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## 2.3 Customer Service

Customers are GlobalWafers' valuable assets. They are also the Company's important partners along the way to growth. In addition to maintaining operational performance, enhancing the company's core value, and pursuing advanced technology and stable quality, we also provide comprehensive customer service and maintain good collaboration relationships with customers, hoping that all parties can grow and prosper together, enjoy sustainable operation, and achieve social and economic values.

### Customer Satisfaction

Customer recognition and support are the main reasons why GlobalWafers has become the third largest wafer manufacturer globally. Therefore, customer service has always been a key focus of GlobalWafers' work. In order to enhance customer relationship, improve service quality and facilitate technology innovation, we conduct customer satisfaction survey each year focusing on top 20 profitable customers and potential key customers through questionnaire distribution or telephone interviews for the purpose of accessing and grasping customers' needs.

Contents for our customer satisfaction survey mainly encompass overall impression, business service, and new product development. Based on customer's feedback, GlobalWafers business team together with other colleagues will establish an improvement plan focusing on issues revealed, and further conduct in-depth discussion with customers in order to complete the customer satisfaction survey process.

In 2023, through the efforts of various GlobalWafers teams, the customer satisfaction survey achieved a 100% response rate. The evaluations for product quality and new product development both met the company's set targets, indicating that we have consistently gained the approval of the vast majority of our customers in terms of stable quality and the pursuit of advanced technology. GlobalWafers will continue to make improvements to enhance customer satisfaction, striving to become the most trusted partner for our customers in their journey of technological innovation.

## 2.4 Sustainable Supply Chain & Management

GlobalWafers is committed to responsible sourcing and actively cooperates with supplier partners. At the same time, we pay attention to social and environmental impacts and ensure that the supply chain is equipped with a safe working environment, maintains dignified labor relations, and operates in compliance with ethical standards. We fulfill our corporate social responsibilities to achieve the goal of developing a sustainable supply chain.

### Upstream and Downstream Supply Chain

