19 epidemic quickly spread from China to the world. PLANET Technology, a global leading IP-based networking company, will strive to maintain its operations as usual so as to best serve the interests of its shareholders, employees, customers, partners and the society as a whole. The company is committed to achieving its sustainable development, particularly in the face of the difficult challenges being experienced worldwide.

As for global branding, the brand awareness of PLANET has been successfully increased through its participation in several international ICT exhibitions, digital marketing promotion, and product innovations where “Taiwan Excellence Award” has been won for 17 consecutive years. Furthermore, as a result of the long-term implementation of corporate social responsibility (CSR), PLANET’s brand value is also enhanced via winning many CSR awards domestically and internationally in 2019, including the “Corporate Citizenship Awards” from CommonWealth Magazine in Taiwan for the 13th consecutive year, the “Asia Responsible Enterprise Awards” and “Asia Pacific Entrepreneurship Awards” from Enterprise Asia, and the “Taiwan EY Sustainable Leader Entrepreneur Of The Year” from EY. In response to the COVID-19 epidemic, PLANET will keep on promoting its products and solutions through digital marketing and innovating network transmission products to meet the needs of remote network communications and smart network applications in the market.

With altruism as its core principle, PLANET puts CSR into practice by aligning with the 17 Sustainable Development Goals (SDGs) of the UN’s 2030 agenda. Besides continuing to strengthen the corporate governance mechanism, the company improves the green supply chain, and provides a full range of

network equipment with intelligent, user-friendly management functions and energy-saving benefits to bring a successful network of smart network applications to fruition. The company always maintains a gender equality and friendly workplace and assists its employees in improving their professional techniques and their health physically and spiritually. In order to help enhance the human resource quality of the society, PLANET’s “Educational Program for the Disadvantaged Children” has been implemented since 2004 to provide children from difficult families with priority services on remedial teaching, psychological counseling, emotional therapy and other activities to help stimulate these children’s motivation to learn and correct behavioral disorders. Thus, we are happy to learn that more than 8,000 disadvantaged children has regained self-confidence in learning and tackling problems they may face in the learning stages by attending this comprehensive educational program.

Finally, I would like to thank PLANET employees, customers, suppliers, shareholders, and investors for their support. We will remain committed to the CSR-based business philosophy and corporate culture to improve business performance on the basis of marketing strategies and innovations. Thus, the company is able to break through new challenges, and continue to achieve a sustainable business development in all aspects of economic growth, social progress and environmental sustainability.

A handwritten signature in black ink, appearing to read "Jack Chen".

Jack Chen
Chairman & CEO

Corporate Social Responsibility Committee

The Corporate Social Responsibility Committee (CSR Committee) is the top decision-making body for CSR in PLANET Technology. The CSR Committee is headed by Chairman Jack Chen and its membership is drawn from the heads of all relevant company units. CSR goals are set by the CSR Committee based on the sustainable development direction of PLANET after taking material topics of concern to stakeholders into account. A strategic approach is used with regular reviews of long-term targets and performance that are reported to the Board. The bar for CSR fulfillment has been raised to expand the breadth and depth of our CSR influence in order to satisfy stakeholders such as employees, shareholders, customers, suppliers, and society.



About PLANET Technology

PLANET Technology was founded in 1993 and publicly listed on OTC Exchange (ID: 6263) in September, 2003. Corporate headquarters is located in the Xindian District of New Taipei City. A “Labor Safety Office” was established in 2019 and a corporate governance officer was appointed to strengthen workplace safety and corporate governance mechanisms. We specialize in the development of IP-based networking products and technologies for voice, data and video integration. We are one of the leaders in digital innovation in the international networking market and our products are marketed under our own PLANET brand in nearly 150 countries around the world.

PLANET monitors developments in global climate change and environmental sustainability with a particular emphasis on technological innovation and environmental protection. Green energy principles are followed during product development to supply the market with the full range of premium, high-quality, high value-added networking equipment. Key products include switches, Power over Ethernet (PoE), industrial-grade networks, automated control, fiber networks, network security monitoring equipment, wireless networks, voice-over-IP, broadband networks, information security, and home automation systems.

Brand Philosophy

In addition to the pursuit of sustainable development in our core business based on the ideals of integrity, innovation, quality and efficiency, PLANET has also made CSR one of its business strategies. We strive to fulfill our duty as a global citizen as well as strengthen our corporate governance and CSR. Concrete action is taken to fulfill our corporate social responsibility, enhance our corporate value, boost customer acceptance, and consolidate our business activities in order to realize our ambition of becoming an established household name and world-class supplier of professional networking equipment.



Membership of Associations

PLANET is a member of Taipei Computer Association (TCA), and a corporate member of National Innovation & Entrepreneurship Association, R.O.C. We actively participate in the activities of industry and trade associations that we are a member of to enhance the development of the industry and the quality of talent together.

Financial Performance

PLANET is in a sound financial position. Our debt asset ratio has always been lower than 20% and there are no long-term liabilities. As we do not engage in high-risk, highly-leveraged investments, lending, endorsements or trading of derivative financial products, all financial risks are under full control. Share dividends or allotments are issued every year to share the fruits of our business with shareholders. International Financial Reporting Standards (IFRS) was adopted by PLANET in 2012. Tax returns are also filed and tax payments are made on time in accordance with government tax legislation. We comply with laws on disclosure, respond in a timely manner to all queries from the taxation authorities, and provide any tax records required upon demand.

Financial Performance of PLANET in the Last 3 Years

Unit: Thousands in TWD

Year	2017	2018	2019
Net Operating Revenue	1,361,090	1,367,538	1,348,032
Net Profit before Tax	357,206	366,990	381,328
Net Profit after Tax	306,386	301,040	312,852
Earnings per Share (TWD)	4.90	4.82	5.01
Debt Asset Ratio (%)	17.30	18.05	18.57
Return on Assets (%)	20.24	19.29	19.35
Return on Equity (%)	24.76	23.43	23.64

Note: For the 2019 Financial Report, please refer to Chapter 6 -- Financial Overview of the 2019 PLANET Technology Annual Report (p. 113 ~ 236).

Awards and Recognition

- “2019 Asia Responsible Enterprise Awards -- Social Empowerment Category” from Enterprise Asia
- Chairman Jack Chen was presented with the “2019 Asia Pacific Entrepreneurship Award” by Enterprise Asia and the “2019 Taiwan EY Sustainable Leader -- Entrepreneur Of The Year” by EY Taiwan
- 1st “Humane Entrepreneurship Award” presented by the International Council for Small Business (ICSB), making PLANET the only Taiwanese company to receive this award
- Ranked in the top 6 ~ 20% of OTC-listed companies in the “Corporate Governance Evaluation” (2019) by the Taiwan Stock Exchange and OTC Exchange.
- The only OTC-listed company to be presented with the “Corporate Citizenship Awards” by the Commonwealth Magazine for 13 consecutive years (2007 ~ 2019)
- Awarded the “Taiwan Excellence Awards” for innovative networking equipment for 17 consecutive years
- Presented with the “Taiwan Mittelstand Award for Workplace Friendliness” by the Ministry of Economic Affairs (2019)
- Presented with the 5th “Taiwan Mittelstand Award” by the Ministry of Economic Affairs (2019)

Note: Past awards received by PLANET Technology are listed at <https://www.planet.com.tw/en/about/awards>



Market Impact and Opportunity

The growing number of smart network applications in each field has increased the need for stable and secure network communications. The emergence of COVID-19 in China at the end of 2019 and its rapid spread across the world in early 2020 led to some countries to temporarily close off their borders, resulting in a surge in demand for tele-medicine and remote communications. PLANET specializes in the development and innovation of network infrastructure hardware. Developments in the industry, market and technology are closely monitored so that we can adjust our market strategy and product structure when necessary to achieve differentiation. Green energy products are also developed in response to international environmental trends. We provide efficient and energy-saving networking equipment to consolidate our competitive advantages and fulfill our social responsibility.

Risks

Lock downs or border closures implemented by some countries around the world due to COVID-19 has impacted on the supply of materials and the transportation of cargo. These are expected to have a significant impact on the overall economic growth in 2020.

Response Strategy

- PLANET is monitoring the COVID-19 situation closely and has taken measures to protect employee health. We are also tracking the situation with our customers and suppliers so that business continuity can be maintained through joint measures on epidemic prevention or to minimize the impact.

- PLANET is strengthening our technological advantage including the remote and cloud management attributes of our networking equipment. The safe and reliable transmission we provide for tele-working, tele-medicine, and video-conferencing network infrastructure increases the added value of our products.
- Parts suppliers are being monitored and the proportion of alternative sources increased to ensure that product manufacturing and supply remain on track.

Opportunity

Demand from the roll-out of network infrastructure in each country remains strong due to a surge in the application of smart networks and remote network communications as a result of COVID-19. PLANET is working actively to maintain the normal supply of our products to the global market. We are expanding the development of central network management systems that will provide future IoT applications with networking equipment and solutions that have a smart, user-friendly administration function in a bid to open up new markets and boost profits.

At the same time, PLANET is increasing our digital brand marketing efforts through highly interactive online platforms such as the PLANET global corporate website, PLANET YouTube channel, and PLANET Facebook fan group. A variety of methods are used to generate synergies from brand and product promotion. The channel resources of our distributions in more than 140 countries around the world are also harnessed to strengthen localized brand promotion and strengthen our status as a professional international brand to further increase our brand's market penetration and competitiveness.

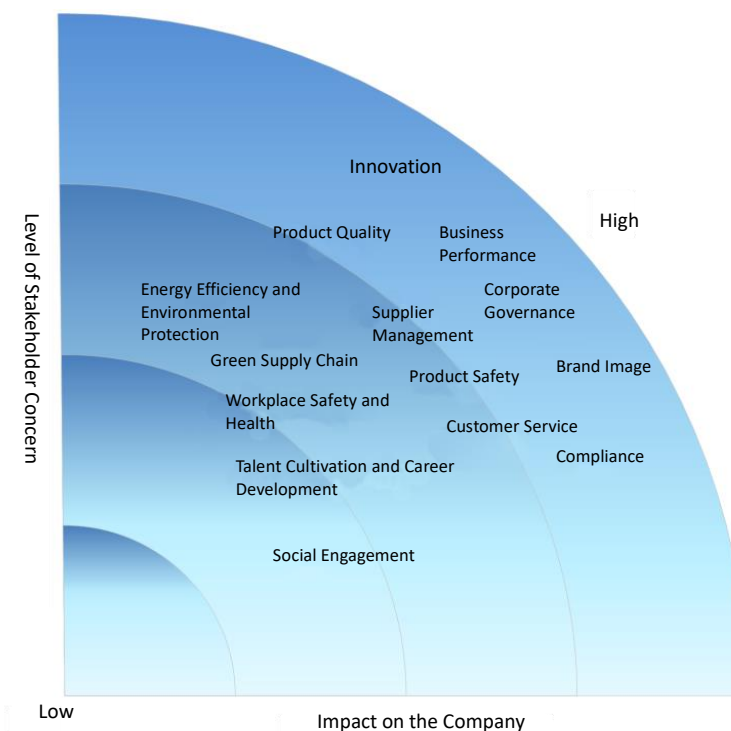
Stakeholder Identification and Engagement

Stakeholder Engagement

PLANET stakeholders include employees, shareholders, customers, suppliers, government agencies, communities and non-government organizations (NGO). They consist of internal and external groups or individuals that influence or are influenced by PLANET. The stakeholders of each unit are identified through their respective functions. A variety of communication channels including telephone, e-mail, meetings, surveys and websites are used to collect stakeholder feedback and their issues of concern. Appropriate channels are then used to obtain a better understanding of reasonable stakeholder expectations and requirements on the materiality and priority of each issue of concern. A suitable response is given to each issue of stakeholder concern to maintain their respect and trust in PLANET as well as enhance the reputation of our company.

Materiality analysis for issues of concern

The issues of concern to stakeholders are subjected to cross analysis of “level of stakeholder concern” and “impact on the company” by the responsible PLANET units and the “CSR Committee” based on their sustainability context, materiality, completeness and stakeholder tolerance. Material contents and their corresponding practical considerations are identified in this manner to guide the execution of our CSR strategy and the continued improvement of CSR performance. The efforts and accomplishments for each material content are presented in this report. Our response to stakeholders on ordinary issues is provided by the relevant unit, through the PLANET website or other channels.



Stakeholder Engagement Channels and Frequency

Stakeholder	Material Topic of Concern	Communication Channel	Communication Frequency
Employee	<ul style="list-style-type: none"> • Compensation and Benefits • Talent Cultivation and Career Development • Workplace Safety and Health • Human Rights and Equality • Feedback and Communication Mechanism • Labor-Management Relations 	Performance Evaluation	Once a year
		Performance Interview	Ad hoc
		New Employee Support Interview	At least once before end of trial period
		Mentor	Timely Response to Feedback
		Employee Welfare Committee	Ad hoc
		Competency Education and Training	Ad hoc
		Course and Activity Satisfaction Survey	Ad hoc
		Employee Satisfaction Survey	Once a year
		Gender Equality Committee	Ad hoc
		Feedback and Grievance Mailbox	Open 24 hours a day
		Labor-Management Meeting	Quarterly
		Internal Meetings	Ad hoc
Internal/External Websites	Ad hoc		
Investor	<ul style="list-style-type: none"> • Business Performance • Corporate Governance • Business Integrity and Ethics • Compliance • Risk Management • Disclosure of information • Shareholder Interests 	Shareholders Meeting	Once a year
		Stakeholder Section of Corporate Website	Ad hoc
		Corporate Website	Ad hoc
		Audit Committee Mailbox	Open 24 hours a day
		Spokesperson and Deputy Spokesperson's Mailbox	Open 24 hours a day
		Market Observation Post System website of Competent Authority	Ad hoc

Stakeholder	Material Topic of Concern	Communication Channel	Communication Frequency
Customer	<ul style="list-style-type: none"> • Sales Service and Support • Product Innovation • Product Quality and Safety • After-sales Service • Brand Image • Customer Privacy • Customer Satisfaction • CSR Supply Chain 	Dedicated Sales Team	Responds within 24 hours
		Corporate Website and Corporate Social Network Website	Ad hoc
		Partner Zone on Corporate Website	Ad hoc
		Customer Service and Technical Support Mailbox	Open 24 hours a day
		Product Education and Training	Ad hoc
		Distributor Conference	Ad hoc
		Customer Satisfaction Survey	Once a year
		CSR Audit	Ad hoc
Supplier	<ul style="list-style-type: none"> • Supplier Management • Sustainable Sourcing & Green 	Dedicated Buyer Window	Ad hoc
		Supplier Cooperation Evaluation	Ad hoc
		Supplier Evaluation	Once a year
		Supplier Audit and Counseling	Quarterly
		Supplier Conference	Ad hoc
Government Agency	<ul style="list-style-type: none"> • Regulatory Compliance • Corporate Governance • Corporate Social Responsibility • Energy Efficiency and Environmental Protection 	Market Observation Post System Website of Competent Authority	Ad hoc
		Symposiums/Seminars, Evaluations	Ad hoc
		Official Correspondence	Ad hoc
Community/NGO	<ul style="list-style-type: none"> • Community Engagement • Environmental Protection • Social Engagement 	Cooperative Project	Ad hoc
		Consultation	Ad hoc
		Corporate Website	Ad hoc

Corporate Governance



Integrity defines the business philosophy of PLANET and we are continuing to refine our corporate governance mechanism. Solid foundations for corporate sustainability have been laid down through compliance with laws and regulations along with sound financial management. The implementation of corporate governance by PLANET is aligned with “Goal 10 -- Reduced inequalities”, and “Goal 16 -- Peace, justice and strong institutions” from the 2030 Agenda Sustainable Development of the United Nations.

Our company management values the development and proactive implementation of a governance culture. In 2019, the combined efforts of the entire company saw PLANET ranked in the top 6 -- 20% of OTC-listed companies in the “Corporate Governance Evaluation” conducted by the TWSE and OTC Exchange. PLANET had been ranked as one of the top 5% OTC-listed companies in previous evaluations as well. Since 2015, PLANET has been listed as one of the constituent stocks in the OTC governance index. We also obtained certification for CG6004, CG6005 and CG6007 General Assessment Criteria for the Corporate Governance System in previous years.

The “Corporate Governance Best Practice Principles” were drawn up by PLANET in accordance with the “Corporate Governance Best Practice Principles for TWSE/TPEX Listed Companies.” The Finance Department has been designated as the corporate governance unit and adheres to the following principles for refining the corporate governance system and enforcing proper corporate governance:

- Build an effective corporate governance framework
- Protection of shareholder interests
- Enhance the functions of the Board of Directors
- Effective management by the Audit Committee

- Respect the interests of stakeholders
- Enhanced disclosure



Corporate Governance Framework

Board of Directors

Elections for the PLANET Board of Directors were held on June 13, 2017, with a voluntary increase in the number of independent directorships and the replacement of independent directors that had served for more than nine consecutive years. The current Board has 7 members including 3 independent directors, 1 non-executive director, and 3 executive directors. Their responsibilities include the appointment and supervision of the company management, overseeing the overall performance of the company, maximizing shareholder interests, and answering to the Shareholders Meeting. The Board exercises their duties in accordance with the law, the company articles of incorporation, and resolutions passed by the Shareholders Meeting, as well as the effective execution of the corporate governance system.

The Board is convened at least once every quarter and a total of six Board meetings were convened in 2019. Under the leadership of Chairman and CEO Jack Chen, the company maintained the soundness of our business structure and operations. The management remained on good terms with the Board. Every effort was made to implement the strategic guidance of the Board and manage the business to maximize returns for all shareholders.

The profiles of each Board member can be found on p. 11 ~ 14 of the 2019 Annual Report published in the “Stakeholder Zone” of the PLANET website. The annual report is available:

<https://www.planet.com.tw/tw/ir/financial-reports>

Audit Committee

The “Audit Committee” was voluntarily established by PLANET on June 13, 2017, to strengthen our corporate governance and the functions of the Board. The supervisor system was abandoned with Audit Committee members taking over their role of supervising the company’s business and financial situation. The Audit Committee is made up of all 3 independent directors one of whom will possess an accounting or financial background. The Committee is convened at least once every quarter and a total of four Audit Committee meetings were convened in 2019.

Remuneration Committee

To ensure the soundness of directors and executive compensation, the PLANET “Remuneration Committee” sets and regularly reviews the performance evaluations of directors and executives as well as the policy, system, standard and structure governing compensation. The “Remuneration Committee” is composed of the 3 independent directors including 1 with a professional background. The members of the Committee elect one of their number as the convener and chairperson. At least 2 meetings are convened each year and a total of 3 Remuneration Committee meetings were convened in 2019.

Assurance of Management Discipline

Various management systems were successively laid down by PLANET to strengthen corporate governance and ensure management discipline.

- **Best Practice Principles of Ethical Corporate Management:** The Board has duty of care to ensure that the company does not engage in unethical behavior. Related initiatives shall be reviewed and continuous improvements shall be made as necessary to ensure that the Best Practice Principles of the Ethical Corporate Management are being enforced. Directors are expected to rescue themselves if there is a conflict of interest between them or the legal entity they represent and a motion before the Board.
- **Procedures for Ethical Management and Guidelines for Conduct:** This procedure and guidelines for conduct regulate the business conduct of company employees to prevent unethical behavior. It applies to all PLANET subsidiaries, foundations where direct or indirect donations by PLANET account for more than 50% of all funding, as well as any other institutions, legal entities, group enterprises or organizations that PLANET has material control over.
- **Code of Ethics for Directors and Executives:** Protection of company assets by preventing conflicts of interest and opportunities for self-enrichment.
- **Rules Governing the Scope of Powers of Independent Directors:** Any objections or reservations that independent directors have regarding Board motions shall be recorded in the Board minutes. The company may not obstruct, refuse, or evade the actions of independent directors in the performance of any duties they deem necessary. Independent directors may request the Board to appoint relevant personnel or to hire professionals for assistance. Any expenses necessary to the hiring of professionals or the exercise of powers by the independent directors shall be borne by the Company. Continuing education shall also be arranged to enhance their professional capabilities.
- **Procedures for Handling Material Inside Information:** A mechanism for the handling and disclosure of material inside information shall be established to prevent the improper disclosure of information, ensure the consistency and accuracy of information released by the company to the public, and that material information is provided to Board members in a timely manner so that the Board can perform its duty.
- **Operating Procedures for Prevention of Insider Trading:** To ensure that fairness of disclosure, all directors, executives and employees shall practice duty of care and loyalty, perform their duties in accordance with the best practice principles, and sign non-disclosure agreements.
- **Rules for Self-Evaluation of Directors:** A self-evaluation shall be conducted by each director every year. If they receive a result of “improvement required” then the director shall practice proper self-discipline and engage in proactive improvement so that they can live up to the shareholder expectations.
- **Rules for Self-Evaluation of the Board of Directors:** The Board of Directors shall conduct an evaluation every year. If the result is “improvement required” then the Board shall engage in proactive improvement and strengthen the functions of the Board in keeping with the spirit of corporate governance.
- **CSR Best Practice Principles:** Environmental, social and corporate governance factors shall be incorporated into the company’s management and operations out of respect for social morals and the interests of other stakeholders. The CSR Best Practice Principles shall guide the promotion of corporate governance, development of environmental sustainability, protection of social welfare, and strengthening of CSR disclosure by the company.
- **CSR System and Policy:** Definition of the company’s CSR policy, direction and owner unit.

Risk Management

Risk Management Committee

A “Risk Management Committee” has been established by PLANET for effective control of business risk. The Committee is composed of representatives for Corporate Risk, Financial Risk, and Operating Risk. Procedures were also formulated on risk identification, measurement, monitoring, reporting and handling.

In addition, a three-tier mechanism has been adopted for corporate risk management.

- Tier 1: The owner unit or assigned personnel are responsible for preliminary risk identification, measurement, monitoring design and prevention.
- Tier 2: The company president, vice president, CEO, CTO and CFO are responsible for decision-making on feasibility, risk assessment, reports and handling.
- Tier 3: The chairperson of the “Risk Management Committee” initiates projects and plans for risk inspection and assessment by auditors as well as tracking of corrective actions. These are then reported to the Board and Audit Committee.

For more information on material risk assessment items and the operations of each tier, please refer to p. 239 ~ 243 of the 2019 Annual Report published in the “Stakeholder Zone” of the PLANET website. The annual report is available: <https://www.planet.com.tw/tw/ir/financial-reports>

Preventing risk through comprehensive internal controls and audit systems

The “Internal Control System”, “Enforcement Rules of Internal Audits” and “Risk Management Regulations” were drawn up by PLANET and shall be amended by a resolution of the Board. An Auditing Office that reports directly to the Board was also established to assist the Board and management in supervising internal systems and processes. The annual audit plan is followed rigorously to ensure the effectiveness of internal controls, the reliability of financial reporting, and compliance with the relevant laws and regulations. The Audit Office also provides timely recommendations on improvements that ensure the effective implementation of internal company controls and supervisory mechanism as well as manage the execution of risk management activities.

The Audit Committee reviews the company’s internal audit report on a monthly basis and a good working relationship is maintained with the management, internal auditors and certified public accountant (CPA). The Stakeholder Zone on the PLANET website has an Audit Committee mailbox to facilitate direct communication between shareholders, employees and the Audit Committee.

Employee Ethics and Confidentiality

Ethical management served the overriding principle at PLANET for the defining of rules governing behavior at work, ethics and morality, and confidentiality such as the “Code of Business Integrity”, “Corporate Code of Conduct and Ethics”, “Departmental Code of Ethics”, “Confidentiality Guidelines”, “Business Gift Rules”, and “Information Security Guidelines.” Business ethics is emphasized with all employees expected to comply with all relevant laws, regulations, and internal company rules during the course of business. Business and social ethics as well as confidentiality rules shall be adhered to at all times to prevent behavior that impact on the reputation of the company. Everyone works together to build a corporate culture based on ethical management and its sound development.

All new employees are made aware of company rules on ethical management, work, and confidentiality during their orientation training. A comprehensive set of rules have been put into place and can be queried by employees through the internal sharing platform at any time. Employee incentive and disciplinary standards have also been defined to strengthen compliance by the company and all employees on business ethics and integrity. No significant fines or other penalties have been imposed against PLANET for non-compliance to date.

Protection of Shareholder Interests

PLANET protects shareholder interests by creating business profits and active corporate governance. This included formulating “Procedures for Handling Material Inside Information” as well as the uploading of material information to the market observation post system. All employees, executives and directors at PLANET are also notified via e-mail to prevent insider trading violations.

A Stakeholder Zone has been established on the PLANET website to provide the general public with information on our corporate governance and finances. An Audit Committee mailbox was also set up to provide a channel for communications between investors and the company. An investor relations procedure was also defined along with a spokesperson system made. The company spokesperson and deputy spokesperson respond to investor queries as necessary and report the matter immediately to top executives and the president.

Corporate Commitment

Employee Cultivation and Care



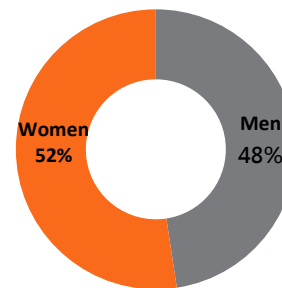
Employee cultivation, welfare, benefits, human rights, safety and healthy are valued by PLANET. Providing employees with a safe working environment where they can utilize their talents enhances the caliber of corporate human resources and boosts the competitiveness of the company. A complete talent cultivation and development system is used by PLANET to assist employees in professional and career development. Different communication channels have also been established including regular labor-management meetings, the CEO mailbox, and Audit Committee mailbox. Employees can express their opinions through any channel at any time as well as communicate with the company management on their rights and other issues in any format, and receive a response to their questions that help to maintain harmonious labor relations.

Emphasis on Diversity and Gender Equality in Employment

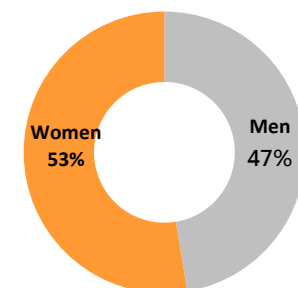
- Employment diversity:**
 PLANET employed a total of 147 people in 2019 with an average age of 39.5 years. All employees are Taiwanese nationals employed on a full-time basis by PLANET. The employment of illegal workers, child labor, or forms of labor in breach of labor regulations is prohibited. Preference is given to handicapped persons that meet recruiting requirements during hiring to protect the rights of the physically and mentally handicapped employees. Handicapped employees accounted for 1% of all employees in 2019 and complied with the law. There is no discrimination against religion, race and political affiliation at PLANET. Equality is practiced in employment and there were no cases of discrimination during employment.

- Respect for Gender Equality:**
 PLANET is an advocate for the principle of "gender equality in employment" and actively promotes "Equal rights." Employees doing the same work receive equal treatment and compensation regardless of their gender. The employment, and promotion of women throughout their professional career is also emphasized. A comparison of gender ratios among all employees and managers found that women outnumbered men in all categories. PLANET strives to create an equal, friendly, healthy and happy workplace environment. We were the first company in Taiwan to be presented with the "Taiwan Mittelstand Award for Gender Equality" by the Ministry of Economic Affairs, followed by the "Taiwan Mittelstand Award for Workplace Friendliness", and being nominated as a Gender Mainstreaming Benchmark Enterprise by the MOEA Industrial Development Bureau.

Employee gender ratio in 2019
(Total employees: 147)

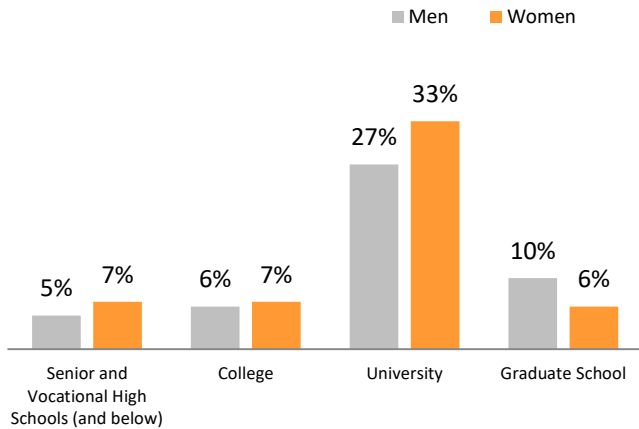
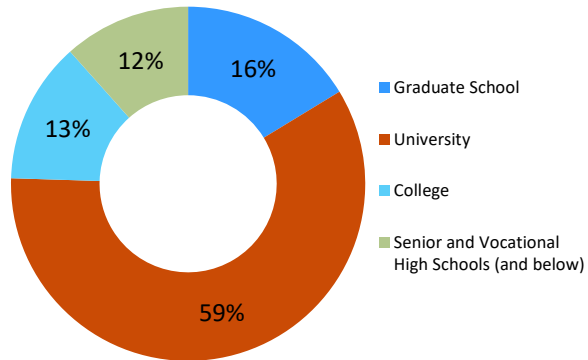


Management gender ratio in 2019
(Total managers: 38)

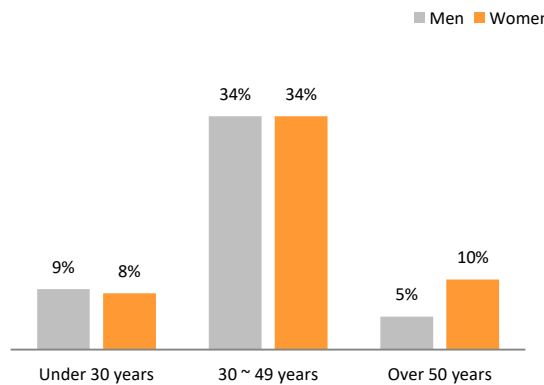
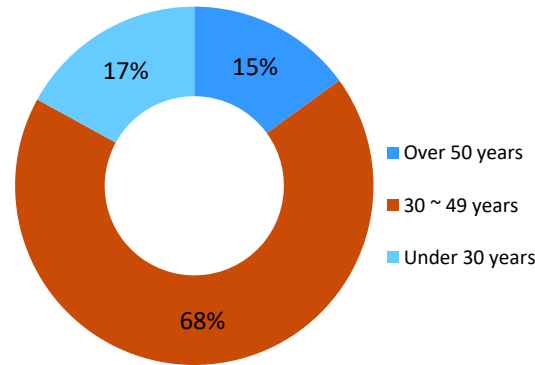


◆ PLANET Technology manpower structure in 2019:

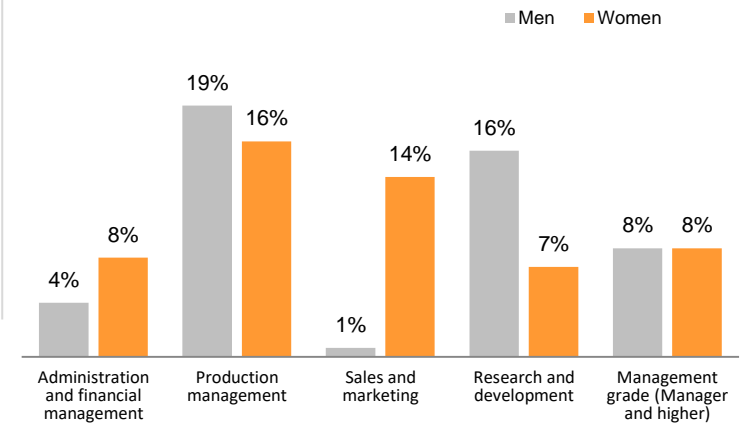
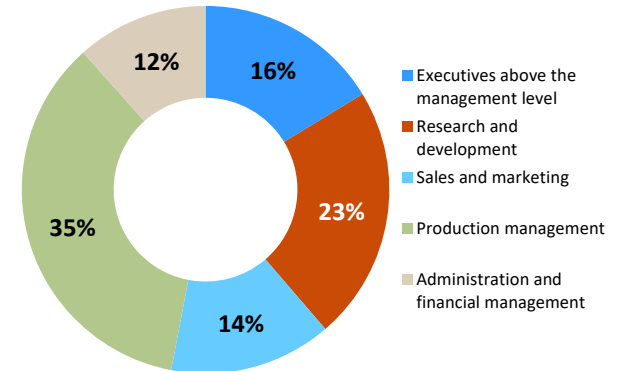
Level of Education



Age



Roles



Employee Compensation and Benefits

All employee compensation at PLANET complies with the minimum wage set by the *Labor Standards Act*. The compensation package includes: base salary, duty allowance, business bonus, performance bonus, sales bonus, profit sharing, and annual bonus. Monthly pension contributions are also deposited with the Bank of Taiwan and Bureau of Labor Insurance in accordance with the *Labor Standards Act* and *Labor Pension Act* to safeguard employee interests. A performance evaluation system has been put into place with annual performance evaluations for all employees. Employees can communicate any compensation-related issues directly with their supervisor before it is submitted to the management for a decision. Performance bonuses are paid to outstanding employees as a form of encouragement.

A comprehensive benefits scheme at PLANET helps to attract and retain talent.

Benefit Category	Benefit Type
"Basic Benefits"	Labor and National Health Insurance, education and training, annual bonus, group insurance and annual health checkup
"Bonus/Cash Gift/ Allowance"	Employee profit sharing, performance bonus; holiday cash gift; birthday cash gift; subsidies for weddings, funerals and celebrations; education subsidies for employees' children; and an emergency assistance for employees.
"Leisure Benefits"	Company trips, club subsidies, and recreational activities
"Special Leave"	Parental leave, maternity leave, paternity leave, family leave, paid volunteer leave, and paid indigenous people leave
"Retirement Pension"	Monthly contributions are deposited into employee pension accounts at the Labor Bureau in accordance with the <i>Labor Standards Act</i> and <i>Labor Pension Act</i> to safeguard the retirement benefits of employees.

- Ratio of PLANET employees applying for parental leave, reinstated after parental leave, and their retention ratio over the past 3 years:

Year	2017	2018	2019
Number of parental leave applicants	1	0	0
Reinstatement rate	100%	--	--
Retention rate	100%	--	--

- Note: *Retention rate is based on employees that remain with the company for more than 12 months after reinstatement.

Employee Training and Manpower Development

Employee cultivation is a form of responsible investment for PLANET aimed at the sustainable development of employee potential and the increase of employee value. An annual plan for employee development, education and on-the-job training is developed in accordance with the “Enforcement Rules for Education and Training” to support the company’s development goals as well as enhance the professional skills and management know-how of employees.

- Education and Training Categories

Training Type	Training Goal
Core competency training	Building of employee consensus and shaping of core corporate culture Enhancing execution and innovation course
Management competency training	Cultivation of management leadership skills Performance and risk management
Professional competency training	Professional knowledge and skills training
General knowledge	Improve self-management ability beyond professional specialty Human rights, labor health and safety training

In addition to retaining academics/industry experts and internal lecturers, we also set up the “PLANET a-Learning”, an innovative e-learning platform, to provide employees with more online learning channels and resources. Satisfaction surveys after training are used to understand and respond to employee needs in an appropriate manner; the summary and key highlights from training courses are also uploaded to the intranet for sharing and adoption. PLANET employees undertook 2,831 hours of training in 2019 for an average of 19.26 hours of training per person.

- Training Hours

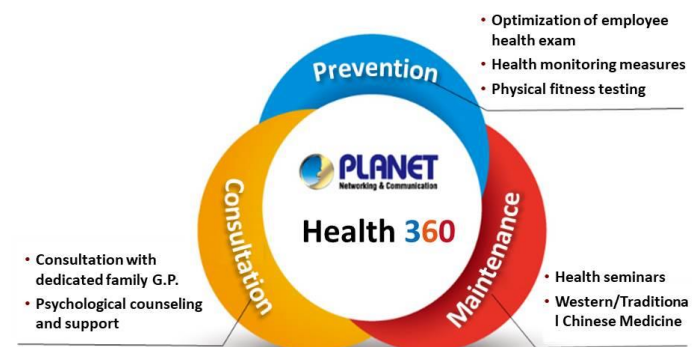
Year	2017	2018	2019
Total Number of Employees	143	147	147
Total Training Time	2,257	2,359	2,831
Average Training Time per Person (Hours)	15.78	16.05	19.26

Physical and Mental Well-being of Employees

The physical and mental well-being of employees is important to PLANET. Priority is given to helping employees maintain their physical and mental health. An innovative partnership has been formed with the Tzu Chi Hospital in Taipei to appoint a dedicated family G.P. for PLANET, complemented by a variety of health seminars to provide employees with a total health service that encompasses everything from preventive medicine, health consultation to physical/mental wellness. The following support measures have been introduced to create a caring, LOHAS, healthy, and eco-friendly cultured workplace.

Type	Measure
【Be Happy】 身心靈環保	Psychological health program, counseling, pressure diagnosis
【Be Cultured】 人文素養	Set up Employee Welfare Committee to organize art and cultural clubs/activities.
【Be Athletic】 體能運動	Sports clubs and competitive sports
【Be Healthy】 全方位健康照護	Health 360 Program Employee health monitoring and consultations with Western/Traditional Chinese Medicine practitioners are held every year Established dedicated page for “Health Monitoring” Occupational Health and Safety Program -- On-site health services by medical personnel
【Be Long-lived!】 樂活養生	Longevity course, office physical exercises, organic farm experience, massage, and sharing of LOHAS articles on the corporate intranet.

Annual themes such as LOHAS, health and environmental protection are used every year to enhance employee understanding and perception on an environmental, LOHAS and mental level. We support the LOHAS eco-friendly initiatives. The annual theme for 2016 to 2020 was “Green Energy 2.0”. Employees were encouraged to incorporate green living into their food, clothing, accommodation, travel and rest. A green lifestyle filled with energy and vitality can then be achieved. The innovative “Health 360” program is a partnership with Tzu Chi Hospital in Taipei that takes a total health management approach based on “Prevention”, “Maintenance” and “Consultation.” From 2020, the program will also be rolled out alongside the “Occupational Health and Safety Plan -- On-site Health Services for Medical workers. Everyone can then work together to ensure a safe and fulfilling family life.



Among them is the dedicated family G.P. consultation at PLANET. Employees do not have to physically visit a hospital as PLANET has retained the director of occupational medicine at Taipei NHS to provide employees and their friends and relatives with professional advice at quarterly intervals. A traditional Chinese medicine consultation was added in 2019 to give employees and their families/dependents another alternative to health-related issues. The occupational safety program -- on-site health services for health workers -- will receive our assistance this year assisted with occupational health and safety matters from 2020 onwards to safeguard the health of employees.

Employee Care

PLANET cares about the work and life balance of employees. Support packages are available to help employees concentrate on their work and balance the demands of work, family, study and life.

- **COVID-19 prevention measures**
Epidemic prevention measures were drawn up by PLANET with employees reminded to maintain social distancing, wear face masks, and wash their hands frequently as part of a joint epidemic control effort to keep employees and their families safe.
- **PLANET Mentor program**
PLANET Mentor program assigns senior employees in each unit to act as mentors to new employees to help them adapt to their role and company processes, as well as keep them up to date on the latest company news and events. The “PLANET e-World” knowledge sharing platform on the intranet also helps new employees with fitting into our corporate culture, promote understanding and networking between employees and departments, and the building of team rapport.
- **Education subsidies for employees’ children**
Employees are rewarded for their long-term commitment and contribution. The subsidy encourages employees to pay attention to their children's education and reduces the burden of education costs. It takes pressure of child-rearing off employees so they can concentrate on their work.
- **Flexible working hours**
Flex-time packages are offered to employees if required due to lifestyle, change of circumstances, or study commitments. These improve satisfaction among employees and their families by helping them balance the needs of work, life, study and family.
- **Emergency assistance for employees**
If an employee’s life is disrupted by a serious emergency that also impacts on their work, special emergency assistance packages are available to help alleviate the impact, and provide temporary protection of their livelihood so that the employee can focus on getting their work and life back in order.
- **Interest-free home loan for employees**
Employees that have made a longstanding contribution may apply for an interest-free home loan on their down payment if they are buying their first home. Employees can then repay the loan over time based on their financial circumstances. The loan help employees settle down with their family and focus on their work.
- **Psychological counseling**
Employees in need of psychological counseling are offered stress management courses and referrals to psychiatrists to help restore their mental well-being.
- **Convenient breast-feeding and childcare**
Dedicated breast-feeding (expressing) rooms have been set up for the use of female employees at work. PLANET has also contracted with nearby childcare centers and kindergartens to provide preferential childcare rates and group pick-up/drop-off services for the peace of mind of employees and their families.

Safe and healthy working environment

PLANET provides employees with safe working environments that comply with fire safety regulations. The following workplace and personal safety measures have also been implemented to ensure the health and safety of employees:

- Implementation of ISO 9001 quality management system, ISO 14001 environmental management system: A tailored management system has been set up to monitor the implementation and effectiveness of the quality and environmental management systems. Improvements on quality, environment, safety and health ensure the personal safety of employees. Certification on the ISO 9001:2015 and ISO 14001:2015 standards were renewed in 2018 with no defects.
- Certified as a “Tobacco-free Workplace” to maintain a healthy office environment.
- Establishment of a “Quality Control Center”: Responsible for the planning and promotion of quality and environmental management throughout the company as well as the auditing of their implementation performance.
- An “environmental assessment form” is drawn up and implemented by each department so that corrective/preventive action can be taken when non-compliance is detected by the environmental system and ensure the normal operation of working spaces.
- Announcements and training on “environmental safety regulations” to ensure that all company activities, products and services comply with all relevant environmental laws and regulations.
- Implementation of “chemical controls”, and “solder slag disposal” with corresponding signage to prevent industrial safety accidents.
- Implementation of “air pollution processing for laboratories and workshops.” To protect employee health and safety, fume hoods are installed at sources of air pollution and ventilation equipment used to draw and filter the air before it is returned to the indoor environment.
- Implementation of “Operating Guidelines for X-ray Fluorescent Analyzer” with corresponding signage to ensure the proper operation of XRF, protect employee safety, and set testing standards for environmentally sensitive substances.
- Implementation of “industrial waste removal and disposal” where all toxic or hazardous industrial waste in concentrations or quantities sufficient to pose a threat to human health or to pollute the environment are managed to ensure the personal safety and health of employees.
- All products are manufactured using a “lead-free process” to ensure the safety of employees during the production process.
- Bans on the use of hazardous substances in products that complies with “the requirements of RoHS, REACH and Halogen-content” and declaration of non-use of hazardous substances to ensure the safety of employees.
- A firefighting and emergency response system was established with “emergency response teams” and “emergency response personnel.” In the event of a major disaster, the system provides administrative support and boosts the emergency response capability in order to mitigate the damage, ensure continuity of operations, and protect the safety of employees.

- Annual “fire safety drills” are conducted to reinforce the importance of fire safety among employees. The improvement in firefighting performance reduces damage from disasters, protects the health and safety of employees, and ensures the continuity of operations.
- Fire safety equipment is regularly inspected to reduce damage from disasters as well as protect the health and safety of employees.
- Drew up the “Environment, Health and Safety Work Rules” to prevent occupational injury, protect the health and safety of employees, ensure the continuity of operations, and realize the goal of corporate sustainability.
- Appointment of a “Chief Health and Safety Officer” responsible for the planning and promotion of company safety/health policy and management systems, as well as the auditing of their implementation performance. Training was also conducted for labor safety specialists including Class-1 labor health and safety managers, labor health and safety specialists, first-aid personnel, and fire prevention specialists. A total of 53 hours of related training were conducted for labor safety personnel to develop occupational environment, health and safety management expertise and maintain a safe and healthy working environment.
- “Labor Health and Safety Training” was implemented with all new or transferred employees required to undergo health and safety training for their first-day on the job to prevent occupational injury.

As a result of the rigorous measures taken to maintain workplace safety and a healthy environment, there were no industrial accidents at PLANET in the last year.

Supplier Partnerships

Integrity and honesty are the most important conditions for the selection of PLANET suppliers. Suppliers are treated as partners and Taiwanese companies accounted for around 80% of all suppliers. Open channels of communication and good relations were maintained with all suppliers. In response to future environmental trends, PLANET is placing greater emphasis on working with chip vendors that offer energy-saving designs. PLANET has also signed “Supplier/Partner CSR Management Guidelines” and “Declaration on Non-use of Hazardous Substances” to provide green product assurance.

PLANET “Supplier/Partner CSR Management Guidelines” requirements:

- Suppliers shall use lead-free processes for their products
- Product design shall adhere to environmental and energy-saving principles
- Non-use of hazardous substances
- Product shall comply with EU RoHS, REACH, WEEE and EuP directives
- New contract manufacturers shall have ISO 14001 certification
- The workshops of contract manufacturers shall comply with safety standards
- Suppliers shall not use any illegal workers (protect legal workers) and child labor
- Supplier shall not use conflict minerals from Congo and other countries



Customer Satisfaction

PLANET products are sold worldwide under the PLANET brand and an extensive network of distributors have been established in nearly 150 countries on five continents around the world. PLANET has always responded to customer and market feedback on our products in a swift, proactive and effective manner. Conditions for consumer protection and product liability are clearly defined to protect consumer rights. Related information:

- (1) Full product disclosure and provision of standard sales contracts
All product information is disclosed on our global marketing website and printed catalogs for the customer’s reference at any time; “General Terms of Sales” are provided to customers during product sales setting out the terms of the transaction including price, method of payment, shipping, handling of product complaints, and warranty.
- (2) Establishment of a “Partner Zone” on the global corporate website to support local marketing by distributors
Global distributors can log into the Partner Zone to access resources for product promotion, education and training. These help distributors expand the depth and breadth of their marketing for PLANET products and solutions.
- (3) The sustainable design and all environmental-related certifications and guidelines that the product complies with are indicated in the product manual and the packaging.

- (4) A “Customer Service Mailbox” and “Technical Support Services” are provided on the global corporate website.
Sales units and technical support engineers shall respond to customer inquiries within 24 hours.
- (5) A variety of channels including e-mail, Skype, Facebook fan page, and international professional tech websites are used to respond to customer inquiries in a timely manner.
- (6) Comprehensive after-sales service
Our “Warranty Policy” covers the return, replacement, repair and recall of products by global distributors.
- (7) Set up customer complaints channel and compensation procedure
A “Customer Complaints Channel” has been set up to handle customer complaints.
- (8) Regular customer satisfaction surveys are conducted and used as metrics for internal evaluations
Annual customer satisfaction surveys are conducted in accordance with the “Customer Satisfaction Survey Rules.” The results of the survey are included in the performance evaluations of the relevant units. Our company achieved an overall satisfaction rating of 99% in the 2019 customer satisfaction survey. Customer feedback shall also be responded to within 24 hours. The areas of concern are tracked for proactive improvement.

Environmental Sustainability



Environmental Protection Policy

Environmental protection has been incorporated into the corporate policy of PLANET. Environmental sustainability has also been incorporated into our management system with the setting of short, medium and long-term sustainability goals. We aim to track the latest developments in environmental issues such as energy and climate change, increasing energy efficiency, and reduction in polluting emissions as part of our goal under the Road to Zero.

PLANET Environmental Sustainability Objectives



Green energy, carbon reduction and environmental protection are emphasized during product R&D and manufacturing at PLANET. The “PLANET Green Action Plan” encompasses waste reduction in the office, recycling and reuse, as well as the promotion of carbon reduction, energy conservation and anti-global warming initiatives. The “Environmental Protection Rules” were also drawn up to set out environmental standards that all employees are expected to follow.

The combined efforts of all PLANET employees resulted in the company obtaining the latest “ISO 14001:2015” environmental management system certification with zero defects in November 2018, a feat that reflected the effective implementation of the overall environmental quality system. All suppliers are also required to commit to a declaration on the ISO 14001 environmental system to ensure that our supply chain complies with environmental management regulations.

Green Supply Chain Management

To ensure that our products comply with eco-friendly principles and minimize their environmental impact from raw materials to end product, the “Supplier/Partner CSR Management Guidelines” were drawn up. Suppliers were also required to sign the “Declaration on Non-use of Hazardous or Restricted Substances” or “Supplier Commitment on Environmental Protection. The use of conflict minerals from Congo and other countries are banned as well as part of our green product assurance.

Eco-friendly Product Design

Eco-friendly product design has now been adopted across the board for all PLANET products. The “Eco-friendly Product Design Principles” require strict compliance with environmental requirements at every stage including technology R&D, design, manufacture, transportation, recycling and reuse.

Sustainable Design

- Use of energy-saving chips based on eco-friendly product design
- The development of PoE switches that incorporate the energy-saving smart PoE Schedule function.

Eco-friendly Design

- Products use eco-friendly components with independent certification on compliance with the requirements of EU RoHS, REACH, WEEE, EuP and Halogen-free.
- Switching power is now being progressively adopted in all product lines to comply with US “Energy Star” and safety certification requirements.
- PoE switch integrated with smart PoE Schedule timer function greatly increases the energy efficiency and energy savings of networks.
- Eco-friendly packaging is used for product cartons and padding.

Green Procurement

The purchasing of product components adheres to the Green Procurement Management Rules and bans the use of raw materials containing conflict minerals from Congo and other countries. Suppliers were also required to sign the “Declaration on Non-use of Hazardous or Restricted Substances” or “Supplier Commitment on Environmental Protection.

Sustainable Sourcing & Green: All product lines use lead-free processes.

Carbon Reduction for Transportation

- Product design and development takes the minimization of packaging volume into account to maximize energy efficiency during transportation.
- The principle of “whole container freight” is followed for sea freight to eliminate wasted container space and energy.
- “Direct flights” are used wherever possible when shipping by air to maximize efficiency and minimize energy consumption.

Recycling and Reuse

All PLANET products adhere to the WEEE regulations to reduce the amount of electrical and electronic waste produced or processed. This in turn reduces their impact on the environment and mankind. “Industrial Waste Removal and Disposal” is also practiced to prevent environmental pollution.



Environmental management and education

PLANET conducts systematic organizational management and training on carbon emission management in the office as well as environmental education and initiatives. All employees are mobilized to promote environmental protection.

Carbon Emission Management

The main source of carbon emissions within the operational scope of PLANET come from electricity and company vehicles. Energy efficiency is routinely promoted in the office to reduce electricity consumption including calibration of thermostats to keep the room temperature of air-conditioned areas between 25 to 26 degrees, consolidating work stations of each department to reduce the number of areas that need to be air-conditioned, regular maintenance of air-conditioning systems to improve their efficiency and reduce unnecessary energy consumption. The reduction of carbon emissions from business operations and production operations serve to mitigate the major risks associated with global warming and climate change.

PLANET produced 234 tons of CO₂ emissions in 2019. This was an increase over 2018 due to an increase in the proportion of energy-intensive function tests during the development of industrial-grade and PoE power supplies. In response, future product development will strive to realize the goal of reducing power consumption and greenhouse gas emissions without compromising on the quality of product validation testing.

- Annual energy intensity per unit area

Year	2017	2018	2019
Total company floor space	2,113	2,113	2,113
Total power consumption (kWh)	342,688	334,296	356,173
Total number of employees	143	147	147
Annual power consumption per person	2,396.42	2,274.12	2,422.95
Annual power consumption per ping	162.18	158.21	168.56

- Annual carbon emissions

Year	2017	2018	2019
Electricity emissions (kgCO ₂ e)	218,292.26	212,946.55	226,882.20
Vehicular emissions (kgCO ₂ e)	2,885.69	3,463.73	7,400.51
Total emissions (kgCO ₂ e)	221,177.95	216,410.28	234,282.71
Annual revenue (Thousands in TWD)	1,361,090	1,367,540	1,348,032
Carbon productivity (Thousands TWD/Ton Co ₂)	6,153.82	6,319.20	5,753.87

Note: The calculation of GHG emissions was based on the actual business activity data for the year and supplemented by the GHG Emission Factor Management Table Ver. 6.0.4 issued by the Environmental Protection Administration in June, 2019. The Energy Product Unit Heat Value Table was published by the MOEA Energy Bureau in 2019, as well as the national electricity emission factor it released in 2019.

Environmental Education and Initiatives

The “Green Action Plan” has been introduced in the office and an “Eco-LOHAS Zone” was set up on the intranet to promote carbon reduction and anti-global warming, as well as the implementation of actual energy conservation, water conservation, waste reduction, recycling and reuse initiatives:

- High-efficiency LED lights have now replaced conventional LED lights and conventional fluorescent lights. The lighting circuits were also adjusted to ensure proper illumination without sacrificing on energy efficiency.
- Adjustments to the positioning of lighting fixtures and changing the angle of the sunshades effectively reduced power consumption and exposure to the sun. This reduced the burden on the air-conditioning system and its power consumption.
- The “PLANET Energy-saving and Beat the Tariffs Campaign” boosted internal environmental performance through energy-saving and carbon reduction competitions to come up with the best energy-saving tips and actions.
- “LOHAS Health Corridors” were installed to encourage employees to support the environment by using the stairs instead of elevators when traveling between office floors. Benefits included reducing energy consumption and carbon emissions as well as better health.
- Recycling areas were set up with all employees trained in recycling and waste sorting. Such initiatives at work and in everyday life helped to reclaim reusable resources and protect the environment.
- PLANET is continuing to introduce electronic approvals and e-processes. Process/forms that have not been migrated to the electronic approval system are being progressively converted to e-mail approvals as well to reduce the amount of printing, stationery consumption, and energy consumption from document delivery.

- The removal and disposal of industrial waste is carried out every year. An increase in the amount of industrial waste that could be recycled meant there were no industrial waste that needed to be removed in 2019.
- Waste battery recovery stations were set up to reduce the chance of environmental pollution from waste batteries.
- The amount of vegetation in offices was increased to turn offices into eco-friendly LOHAS green spaces.



Social Engagement

PLANET practices social engagement through education and culture-related initiatives in order to give back to society. Employees are encouraged and given incentives to volunteer as well. Caring about others, doing community service and serving the public promote harmonious relations with the local community.

Promotion of Education and Culture



PLANET established the “PLANET Education Fund” as the first charitable trust in Taiwan focused on education. The foundation provides charitable grants to cultural and education-related initiatives. The trust was founded in August, 2004, and focuses on “education” issues. Its mission is to “promote education and improve the quality of manpower” and is currently engaged in the following four education and culture programs:

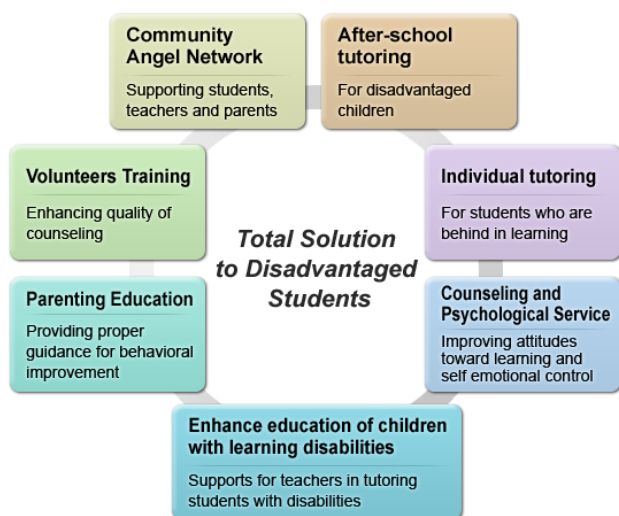
Target	Theme
Education for disadvantaged elementary/junior high school children	✓ Remedial education/psychological counseling for disadvantaged students
Education of university student volunteers	✓ Encouraging university students to engage in international volunteering ✓ Scholarships
Social life education	✓ Promotion of life education among business owners
Arts and cultural education	✓ Promotion of education on folk culture ✓ Good Songs for Schools

The PLANET education trust incorporates business administration into its operations and sets standards for strategic and effective execution. To date, the trust has sponsored scholarships for students at many schools in New Taipei City and Taipei City, research grants for academic units, and subsidies for social charities and culture. Key initiatives included:

- Tutoring and psychological counseling for disadvantaged students: A total of 19 elementary and junior high schools have taken part to date with tutoring and counseling services provided 8,630 times. Adults took part in development group activities with a total of 1,498 times, and a total of 10,128 people have received sponsorships or counseling so far.
- Scholarships: 80 scholarships have been given at Chinese Cultural University, 7 scholarships have been given to the Department of English at National Chengchi University, 736 children of workers have received financial assistance, and study grants have been given to 4 PLANET employees, for a total of 827 people to date.

Remedial education/psychological counseling for disadvantaged children

PLANET has been a long-time supporter of “remedial education/psychological counseling for disadvantaged children.” We promote education for disadvantaged children by providing activities such as tutoring, remedial education, and emotional treatment for disadvantaged children with poor academic performance or emotional/behavioral handicaps. Disadvantaged children receive broad-spectrum assistance on building up their academic fundamentals, character-building and correction of potential problems. We provide a resource integration system based on the spirit of business administration that uses business management skills together with the hardware and staff of schools, social education experts, community volunteers, and corporate volunteers to weave a “resource web.” The strengths of each group are leveraged to carry out “disadvantaged education” in a strategic manner so that “counseling expertise” can enter the campus and have a long-term influence. Families, schools and society all benefit from such interventions.



PLANET investment in “remedial education/psychological counseling for disadvantaged children” integrates the operating models of each school to define a standard operating procedure that allows each school to standardize their operations so that there is a way to evaluate and manage the performance of the program on a long-term basis. The PDCA management cycle is used to review and correct the remedial education strategy each semester when necessary. Proposals for improvement are made and performance tracked in an effective manner for continuous improvement.

The PLANET “remedial education/psychological counseling for disadvantaged children” program has been implemented in New Taipei City’s Xindian, Sanxia, Xizhi, and Shulin districts as well as Taipei City’s Muzha district since 2005. A total of 8,630 students from 19 elementary/junior high schools and institutions have taken part so far.

Schools:

Mingdao Elementary School, Wanxing Elementary School, Chung Cheng Elementary School, Beixin Elementary School, Xinhe Elementary School, Qingtan Elementary School, Gueishan Elementary School, Ankeng Elementary School, Minyi Elementary School, Shuangcheng Elementary School, Yulin Elementary School, Qingshan Elementary and Junior High School, Xindian Elementary School, Erchong Elementary School, Daping Elementary School, Wufeng Junior High School, and Wanli Junior High School.

Non-schools: YongAn Taiwan Presbyterian Church, Happy Gifts of Social Service Association (Wheatland Association)

The boundless value of education is the foundation of social progress. Promoting harmonious social development through this model of education for disadvantaged children is the sustainable outcome that PLANET hopes to achieve.

Adoption of organic tea plantation and protection of water sources



PLANET has led employees in adopting organic tea plantation at Pinglin upstream of Feitsui Reservoir since 2010. The Pinglin District of New Taipei City is part of the Feitsui Reservoir catchment and consists mostly of forests with the remainder being cultivated land. Tea plantations account for about half of the cultivated land so their method of cultivation has a significant effect on the water quality of the reservoir. The use of pesticides, chemical fertilizers and herbicides by farmers however have resulted in soil degradation and erosion. These chemicals are then washed into the reservoir where they impact the water quality and local ecosystems. The service life of the reservoir is also affected. Increasing the proportion of existing tea plantations in Pinglin that are cultivated with organic techniques helps to maintain the water quality of the reservoir catchment area.

The Pinglin organic tea plantation adoption action plan introduced by PLANET sponsored tea growers included using no chemical fertilizers or pesticides for their tea plantations so as to protect the water catchment and ecosystem. The implementation of ecological and environmental ideas requires group effort. We applied our resource integration ability to combine resources, sponsorship, idealism, adoption, direct support and volunteer services to make a contribution to environmental protection and demonstrate our commitment to CSR.

Internal initiatives included the promotion of organic agriculture to protect water catchments, recruiting employees to adopt organic tea plantations, and hosting the “Educational and volunteer tour of organic tea plantations in Pinglin.” Employees along with their families and friends were introduced to the eco-system of the Beishan River upstream of Feitsui Reservoir, and the importance of organic cultivation techniques to the eco-system. By learning through play during a healthy leisure activity, the volunteers helped to protect the natural ecology of the reservoir catchment.

Outcomes and benefits of the Pinglin organic tea plantation adoption initiative:

- The organic tea plantation adoption program guaranteed a certain level of income for tea growers and increased their willingness to switch over to organic cultivation. The number of organic tea growers has since grown from 8 in 2010 to 33 today. The area of organic tea plantations has expanded from just 1 hectare to 52 hectares.
- Protecting the upstream environment of Feitsui Reservoir for the water resource of Greater Taipei
- Maintaining healthy soil, healthy tea and healthy growers
- Restore eco-diversity around tea plantations and the reservoir
- Employees show their sincere interest in the ecosystem and build rapport on environmental protection



Corporate Volunteering

A variety of methods are used to encourage employee participation in charity and volunteer events. By caring and learning more about people, they can experience the joy of volunteering. Once they return to the workplace they would become better at internal team building.

- (1) A “CSR - Charitable Event Zone” has been set up on the PLANET e-World intranet. Regular updates are provided on charitable events inviting employees to take part in and using their collective abilities to serve the public.
- (2) Employees have been provided with one day of paid volunteer leave since 2011.
- (3) Volunteer passports and recognition arrangements have been developed to boost employee interest in volunteering.

Volunteer activities can be launched by the management or employees can also volunteer as social workers to join in improving their local environment and culture. A total of 327 volunteer hours were accumulated in 2019. Corporate volunteer initiatives included:

- Volunteering to donate blood for the good of society
- Family volunteering day to clean up mountain forests. The event helps to protect the environment and is also very educational.
- Volunteers for remedial education/psychological counseling of disadvantaged children
- Angel of the Night volunteers provided indigenous children in urban areas with after-school mentoring



GRI Standards Index

GRI Standards	Disclosure	Chapter and Remarks	Page
GRI 102	General Disclosures 2016		
Organizational profile			
102-1	Name of the organization	About PLANET Technology	3-5
102-2	Activities, brands, products, and services		
102-3	Location of headquarters		
102-4	Location of operations		
102-5	Ownership and legal form		
102-6	Markets served		
102-7	Scale of the organization	Employee Cultivation and Care	15-16
102-8	Information on employees and other workers		
102-9	Supply chain	Supplier Partnerships Green Supply Chain Management	22 24-25
102-10	Significant changes to the organization and its supply chain	About PLANET Technology	3
102-11	Precautionary Principle or approach	Risk Management	13
102-12	External initiatives	Corporate Governance Environmental Sustainability	10-14 24-26
102-13	Membership of associations	About PLANET Technology	4
Strategy			
102-14	Statement from senior decision-maker	Letter from Chairman & CEO	2
102-15	Key impacts, risks, and opportunities	Market Impact and Opportunity	6

GRI Standards	Disclosure	Chapter and Remarks	Page
Ethics and integrity			
102-16	Values, principles, standards, and norms of behavior	About PLANET Technology Risk Management	3-4 13-14
102-17	Mechanisms for advice and concerns about ethics	Risk Management Protection of Shareholder Interests	13-14
Governance			
102-18	Governance structure	Corporate Governance Framework	10-13
102-19	Delegating authority	Corporate Governance Framework	10-13
102-20	Executive-level responsibility for economic, environmental, and social topics	Risk Management	13
102-21	Consulting stakeholders on economic, environmental, and social topics	Stakeholder Engagement	7-9
102-22	Composition of the highest governance body and its committees	Corporate Governance Framework	10-11
102-23	Chair of the highest governance body	Corporate Governance Framework	11
102-24	Nominating and selecting the highest governance body	Corporate Governance Framework	10-12
102-25	Conflicts of interest		
102-26	Role of highest governance body in setting purpose, values, and strategy		
102-27	Collective knowledge of highest governance body		
102-28	Evaluating the highest governance body's performance		
102-29	Identifying and managing economic, environmental, and social impacts		

GRI Standards	Disclosure	Chapter and Remarks	Page
102-30	Effectiveness of risk management processes	Risk Management	13-14
102-31	Review of economic, environmental, and social topics		
102-32	Highest governance body's role in sustainability reporting		
102-33	Communicating critical concerns		
102-34	Nature and total number of critical concerns		
102-35	Remuneration policies	Employee Cultivation and Care	17
102-36	Process for determining remuneration		
102-37	Stakeholders' involvement in remuneration	Risk Management	13-14
102-38	Annual total compensation ratio	NA	
102-39	Percentage increase in annual total compensation ratio	NA	
Stakeholder Engagement			
102-40	List of stakeholder groups	Stakeholder Engagement	7-9
102-41	Collective bargaining agreements	Employee Cultivation and Care	17
102-42	Identifying and selecting stakeholders	Stakeholder Engagement	7-9
102-43	Approach to stakeholder engagement		
102-44	Key topics and concerns raised		
Reporting Practice			
102-45	Entities included in the consolidated financial statements	About this Report	37
102-46	Defining report content and topic Boundaries		
102-47	List of material topics	Stakeholder Identification and Engagement	7-9
102-48	Restatements of information	None	
102-49	Changes in reporting	None	
102-50	Reporting period	About this Report	37
102-51	Date of most recent report		

GRI Standards	Disclosure	Chapter and Remarks	Page
102-52	Reporting cycle	About this Report	37
102-53	Contact point for questions regarding the report		
102-54	Claims of reporting in accordance with the GRI Standards		
102-55	GRI Content Index	GRI Content Index	32
102-56	External assurance	None	
Economic dimension			
GRI 103	Management Approach 2016	Promise as a Sustainable Enterprise	1
GRI 201	Economic Performance 2016	Financial Performance	4
201-3	Defined benefit plan obligations and other retirement plans	Employee Cultivation and Care	17
GRI 202 Market Presence 2016			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Employee Cultivation and Care	17
202-2	Proportion of senior management hired from the local community	Employee Cultivation and Care	15
GRI 203 Indirect Economic Impacts			
203-1	Infrastructure investments and services supported	Environmental management and education	26
203-2	Significant indirect economic impacts	Not applicable	
GRI 204 Procurement Practices 2016			
204-1	Proportion of spending on local suppliers	Supplier Partnerships	22
GRI 205 Anti-corruption 2016			
205-1	Operations assessed for risks related to corruption	Risk Management	13-14
205-2	Communication and training about anti-corruption policies and procedures	Risk Management Employee Cultivation and Care	13-14 18
205-3	Confirmed incidents of corruption and actions taken	None	

GRI Standards	Disclosure	Chapter and Remarks	Page
GRI 206	Anti-competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	None	
GRI 207	Tax 2019		
207-1	Approach to tax	Financial Performance	4
207-2	Tax governance, control, and risk management	Financial Performance	4
207-3	Stakeholder engagement and management of concerns related to tax	Financial Performance Stakeholder Engagement	4 7-9
207-4	Country-by-country reporting	Report for Taiwan where the company is located	
Environmental Dimension			
GRI 103	Management Approach 2016	Promise as a Sustainable Enterprise	1
GRI 301	Materials 2016		
301-1	Materials used by weight or volume	Not applicable	
301-2	Recycled input materials used	Not applicable	
301-3	Reclaimed products and their packaging materials	Eco-friendly recyclable materials are used in some of the products. The product packaging does not need to be reclaimed and can be reused directly by the user.	
GRI 302	Energy 2016		
302-1	Energy consumption within the organization	Environmental management and education	26-27
302-2	Energy consumption outside of the organization	Not applicable	
302-3	Energy intensity	Not applicable	
302-4	Reduction of energy consumption	Environmental management and education	26-27
302-5	Reductions in energy requirements of products and services	Eco-friendly Product Design	25

GRI Standards	Disclosure	Chapter and Remarks	Page
GRI 303	Water and Effluents 2018		
303-1	Interactions with water as a shared resource	Not applicable	
303-2	Management of water discharge-related impacts	Not applicable	
303-3	Water withdrawal	Not applicable	
303-4	Water discharge	Not applicable	
303-5	Water consumption	Not applicable	
GRI 304	Biodiversity 2016		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not applicable	
304-2	Significant impacts of activities, products, and services on biodiversity	Not applicable	
304-3	Habitats protected or restored	Not applicable	
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not applicable	
GRI 305	Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	Environmental management and education	26
305-2	Energy indirect (Scope 2) GHG emissions		
305-3	Other indirect (Scope 3) GHG emissions		
305-4	GHG emissions intensity	Not applicable	
305-5	Reduction of GHG emissions	Environmental management and education	26
305-6	Emissions of ozone-depleting substances (ODS)	Not applicable	
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not applicable	

GRI Standards	Disclosure	Chapter and Remarks	Page
GRI 306	Waste 2020		
306-1	Waste generation and significant waste-related impacts	Product assembly is outsourced so there is no management of hazardous waste derived from production processes All waste generated during commercial operations comply with environmental laws and regulations during disposal. Environmental management and education	26-27
306-2	Management of significant waste-related impacts		
306-3	Waste generated		
306-4	Waste diverted from disposal	Environmental management and education	26-27
306-5	Waste directed to disposal		
GRI 307	Environmental Compliance 2016		
307-1	Non-compliance with environmental laws and regulations	None	
GRI 308	Supplier Environmental Assessment 2016		
308-1	New suppliers that were screened using environmental criteria	Supplier Partnerships	22
308-2	Negative environmental impacts in the supply chain and actions taken	Supplier Partnerships	22
Social Dimension			
GRI 103	Management Approach 2016	Promise as a Sustainable Enterprise	1
GRI 401	Employment 2016	Employee Cultivation and Care	15-20
GRI 402	Labor Management Relations 2016		
GRI 403	Occupational Health and Safety 2018		
403-1	Occupational health and safety management system	Safe and healthy working environment	21-22
403-2	Hazard identification, risk assessment, and incident investigation		
403-3	Occupational health services		
403-4	Worker participation, consultation, and communication on occupational health and safety		
403-5	Worker training on occupational health and safety		

GRI Standards	Disclosure	Chapter and Remarks	Page
403-6	Promotion of worker health	Safe and healthy working environment	21-22
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		
403-8	Workers covered by an occupational health and safety management system		
403-9	Work-related injuries		
403-10	Work-related ill health		
GRI 404	Training and Education 2016		
404-1	Average hours of training per year per employee	Employee Cultivation and Care	18
404-2	Programs for upgrading employee skills and transition assistance programs		
404-3	Percentage of employees receiving regular performance and career development reviews	100%	
GRI 405	Diversity and Equal Opportunity 2016	Employee Cultivation and Care	15-17
GRI 406	Non-discrimination 2016		
406-1	Incidents of discrimination and corrective actions taken	None	
GRI 407	Freedom of Association and Collective Bargaining 2016		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	None	
GRI 408	Child Labor 2016		
408-1	Operations and suppliers at significant risk for incidents of child labor	None	
GRI 409	Forced or Compulsory Labor 2016		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	None	
GRI 410	Security Practices 2016		
410-1	Security personnel trained in human rights policies or procedures	Safe and healthy working environment	21-22

GRI Standards	Disclosure	Chapter and Remarks	Page
GRI 411 Rights of Indigenous Peoples 2016			
411-1	Incidents of violations involving rights of indigenous peoples	None	
GRI 412 Human Rights Assessment 2016			
412-1	Operations that have been subject to human rights reviews or impact assessments	None	
412-2	Employee training on human rights policies or procedures	Employee Cultivation and Care	15
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	All contacts include clauses that require all labor to be legal workers. The use of illegal and child labor is prohibited, and they shall also comply with local laws.	
GRI 413 Local Communities 2016			
413-1	Operations with local community engagement, impact assessments, and development programs	Remedial education/psychological counseling for disadvantaged children Adoption of organic tea plantation and protection of water sources	28-29 30
413-2	Operations with significant actual and potential negative impacts on local communities	None	
GRI 414 Supplier Social Assessment 2016			
414-1	New suppliers that were screened using social criteria	Supplier Partnerships	22

GRI Standards	Disclosure	Chapter and Remarks	Page
414-2	Negative social impacts in the supply chain and actions taken	Not applicable	
GRI 415 Public Policy 2016			
415-1	Political contributions	None	
GRI 416 Customer Health Safety 2016			
416-1	Assessment of the health and safety impacts of product and service categories	None	
GRI 417 Marketing and Labeling 2016			
417-1	Requirements for product and service information and labeling	None	
417-2	Incidents of non-compliance concerning product and service information and labeling	None	
417-3	Incidents of non-compliance concerning marketing communications	None	
GRI 418 Customer Privacy 2016			
418-1	Substantiated complaints regarding concerning breaches of customer privacy and losses of customer data	None	
GRI 419 Socioeconomic Compliance 2016			
419-1	Non-compliance with laws and regulations in the social and economic area	None	

About this Report

Report Scope and Boundary

The report covers the period between January 1, 2019, and December 31, 2019. PLANET Technology conducted an inventory of its progress on material contents in the economic, environmental and social dimensions, as well as its practices and outcomes in terms of corporate governance, corporate commitment, environmental protection, and social engagement. All of the information and data disclosed in this report came from the internal company statistics except for financial data that cites publicly available financial reports that have been signed off by the CPA. Some of the events and data from previous years are provided for reference. The Boundary of this report is Taiwan where the company is located.

Reporting Principles

This report was compiled by the CSR Committee based on the reporting structure and contents defined by the GRI Standards of the Global Sustainability Standards Board (GSSB).

Report Publication

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<https://www.planet.com.tw/tw/csr/csr-reports>

Contact Information

Office of the President, PLANET Technology Corporation
Address: No. 96 11F Minchuan Rd. Xindian District, New Taipei City, Taiwan
Telephone: +886-2-22199518
Fax: +886-2-22199528
E-mail: csr@planet.com.tw
URL: www.planet.com.tw



PLANET
Networking & Communication



PLANET Technology Corporation
www.planet.com.tw