

CH2 LINKAGE & VALUE

We strive to foster close ties with customers, suppliers, and local communities, creating sustainable value rooted in integrity, partnership, and shared success.

Empowered by innovation and collaboration, we reinforce value chain resilience to shape a brighter future together.



2.1
Supplier Management



2.2
Trade Associations &
Advocacy Organizations



2.3
Quality Management



2.4
Customer Service &
Relationship Management



Introduction

CH 1

- A** Advanced Circularity:
Reshaping the Essence of Resources

CH 2

- L** Linkage & Value:
Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

- L** Loyal Partnership:
A Tribute to Craftsmanship

CH 4

- O** Optimal Integrity:
Building a Foundation of Integrity

CH 5

- Y** Yielding Innovation:
Momentum Toward the Future

Appendix

2.1 Supplier Management

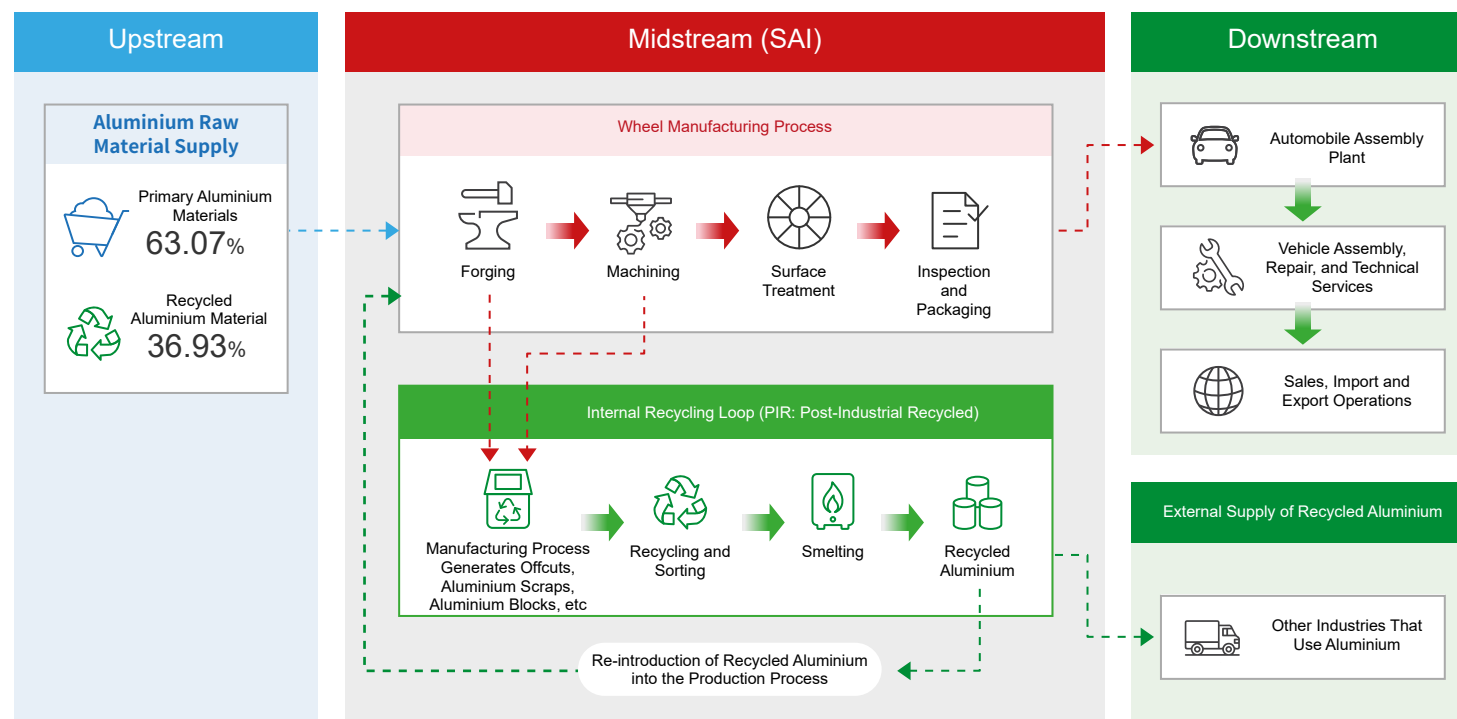
SAI Value Chain

SAI specializes in aluminium alloy forging solutions, covering the development, production, and sales of products such as automotive wheels and suspension parts. In addition to continuously developing new forging technologies, researching new material applications, and enhancing design and engineering capabilities, SAI is also committed to improving the lightweight performance of forged products. At the same time, we continue to explore opportunities to provide forging services for other suitable industrial components, thereby expanding our service portfolio. Given the diversity and high complexity of surface treatment processes, SAI provides customers with professional optimization recommendations during the product design stage to meet their needs for product personalization and uniqueness.

Forging is positioned within the middle-tier metal processing industry of the manufacturing sector. Forging alters metal structure to refine, homogenize, and fibrate the material, thereby enhancing its mechanical properties suitable for manufacturing high-strength, lightweight products or components.

In response to sustainability transformation and the promotion of circular economy, SAI has built upon its core automotive wheel and forging technologies and further expanded its scope into resource circulation. We have established a closed-loop ecosystem for post-industrial recycling (PIR) within our processes, recycling 100% of process offcuts such as aluminium scraps and aluminium blocks, smelting them into recycled aluminium, and then reusing them as raw materials in production. At the same time, we are developing a cross-industry external supply chain for recycled aluminium, expanding high-quality, low-carbon recycled aluminium to other industries that use aluminium and deepening SAI's green influence. The relationship between SAI's upstream, midstream, and downstream industry chain and recycled aluminium circulation is shown below:

SAI-Centered Industry Chain and Recycled Aluminium Circulation



Introduction

CH 1

- A** Advanced Circularity:
Reshaping the Essence of Resources

CH 2

- L** Linkage & Value:
Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

- L** Loyal Partnership:
A Tribute to Craftsmanship

CH 4

- O** Optimal Integrity:
Building a Foundation of Integrity

CH 5

- Y** Yielding Innovation:
Momentum Toward the Future

Appendix

2.1 Supplier Management

I | Supplier Overview

SAI's supplier network encompasses raw material suppliers, machinery and equipment providers, engineering contractors, and other business partners. SAI continues to strengthen a robust and resilient supply chain management framework. In 2025, SAI worked with a total of 884 domestic and international suppliers, of which 835 were based in Taiwan, accounting for 94.46% of the total. This demonstrates that SAI's supply chain is centered on local partners. Over the past three years, the proportion of local suppliers has consistently remained above 94%, reflecting the effectiveness of SAI's long-term commitment to local procurement and the deepening of collaboration with local supply chain partners.

Guided by the principles of sustainable corporate development, SAI prioritizes local suppliers in its procurement strategy for all non-raw-material purchases. The only major exception is aluminium ingots, which must be sourced internationally. Prioritizing local suppliers not only shortens procurement lead times, enhances production efficiency, and reduces carbon emissions, but also contributes to local economic stability and job creation.

1. Proportion of Local Procurement Ratio

Local Procurement	2023	2024	2025
Proportion of Local Procurement Amount ^(Note 2)	48.33%	43.65%	46.12%
Total Number of Suppliers	906	916	884
Number of Local Suppliers	859	865	835
Proportion of Local Suppliers	94.81%	94.43%	94.46%

Note 1: Definition of Local: The location of the trading partner.

Note 2: Since Taiwan does not produce aluminium, SAI primary sources raw materials from the EGA Group, purchasing aluminium ingots from Dubai. Excluding the procurement amount of aluminium ingots supplied by EGA, the proportion of local procurement amount in Taiwan for SAI in 2025 was 86.51%.

SAI classified its major suppliers into five categories—Category A, Category B, Category C, outsourcing contractors, and contractors—based on the extent of each supplier's impact on operations and products. Among them, Category A, Category B, and outsourcing contractors were designated as critical suppliers because they had a direct and immediate impact on product quality and finished goods shipments. In 2025, SAI conducted transactions with a total of 884 suppliers, including 19 Category A suppliers, 106 Category B suppliers, and 22 contractors, for a total of 147 key suppliers. The procurement value from these key suppliers accounted for more than 60% of SAI's total annual procurement spending.

Category A Suppliers	After purchase of the product, used for the product itself or its components
Category B Suppliers	After purchase of the product, used for production-related needs
Category C Suppliers	Suppliers other than those described above
Outsourced Suppliers	Providing raw materials or semi-finished products internally, outsourced for production or processing
Contractors	Plant construction, facility renovation, utilities and electrical works, equipment maintenance, and related services

2. Risk Management of Critical Raw Materials

SAI arranged purchase volumes with critical raw material suppliers for the coming year to ensure supply continuity and closely monitors customer demand fluctuations to make necessary adjustments. We have also conducted material testing with other international aluminium suppliers and have qualified alternative suppliers to ensure smooth transitions if supplier changes are needed. Additionally, SAI can produce recycled aluminium, which has superior material quality and can provide a stable supply.

Introduction

CH 1

A Advanced Circularity: Reshaping the Essence of Resources

CH 2

L Linkage & Value: Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

L Loyal Partnership: A Tribute to Craftsmanship

CH 4

O Optimal Integrity: Building a Foundation of Integrity

CH 5

Y Yielding Innovation: Momentum Toward the Future

Appendix

2.1 Supplier Management

II | Supplier Standards

To fulfill its supply chain management responsibilities, SAI has established a range of specific management requirements and collaboration standards for its suppliers. These requirements cover a variety of topics, including environmental sustainability, information security, and human rights. Through the joint efforts of its supply chain partners, SAI aims to build a responsible and resilient supply chain system. The relevant requirements are outlined below:

Environmental, Health, and Safety Management Requirements

SAI has established occupational safety and health management units, namely the ESH team and occupational safety team, to promote related matters. It has also established procedures related to supplier and contractor occupational safety and health management. Through supplier audit activities, SAI expects to enhance suppliers' attention to and actions on ESH issues. In practice, suppliers must comply with government EHS regulations and cooperate with SAI's EHS audits. Additionally, for on-site construction, suppliers must sign a "Contractor EHS Management Acknowledgment" and complete pre-entry EHS training.

Conflict-Free Minerals Declaration Requirements

SAI requires raw material suppliers to provide declarations of non-use of conflict minerals. Through enhanced supply chain management, SAI effectively screens and traces material sources to eliminate the use of conflict minerals. Any raw materials with conflict-related concerns are excluded from procurement consideration.

Information Security and Prototype Protection Management Requirements

To strengthen information security management and ensure the confidentiality, integrity, and availability of our information assets, SAI has specifically established relevant policies and regulations to comply with legal requirements and customer demands regarding information security and prototype protection. To maintain close cooperation within the supply chain, suppliers accessing "Confidential" or "Highly Confidential" information assets or handling prototype products related to new development projects must continuously enhance their management of information security and prototype protection, as well as meet and adhere to our related terms and audit activities.

Supplier Code of Conduct Requirements

SAI is committed to ensuring that supplier selection assessments exceed economic standards. In recognition of the importance of human rights, labor standards, business ethics, environmental protection, and occupational safety, SAI requires suppliers to meet sustainability standards and expects them to adopt similar or equivalent principles, ensuring that all business activities comply with this Code as well as the laws and regulations of the countries in which they operate. SAI expects suppliers to communicate this Code of Conduct to their employees, subsidiaries or affiliated companies, and contractors. SAI reserves the right to verify compliance throughout its supply chain.

Greenhouse Gas Inventory Requirements

To implement sustainable risk management across the supply chain and drive the entire supply chain toward a low-carbon future, SAI has incorporated greenhouse gas (GHG) inventory activities as a criterion in supplier evaluations, encouraging suppliers to conduct GHG inventories. To monitor the status of suppliers' GHG inventory implementation — which serves as the basis for calculating SAI's Scope 3 emissions reductions — SAI conducts GHG inventory status surveys among key suppliers, with the goal of co-creating a sustainable supply chain.



III | Supplier Audits

During the signing of commercial contracts between the Materials Unit (the Procurement Team) at SAI and business partners, service providers, and suppliers, a "SAI Supplier Code of Conduct" is signed alongside these contracts to enhance stakeholder recognition of SAI's Code of Conduct. Signing the Code of Conduct has become a mandatory document in SAI's new supplier qualification process. As of 2025, 186 of the top 200 suppliers have completed the signing, and suppliers that have signed the Code of Conduct account for more than 90% of total procurement spend.

Furthermore, to put the principles of responsible procurement into practice, SAI has established a "Supplier Audit Control Procedure" as the basis for supplier reviews. Due diligence assessments of the Code of Conduct are conducted for key suppliers, with regular monitoring of responsible procurement policy implementation to verify supplier compliance with the Code of Conduct and to uphold high standards of business ethics, social responsibility, and environmental responsibility, in order to support SAI's commitment to corporate social responsibility. SAI's auditors carry out supplier audits in accordance with established procedures and record audit findings in the "Supplier Code of Conduct Audit Report." In 2025, SAI completed Code of Conduct audits in accordance with its procedures, covering a total of 9 key suppliers. Follow-up on deficiencies and improvements is ongoing.

Introduction

CH 1

A Advanced Circularity: Reshaping the Essence of Resources

CH 2

L Linkage & Value: Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

L Loyal Partnership: A Tribute to Craftsmanship

CH 4

O Optimal Integrity: Building a Foundation of Integrity

CH 5

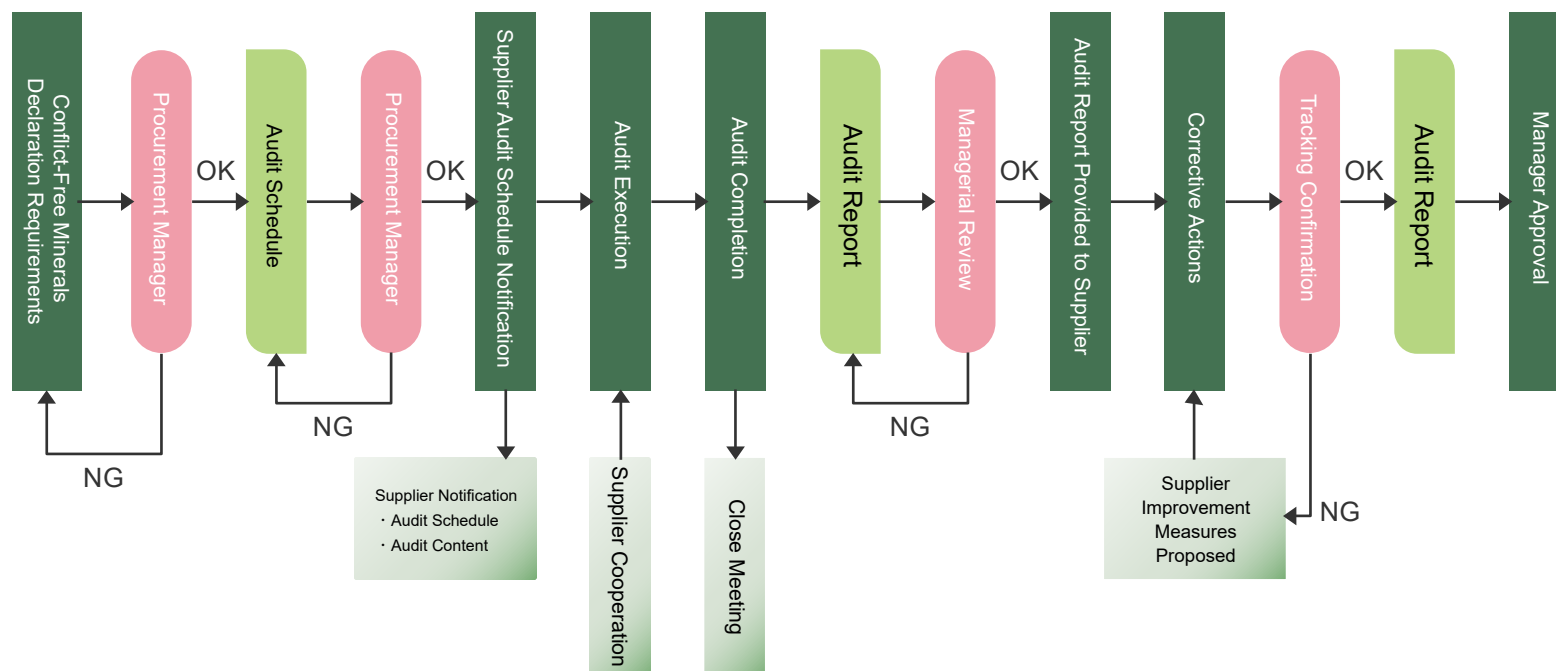
Y Yielding Innovation: Momentum Toward the Future

Appendix

2.1 Supplier Management

Supplier Audit Process

SAI places great importance on supply chain management and risk control, and through a well-defined supplier audit process, continuously reviews supplier performance across dimensions including quality, delivery, process management, and improvement mechanisms. Through closed-loop management of auditing, tracking, and improvement, SAI not only strengthens supply chain collaboration efficiency and quality stability, but also further enhances supply chain resilience, building long-term and sustainable partnerships together with its suppliers.



IV | Supplier Greenhouse Gas Inventory Status

To reduce Scope 3 and overall supply chain carbon emissions, SAI began inventorying and surveying suppliers in 2023 to determine whether they have obtained or passed verification under ISO 14064-1 or GHG Protocol standards. In 2024 and 2025, SAI participated in the Ministry of Economic Affairs' "Large Enterprises Leading Small Enterprises" program to assist suppliers in building smart energy management platforms. To date, 4 key suppliers have completed implementation, with IoT-enabled smart meters installed to help suppliers monitor energy consumption. Real-time status modules accessible via a mobile app allow suppliers to track resource usage, and a public cloud-based GHG management platform has been successfully launched. These measures will support SAI in monitoring supplier environmental performance and lay the management groundwork for establishing future supplier GHG inventory management targets. Among SAI's top 20 suppliers, surveys have confirmed that 5 have already obtained GHG inventory certification, while an additional 6 within the surveyed scope are expected to conduct greenhouse gas inventories in 2026.

Introduction

CH 1

A Advanced Circularity: Reshaping the Essence of Resources

CH 2

L Linkage & Value: Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

L Loyal Partnership: A Tribute to Craftsmanship

CH 4

O Optimal Integrity: Building a Foundation of Integrity

CH 5

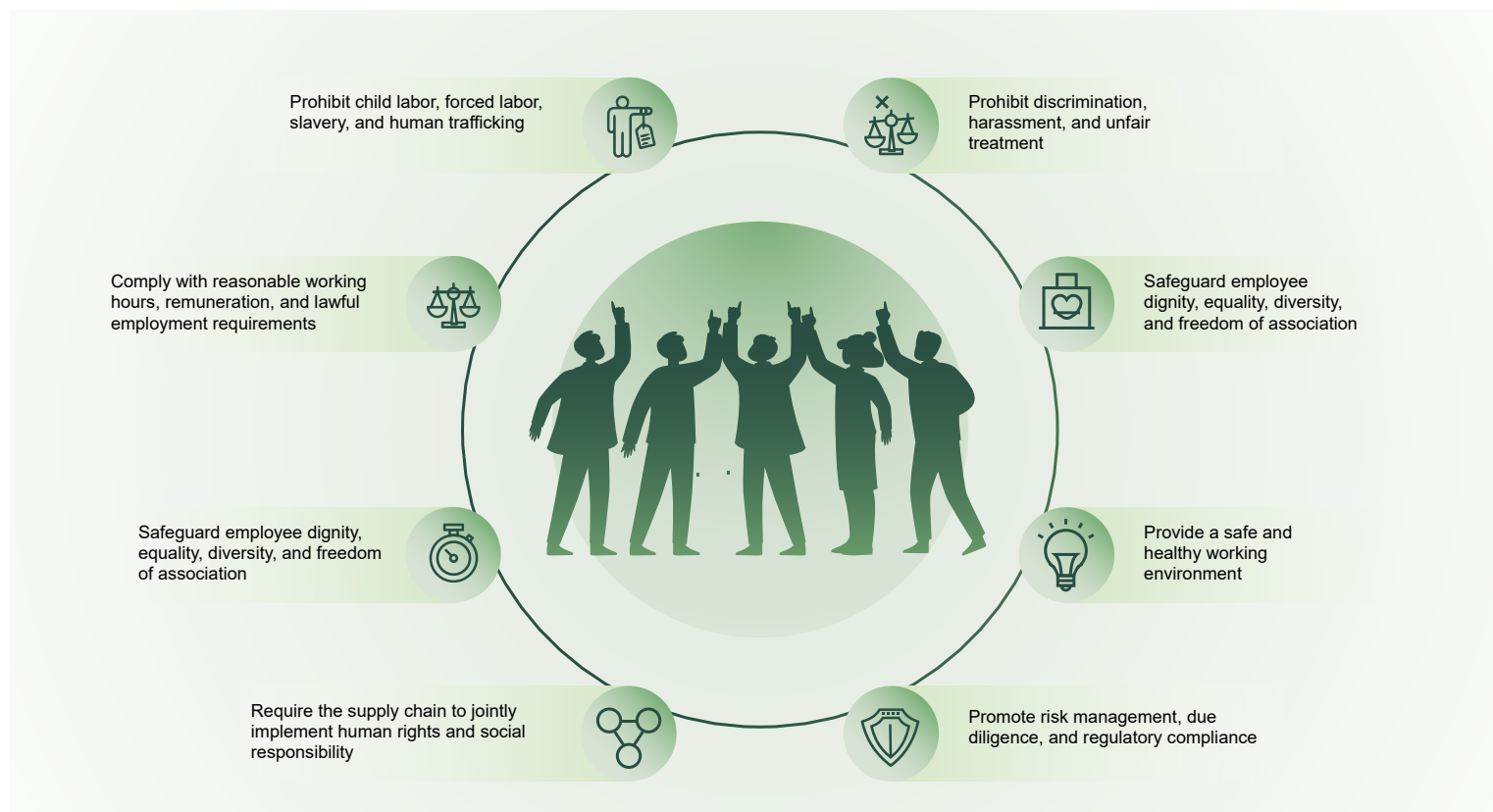
Y Yielding Innovation: Momentum Toward the Future

Appendix

2.1 Supplier Management

V | Supplier Human Rights Management in Accordance with Customer Requirements

In response to the strong emphasis placed on human rights management by SAI's key customers, SAI has referenced their human rights policies and codes of conduct to incorporate requirements into its own supplier management practices, including the prohibition of discrimination, prohibition of child labor and forced labor, ensuring safe and healthy workplaces, respecting freedom of association, and grievance mechanisms and supply chain management. Suppliers are required to comply with these requirements in order to meet customer expectations and strengthen sustainability management across the overall supply chain. Accordingly, we strictly comply with the human rights management policies established by customers:



Introduction

CH 1

- A** Advanced Circularity:
Reshaping the Essence of Resources

CH 2

- L** Linkage & Value:
Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

- L** Loyal Partnership:
A Tribute to Craftsmanship

CH 4

- O** Optimal Integrity:
Building a Foundation of Integrity

CH 5

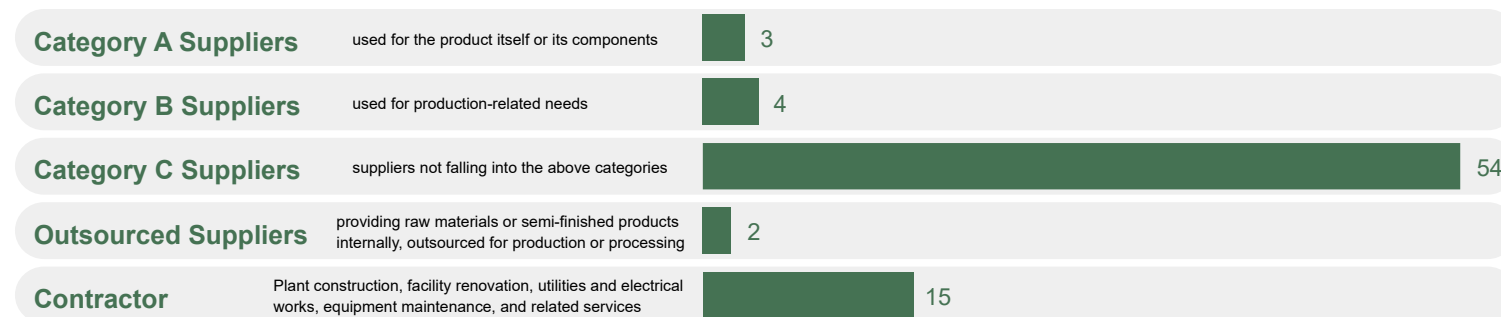
- Y** Yielding Innovation:
Momentum Toward the Future

Appendix

2.1 Supplier Management

VI | 2025 New Supplier Assessment

SAI places great importance on the quality and management capabilities of its supply chain partners, and through its new supplier assessment mechanism, carefully evaluates the suitability of prospective partners across dimensions including products, processes, services, and contract fulfillment capabilities. In 2025, the screening coverage rate for new suppliers reached 100%. Through a systematic classification and evaluation process, SAI is able to establish an appropriate management foundation at the early stage of supplier onboarding, reduce collaboration risks, and further strengthen supply chain resilience and sustainable development capabilities.



2025 Supplier Evaluation Results

To continuously strengthen supply chain management effectiveness and ensure that suppliers meet SAI's requirements across dimensions including quality, delivery, responsiveness, and sustainable operations, SAI conducts annual supplier evaluations as an important basis for tiered supplier management and future collaboration strategy. The 2025 supplier evaluation results are classified into Grades A through E based on scoring ranges, with differentiated management measures and evaluation frequencies assigned accordingly, in order to implement a continuous supplier improvement mechanism and enhance overall supply chain stability and competitiveness.

Evaluation Level	Score	Result	Evaluation Frequency/Non-conformance Handling
Grade A (Excellent)	90—100 points	Qualified	Listed as Qualified Supplier, evaluated annually.
Grade B (Good)	80—89 points		Listed as Qualified Supplier, evaluated semi-annually.
Grade C (Acceptable)	70—79 points		Listed as Qualified Supplier, evaluated quarterly.
Grade D (Under Observation)	60—69 points	Observation	Listed as Observation Supplier, evaluated monthly. Improvement notified according to deficiencies, with reduced procurement and delayed payment. Continuous classification as Grade D for three months results in listing as Non-qualified Supplier if no improvement is observed despite guidance.
Grade E (Non-qualified)	Below 59 points	Non-qualified	Listed as Non-qualified Supplier and transactions are halted.

Introduction

CH 1

A Advanced Circularity: Reshaping the Essence of Resources

CH 2

L Linkage & Value: Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

L Loyal Partnership: A Tribute to Craftsmanship

CH 4

O Optimal Integrity: Building a Foundation of Integrity

CH 5

Y Yielding Innovation: Momentum Toward the Future

Appendix

2.1 Supplier Management

The 2025 supplier evaluation results indicate that SAI's supply chain has maintained robust overall performance. Of the 147 suppliers evaluated, a total of 145 were rated Grade A (Excellent) or Grade B (Good), representing 98.64% of the total. This demonstrates that the majority of suppliers have achieved a consistent standard across dimensions including quality, delivery, service, and management capabilities, providing a stable foundation for continued collaboration. In the current year, only 2 suppliers were rated Grade C (Acceptable), with no suppliers rated Grade D (Under Observation) or Grade E (Non-Qualified), reflecting the effectiveness of SAI's supplier management and screening mechanisms. Going forward, SAI will continue to pursue a parallel approach of evaluation and remediation guidance to drive continuous supplier improvement and strengthen supply chain resilience and sustainable competitiveness.

Supplier Categories	Evaluation Criteria and Weighting	No. of Suppliers/ Proportion	Grade A	Grade B	Grade C	Grade D	Grade E	Total
Category A Suppliers	Quality 30% Delivery 25% Service 20% Price 15% International Certifications (Including Greenhouse Gas Verification)/Other 10%	No. of suppliers	17	2	0	0	0	19
		Proportion	89.47%	10.53%	0.00%	0.00%	0.00%	100.00%
Category B Suppliers		No. of suppliers	73	31	2	0	0	106
		Proportion	68.87%	29.25%	1.89%	0.00%	0.00%	100.00%
Outsourced Suppliers		No. of suppliers	11	11	0	0	0	22
		Proportion	50.00%	50.00%	0.00%	0.00%	0.00%	100.00%
Total			101	44	2	0	0	147

VII | Supplier Sustainability Advocacy

Large Enterprises Leading Small Enterprises — Co-Creating a Low-Carbon Supply Chain

In response to the global net-zero emissions trend and customer expectations for sustainable supply chain management, SAI, acting in its role as a core enterprise, continues to advance a “large enterprises leading small enterprises” supply chain sustainability collaboration model, working hand in hand with suppliers to engage in energy conservation, carbon reduction, and low-carbon transition initiatives. Through institutionalized collaboration mechanisms and experience sharing, SAI not only deepens supply chain partnerships but also assists small and medium-sized suppliers in progressively building their sustainable management capabilities, lowering the barriers to transition, and further strengthening the resilience and competitiveness of the overall supply chain in both environmental and operational dimensions.

In driving this effort, SAI assists suppliers in enhancing energy and operational management effectiveness through the introduction of systematic and digitalized management practices, including the establishment of real-time monitoring and anomaly alert mechanisms to strengthen energy use transparency and real-time response capabilities, thereby reducing energy waste and operational risks. At the same time, through process optimization and data analysis, SAI helps suppliers identify potential areas for energy efficiency improvement, reduce labor and labor costs, enhance overall operational efficiency, and progressively achieve optimized energy use — while also laying a solid foundation for subsequent GHG management and data integration.

In addition, SAI has extended the “large enterprises leading small enterprises” concept to the domains of occupational safety and health and supply chain governance. Through the establishment of a supply chain Safety Family, with the core enterprise serving as the leading and exemplary role, SAI shares practical experience and management practices to help suppliers improve their working environments and enhance management capabilities for occupational safety risks. Through cross-enterprise exchanges and mutual learning, SAI fosters a partnership of shared growth across the supply chain, progressively building a sustainable supply chain system that balances low-carbon development, operational stability, and employee safety, and expanding the overall influence of SAI's sustainable operations.

Introduction

CH 1

- A** Advanced Circularity:
Reshaping the Essence of Resources

CH 2

- L** Linkage & Value:
Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

- L** Loyal Partnership:
A Tribute to Craftsmanship

CH 4

- O** Optimal Integrity:
Building a Foundation of Integrity

CH 5

- Y** Yielding Innovation:
Momentum Toward the Future

Appendix

2.2 Trade Associations and Advocacy Organizations

I | Participation in Trade Associations

Cross-Sector Collaboration: Co-Creating a Sustainable Ecosystem

“If you want to go fast, go alone. If you want to go far, go together.” Amid the global wave of net-zero emissions, SAI firmly believes that while technological breakthroughs by a single enterprise are important, only through deep alliances with trade associations, supply chain partners, and academic institutions can industry boundaries be broken down, and systemic change be driven forward.

In 2025, guided by its new vision of becoming “a global R&D and manufacturing leader in light metal forging and recycled aluminium applications,” SAI actively participated in various professional organizations to extend its influence as a “total solution provider for sustainable, low-carbon aluminium”:

Regional Co-Prosperity and Local Leadership Value

As a core enterprise in the Yunlin and Pingtung regions, SAI is deeply rooted in local industrial clusters. In addition to participating in the Yunlin County and Pingtung County Industrial Associations, SAI's Chairman has taken on the significant role of Chairman of the Yunlin Technology Industrial Park Association. Through hands-on leadership, SAI coordinates regional resources, drives the upgrading of local industries, and fulfills its commitment to co-existing and thriving alongside the local community.

Technology Pioneering and Industry-Academia Innovation Linkages

To maintain its leading position in global competitiveness, SAI is actively engaged in the National Chung Hsing University Light Metals Academia-Industry Technological Alliance and the Taiwan Light Metals Association. By connecting with top-tier R&D capabilities, SAI continues to push the technological boundaries of lightweight materials — not only absorbing new external knowledge, but also generously sharing its own practical achievements in technology development and industrial applications, thereby fostering the circulation of technical knowledge across the industry.

Industry Empowerment and Sustainability Policy Response

As a key member of the Taiwan Transportation Vehicle Manufacturers Association and the Taiwan Aerospace Industry Association, SAI actively engages with government, industry, and academic stakeholders to stay abreast of industry transition trends. In addition, through the Yi Yun CEO Club and the Labor Relations Association of Yunlin County, SAI strengthens cross-industry leadership dialogue, promotes labor-management harmony and sustainable talent development, and works hand in hand with industry partners to drive sustainable transition.

Association Name	Membership Status
Yi Yun CEO Club of the Republic of China	Member
National Chung Hsing University Light Metals Academia-Industry Technological Alliance	Member
Taiwan Transportation Vehicle Manufacturers Association	Class A Member
Taiwan Aerospace Industry Association	Tier 1 Member
Taiwan Light Metals Association	Group Member
Labor Relations Association of Yunlin County	Group Member
Pingtung County Industrial Association	Member
Yunlin County Industrial Association	Member
Yunlin Technology Industrial Park Association	Chairman



Photo: SAI Chairman assumes office as the 11th Chairman of the Yunlin Technology Industrial Park Association

Introduction

CH 1

- A** Advanced Circularity:
Reshaping the Essence of Resources

CH 2

- L** Linkage & Value:
Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

- L** Loyal Partnership:
A Tribute to Craftsmanship

CH 4

- O** Optimal Integrity:
Building a Foundation of Integrity

CH 5

- Y** Yielding Innovation:
Momentum Toward the Future

Appendix

2.2 Trade Associations and Advocacy Organizations

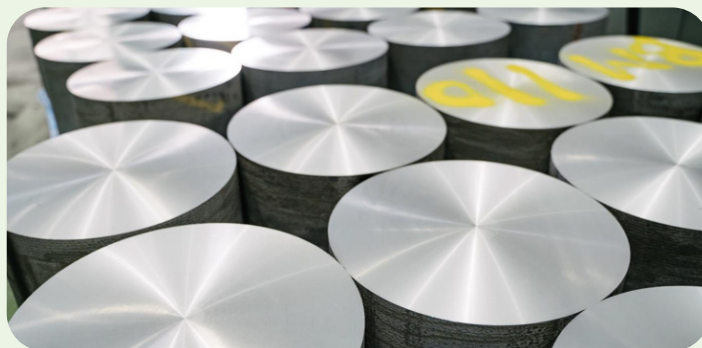
II | Advocacy Organizations

In light of increasingly pressing global contemporary issues such as climate change, environmental ecology, and just transition, SAI recognizes that sustainable development is no longer a challenge any single enterprise can address alone. Beyond deepening its practical technical expertise locally, we have expanded our perspective to the global sustainability arena, actively participating in landmark international initiatives and cross-sector actions to integrate resources across the industry chain and deepen stakeholder engagement, in order to effectively respond to evolving external challenges.

We translate our commitment to sustainability into a concrete strategic blueprint, continuing to align with international standards and draw on industry best practices. This not only responds to the expectations of international supply chains, but also serves as a concrete demonstration of SAI's core value as a "long-term and trustworthy partner." Through participation in diverse advocacy platforms, we convert our commitments into impact, working together with stakeholders across sectors to build a more resilient and responsible future.

ASI Aluminium Stewardship Initiative

Since officially obtaining certification under the ASI (Aluminium Stewardship Initiative) Performance Standard V3 (2022) in July 2023, SAI has continued to deepen its participation in a responsible aluminium value chain, embedding "sustainability" into the core of its corporate strategy and implementing end-to-end management and monitoring — spanning raw material procurement, manufacturing, and product output — in order to fulfill its commitment to responsible production. At the same time, in response to the trend toward vehicle electrification, SAI is actively exploring and developing diverse application possibilities for forged aluminium, while enhancing resource circularity through recycled aluminium smelting technology, in an effort to expand the application value of aluminium in sustainable manufacturing and low-carbon transition, and to maximize the contribution value of aluminium.



E.SUN ESG Sustainability Initiative

In 2025, SAI participated in the "E.SUN ESG Sustainability Initiative" launched by E.SUN Financial Holding Company, joining numerous leading domestic and international enterprises in committing to sustainable transition and demonstrating ongoing attention and concrete action on environmental, social, and corporate governance issues. SAI believes that, in the face of global sustainability trends and industry transformation challenges, enterprises must not only strengthen their own operational resilience, but also engage in cross-sector exchange and collaboration — working together with industry partners, financial institutions, and resources from all sectors — to jointly advance and spread sustainable value. Through participation in this initiative platform, SAI has deepened its understanding of sustainability issues and further responded to the key directions of "talent development" and "technology empowerment," continuing to promote the development of green-collar talent while actively exploring the potential applications of digitalization and AI technology in corporate management and sustainability practices. SAI hopes that by sharing experience, exchanging perspectives, and connecting resources with stakeholders across sectors, it can continue to enhance its sustainability governance capabilities and work together with its supply chain partners to contribute to Taiwan's industrial upgrading, social well-being, and sustainable development.



Introduction

CH 1

A Advanced Circularity: Reshaping the Essence of Resources

CH 2

L Linkage & Value: Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

L Loyal Partnership: A Tribute to Craftsmanship

CH 4

O Optimal Integrity: Building a Foundation of Integrity

CH 5

Y Yielding Innovation: Momentum Toward the Future

Appendix

2.3 Quality Management

SAI's core focus is on delivering "high-quality, low-carbon materials" and "high-precision machined products." By implementing a quality policy centered on "customer satisfaction, total employee participation, and continuous improvement," we integrate a culture of quality into the core of our operations. We not only meet the rigorous standards of high-end industries, but are also committed to driving a materials revolution within the circular economy, creating dual value for customers in both carbon reduction and quality

I | Quality Policy

Customer Satisfaction

Listening to customer feedback, understanding market demands, creating market value, and ensuring customer satisfaction.

Full Participation

Engaging all employees to actively develop and enhance process technologies, and build rapid response capabilities.

Continuous Improvement

Achieving higher quality standards and delivering superior services and comprehensive solutions through ongoing continuous improvement efforts.

Technology-Driven Green Commitment: Recycled Aluminium Purity Beyond International Standards

To put the circular economy into practice, SAI has actively developed recycled aluminium smelting technology. In 2023, full-element testing of 65 elements conducted by the independent third-party certification body SGS shows that impurity and contaminant levels are well below regulatory limits — demonstrating that the purity of SAI RESAICAL® Aluminium materials exceeds international standards.

AL6061 Recycled Aluminium

International standards cap total impurities at 0.15%;
SAI's measured result was only 0.039%

AL6082 Recycled Aluminium

International standards cap total impurities at 0.15%;
SAI's measured result was only 0.06676%.

成份 composition (wt%)		Si	Fe	Cu	Mn	Mg	Cr	Zn	Ti	*Other Elements Each	*Other Elements Total
AL6061國際標準		0.40-0.80	0.7 max.	0.15-0.40	0.15 max.	0.8-1.2	0.04-0.35	0.25 max.	0.15 max.	0.05 max.	0.15 max.
再生鋁 AL6061	SGS 全元素檢測	0.53	0.187	0.202	0.128	0.926	0.152	0.00462	0.0205	0.00911(Ga)	0.039
AL6082國際標準		0.70-1.30	0.5 max.	0.1 max.	0.40-1.00	0.60-1.20	0.25 max.	0.20 max.	0.10 max.	0.05 max.	0.15 max.
再生鋁 AL6082	SGS 全元素檢測	0.912	0.184	0.0251	0.936	0.784	0.148	0.00323	0.0152	0.027 (K)	0.06676

This achievement breaks the market misconception that "recycled materials are of lower quality," demonstrating SAI's core competitive strength in reverse-refining recycled aluminium into "high-quality, high-purity materials." This accomplishment lays a solid foundation for SAI's expansion into advanced application fields beyond wheels, such as semiconductor equipment components and aerospace.

Introduction

CH 1

A Advanced Circularity: Reshaping the Essence of Resources

CH 2

L Linkage & Value: Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

L Loyal Partnership: A Tribute to Craftsmanship

CH 4

O Optimal Integrity: Building a Foundation of Integrity

CH 5

Y Yielding Innovation: Momentum Toward the Future

Appendix

2.3 Quality Management

Continuous Improvement: Combining Manufacturing Excellence with Resource Efficiency

Guided by a philosophy of pursuing excellence and continuous quality enhancement, SAI encourages all employees to proactively propose improvement ideas through its “Continuous Improvement Bonus” mechanism, implementing quality improvements across processes, equipment, cost, and efficiency management. In 2025, a total of 29 quality improvement proposals were submitted, with a 100% implementation rate, demonstrating that SAI has established a strong culture of continuous improvement. These improvement measures have not only effectively reduced costs and waste, but have also simultaneously enhanced operational efficiency and product quality, demonstrating concrete results from ongoing refinement. Examples of the improvement benefits are as follows:

Improvement of machining processes

After the machining process improvement project was introduced in 2025

polishing and grinding rework hours were reduced by

90%

rework expenses for applicable products decreased by

4.8%

Improvement of grinding costs in the polishing process

After the polishing process improvement project was introduced in 2025

manual grinding hours were reduced by **40%**

driving a **23%** decrease in total polishing costs for applicable products.

II | Technical Excellence and Laboratory Validation

1. Quality Management Training

People are the foundation of quality. To implement a rigorous quality management system, SAI places great importance on talent development, ensuring that employees possess the core competencies needed to drive system optimization and innovative service delivery. In 2025, SAI conducted a total of 98,437 hours of quality education training, comprising 98,147 hours internally and 290 hours externally. This nearly 100,000 hours of training encompasses a comprehensive transformation — from technical refinement to sustainability trends — empowering every SAI employee to uphold SAI’s quality commitments to customers in their respective roles.



2. Precision Testing: Forging Resilience Under Extreme Conditions

Exceptional materials must withstand the most rigorous trials. Beyond investing in specialized talent development, SAI has built a comprehensive validation system — spanning from microstructural analysis to full-scale dynamic simulation — through top-tier laboratory equipment and industry-academia collaboration, ensuring that SAI’s products can withstand the most extreme challenges of the future.



Testing Equipment: A Proving Ground for Pushing Physical Limits

SAI maintains comprehensive quality testing capabilities, with its laboratory equipped with a full range of testing instruments to precisely verify key performance indicators, including material composition, dimensional accuracy, corrosion resistance, and fatigue performance.

Introduction

CH 1

A Advanced Circularity:
Reshaping the Essence of Resources

CH 2

L Linkage & Value:
Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

L Loyal Partnership:
A Tribute to Craftsmanship

CH 4

O Optimal Integrity:
Building a Foundation of Integrity

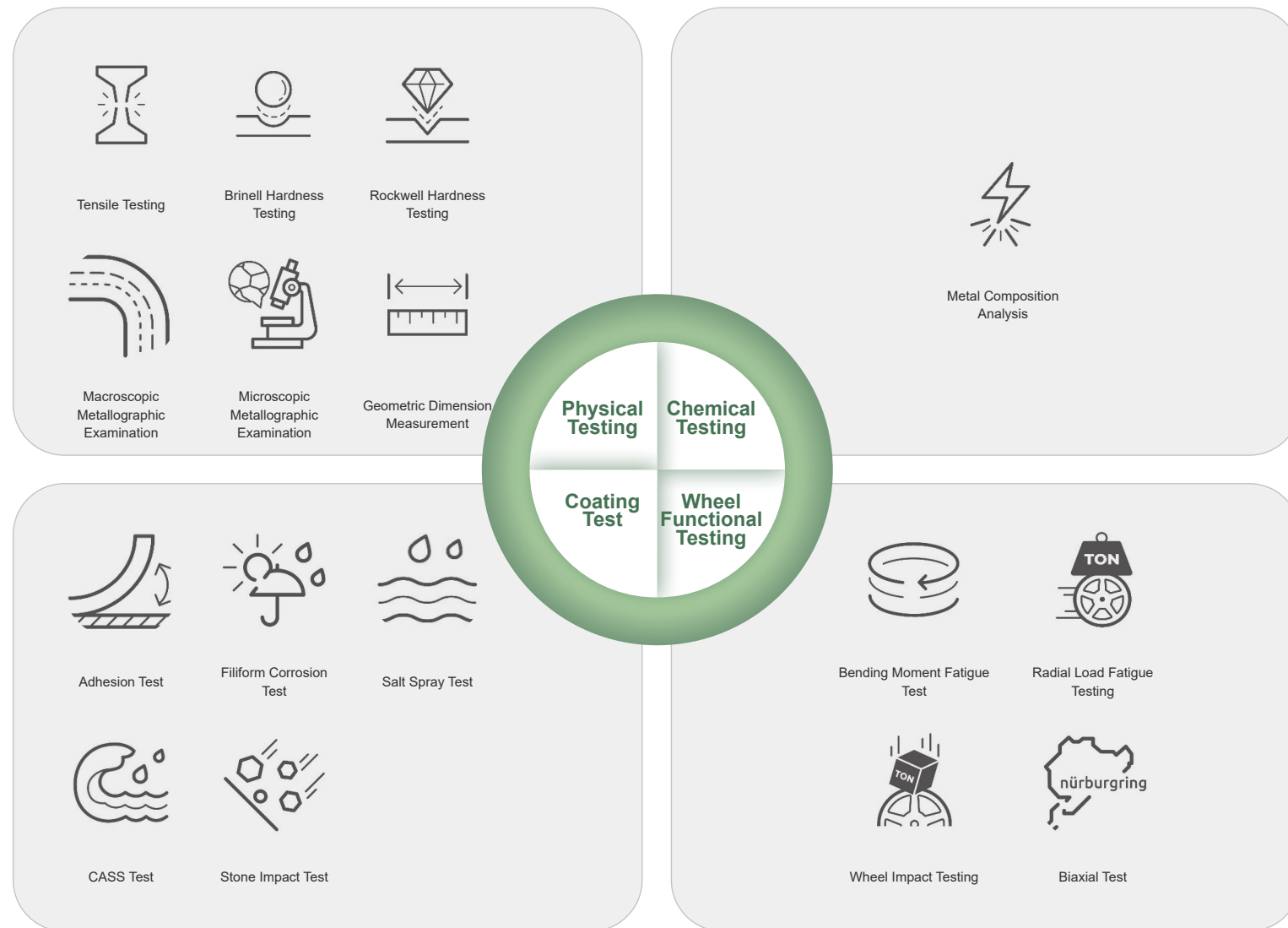
CH 5

Y Yielding Innovation:
Momentum Toward the Future

Appendix

2.3 Quality Management

3. SAI Laboratory Testing Items



For detailed testing items and specifications, please visit the Company website.

Introduction

CH 1

A Advanced Circularity: Reshaping the Essence of Resources

CH 2

L Linkage & Value: Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

L Loyal Partnership: A Tribute to Craftsmanship

CH 4

O Optimal Integrity: Building a Foundation of Integrity

CH 5

Y Yielding Innovation: Momentum Toward the Future

Appendix

2.3 Quality Management

4. Highlighted Equipment: Makra Bi-Axial Drum Test Rig

This state-of-the-art equipment showcases SAI's technical strength. As Taiwan's only biaxial extreme testing platform currently in operation, it serves not only as a guardian of quality, but also as a symbol of SAI's capability to benchmark against top global standards.

◆ Bringing the “Green Hell” into the Laboratory: Germany's Nürburgring, renowned as the “Green Hell,” is famous for its Nordschleife (North Loop) spanning more than 20.8 kilometers, elevation changes of nearly 300 meters, and notoriously unpredictable weather — making it a benchmark testing ground used by the world's leading automakers to evaluate vehicle performance. By introducing this equipment, SAI effectively brings this “hell” into the laboratory: through highly digitalized dynamic simulation, materials can undergo millions of cycles of extreme physical fatigue testing without ever leaving the facility, forging the resilience needed to withstand the world's most demanding road conditions.

📍 Nürburgring



◆ A Digital Touchstone for Advanced Materials: This platform not only validates component structures but also serves as a critical proving ground for SAI's RESAICAL® recycled aluminium. Under simulated extreme stress conditions modeled on the Nürburgring, SAI precisely captures even the slightest changes in recycled materials under dynamic loading, ensuring that their stability and fatigue resistance match — or even exceed — those of virgin materials. This demonstrates that SAI's materials technology possesses the depth and capability required to enter advanced industrial applications and push the limits of physical performance.



Industry-Academia Collaboration: In-Depth Practice in Materials Science

SAI firmly believes that high quality stems from a deep understanding of the fundamental nature of materials. To remain at the forefront of materials science, SAI goes beyond existing testing technologies, actively pursuing in-depth collaboration with academic institutions to extend quality management perspectives down to microstructures invisible to the naked eye.

2.3 Quality Management

Introduction

CH 1

- A** Advanced Circularity:
Reshaping the Essence of Resources

CH 2

- L** Linkage & Value:
Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

- L** Loyal Partnership:
A Tribute to Craftsmanship

CH 4

- O** Optimal Integrity:
Building a Foundation of Integrity

CH 5

- Y** Yielding Innovation:
Momentum Toward the Future

Appendix

Partner			
Partner	 國立中興大學 NATIONAL CHUNG HSING UNIVERSITY	 國立勤益科技大學 National Chin-Yi University of Technology	 國立成功大學 National Cheng Kung University
Timeline	Ongoing	November 2024 to October 2026	November 2025 to October 2028
Project Content	Sharing of Light Metals Alliance collaboration outcomes Failure analysis principles and case studies GHG inventory techniques and ESG report planning Aluminium alloy welding knowledge and developments Introduction to Nadcap aerospace accreditation and audit experience	After completion of this project, SAI will be able to use process performance OKR system optimization technology to verify the optimization results of multi-axis simultaneous side-edge machining processes for customized aluminium wheels with diverse shapes for luxury vehicles or supercars, thereby doubling production capacity. As machining time is cut in half, carbon emissions can be significantly reduced, helping SAI smoothly obtain supplier certifications from major international aluminium wheel manufacturers, further capture market opportunities, and move toward the Tier-1 supply chain of the forged mobility industry. The project also assists Yeong Chin Machinery in strengthening investment in and deepening turnkey solutions for key five-axis machining equipment. Through the implementation of three core technologies- namely, on-machine measurement and analysis technology for five-axis volumetric spatial accuracy, intelligent equipment compensation and monitoring technology, and a cross-platform system for accuracy diagnosis- the project helps close the gap with high-performance German five-axis machining equipment dedicated to aluminium wheels, demonstrate differentiated highlights, and expand the niche for machine tool product sales.	An R&D project on “energy-efficient and sustainable carbon capture technology” was jointly advanced, utilizing highly crystalline porous molecular crystals (PMC) as high-efficiency adsorbents applied in pressure swing adsorption (PSA) technology. This novel organic porous material exhibits excellent hydrophobicity and moderate heat of adsorption, enabling the carbon capture process to operate at room temperature and significantly reducing the energy consumption and production costs associated with adsorbent regeneration. A complete validation framework was established that spans material synthesis, automated granulation, and industrial-scale-up simulation, then combined with the integration of life cycle assessment (LCA) to ensure that the process aligns with circular economy principles. SAI provided an industrial exhaust gas testing site for real-world validation, accelerating the commercialization of low-carbon materials technology and demonstrating SAI's firm commitment to net-zero emissions and green transformation.

Introduction

CH 1

A Advanced Circularity: Reshaping the Essence of Resources

CH 2

L Linkage & Value: Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

L Loyal Partnership: A Tribute to Craftsmanship

CH 4

O Optimal Integrity: Building a Foundation of Integrity

CH 5

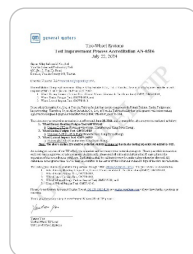
Y Yielding Innovation: Momentum Toward the Future

Appendix

2.3 Quality Management

5. International Quality System Certifications: A Passport to Premier Industries

Exceptional technical capability ultimately crystallizes into a series of internationally credible certifications. SAI adheres to the most rigorous production standards and standard operating procedures to build a robust quality management system, while actively obtaining key certifications from independent third-party certification bodies. By upholding the most stringent industry standards worldwide, SAI ensures that its product quality, process management, and testing capabilities remain aligned with global benchmarks — making every “Made by SAI” product synonymous with high quality on the international stage.



GM Test Improvement
Certification AN-0516



JWL Test Equipment
Approval Certificate



SAE Laboratory Capability
Certificate for Threaded
Corrosion Testing



TAF Certification ISO/IEC
17025 Laboratory Quality
Management System



IATF 16949 Automotive Quality Management
System



ISO 9001 Quality
Management System

In pursuing technological breakthroughs, SAI consistently places user safety as a top priority. To this end, SAI has established a rigorous preventive mechanism to continuously assess the health and safety impacts of its products and services across all stages of their life cycle. SAI obtains relevant safety certifications in accordance with the regulatory standards of its target markets worldwide and customer requirements, translating uncompromising regulatory compliance into strong market competitiveness. Through independent third-party safety certification, SAI weaves a cross-border quality protection network for its customers. SAI conducts assessments to prevent health and safety impacts from products and services. SAI holds the following safety regulation certifications:

Safety Standards Certification	No. of Certified Models	No. of Models in Mass-Produced Products/Services	% of Products Provided to Customers That Have Been Certified
INMETRO	75	215	34.88%
SNI	11	215	5.11%
VR	8	215	3.72%
BIS/ISI	13	215	6.04%
KC	141	215	65.58%
JWL	88	215	40.93%

Note 1: Percentage = (No. of models certified under the given safety standard / No. of models of products or services provided to customers) × 100

Note 2: Since customers do not require 100% of products to be submitted for certification and only select models are assessed, the total of the percentages above does not equal 100%

Note 3: Some products have obtained certification in more than one country

Introduction

CH 1

- A** Advanced Circularity:
Reshaping the Essence of Resources

CH 2

- L** Linkage & Value:
Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

- L** Loyal Partnership:
A Tribute to Craftsmanship

CH 4

- O** Optimal Integrity:
Building a Foundation of Integrity

CH 5

- Y** Yielding Innovation:
Momentum Toward the Future

Appendix

2.3 Quality Management

III | Product Responsibility and Traceability Management

On the path toward becoming a global benchmark, SAI's unwavering commitment to high quality is grounded in absolute respect for the rule of law and industry ethics. We firmly believe that a truly excellent brand is defined not only by technological leadership, but also by a high degree of self-discipline in legal and ethical conduct, internalizing integrity as a fundamental baseline of business operations.

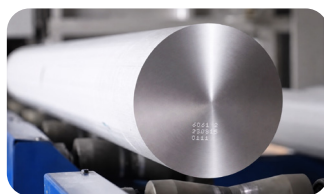
Through rigorous regulatory compliance, SAI continuously fulfills legal requirements related to product and service information disclosure, labeling management, and marketing communications, ensuring that every interaction with stakeholders is transparent and truthful. In 2025, no incidents occurred involving violations of regulations related to product and service information disclosure, nor were there any violations of regulations related to marketing communications (including advertising, promotion, and sponsorship). Through this self-discipline, we not only safeguard customer rights and brand reputation, but also ensure steady progress in the global marketplace.

1. Product Traceability Labeling: Giving Materials and Craftsmanship Their Own Identity

SAI's responsibility does not end once a product leaves the plant and enters the global market. Through a rigorous traceability system, we ensure that every piece of high-quality aluminium alloy and crystallized craftsmanship carries a transparent and trustworthy life history.

SAI recognizes that transparency is central to building international trust. Therefore, we have established a rigorous traceability labeling mechanism for both our long-established premium forging products and our independently developed RESAICAL® recycled aluminium. Every product is engraved with a unique identifying mark, effectively giving each product its own "identity card", which enables precise tracking of production timelines, processing batches, and the source of raw materials.

On transportation packaging, we likewise integrate detailed supply chain information, enabling customers to complete traceability inquiries in real time. This not only satisfies regulatory requirements across global markets, but also fulfills



Product Traceability Labeling

SAI's steadfast commitment to taking responsibility for the full life cycle of its products.

2. Customer Rights and Product Safety: Implementing Zero-Risk Protection Across the Full Product Life Cycle

All of SAI's technological development and rigorous testing ultimately converge on one unwavering goal: safeguarding customer rights and safety. SAI regards quality as an unspoken contract with its customers, fulfilling its ultimate commitment to excellence through comprehensive material monitoring and a proven track record of zero-risk management.

SAI recognizes that high-quality materials are the first line of defense for safety. Rigorous quality and safety assessments are implemented across SAI's entire product range, ensuring that every delivered piece of craftsmanship achieves 100% registration in the IMDS (International Material Data System), enabling full transparency of material composition. In 2025, in addition to continuously monitoring the health and safety impacts of its products and services, we conducted a dedicated impact assessment on "recycled aluminium billets," ensuring the safety of recycled materials in high-performance applications. While pursuing material performance, SAI also remains committed to strengthening ethical supply chain management, explicitly stipulating a "no use of conflict minerals" policy within its labeling standards and disclosing relevant information in detail on shipping packaging, ensuring that all raw material sources comply with humanitarian and sustainability principles. In 2025, SAI did not experience any incidents involving violations of regulations related to the health and safety of products and services. Through this steadfast commitment to regulatory compliance and supply chain responsibility, we have not only deepened long-term customer trust, but have also established "Made by SAI" as a global benchmark for safety and integrity.

Backed by a robust quality protection network built through talent development, advanced laboratory validation, and industry-academia collaboration, in 2025 SAI maintained an outstanding record of "zero product defect recalls and zero safety-related recalls". This achievement not only demonstrates SAI's technological leadership in forging craftsmanship and recycled materials, but also represents our deepest commitment to safeguarding customers worldwide.

**CONFLICT-FREE
MINERALS**

Customer Rights and Product Safety

Introduction

CH 1

- A** Advanced Circularity:
Reshaping the Essence of Resources

CH 2

- L** Linkage & Value:
Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

- L** Loyal Partnership:
A Tribute to Craftsmanship

CH 4

- O** Optimal Integrity:
Building a Foundation of Integrity

CH 5

- Y** Yielding Innovation:
Momentum Toward the Future

Appendix

2.4 Customer Service and Relationship Management

I | Customer Service

Amid the global wave toward net-zero emissions, SAI sees itself as a key driver of its customers' green transition. SAI is not merely a components supplier, but a strategic partner standing alongside its customers in addressing climate change and implementing the circular economy. By deepening its core technologies and expanding the application of recycled materials, SAI is committed to creating long-term, sustainable value for customers worldwide.

1. Strong Partnerships and Global Service

SAI maintains long-term, close partnerships with internationally renowned supercar and luxury automotive manufacturers. Rather than competing on price, we build a foundation of mutual trust through our three core strengths: creativity, agility, and quality.

Synergies from R&D and Technology Upgrades

We continue to invest in the development of new forging and forming technologies, new materials, and enhanced design and engineering capabilities. SAI actively engages with customers during the early product design stage, providing optimization recommendations to meet their demanding requirements for product distinctiveness, structural strength, and safety. This depth of technical collaboration has made SAI an indispensable partner to its customers, earning the recognition and trust of 43 global brand customers to date, providing SAI with long-term, stable growth momentum.

Globalized, Localized Service

To respond promptly to the needs of customers worldwide, we assign dedicated account managers to each customer, providing tailored service and support. By establishing overseas offices and warehousing in key markets including Europe, the UK, and North America, we are able to maintain comprehensive oversight of our global distribution network. Through localized operating strategies and the recruitment of local talent, we reduce the challenges posed by cultural differences and steadily expand into global markets.



A Rigorous Certification Journey: Evidence of High Standards and Long-Term Commitment

The ability to sustain long-term partnerships with the world's leading brands rests on SAI's exceptionally high standards of quality management and verification capability. The diagram below illustrates the rigorous certification journey SAI undergoes in partnership with international automakers — from production line setup through to full-scale mass production. This multi-year, multi-layered validation process not only demonstrates SAI's strength in entering the luxury automotive supply chain, but also lays a solid foundation for our future expansion into advanced industrial sectors such as semiconductor equipment and aerospace.

Introduction

CH 1

A Advanced Circularity: Reshaping the Essence of Resources

CH 2

L Linkage & Value: Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

L Loyal Partnership: A Tribute to Craftsmanship

CH 4

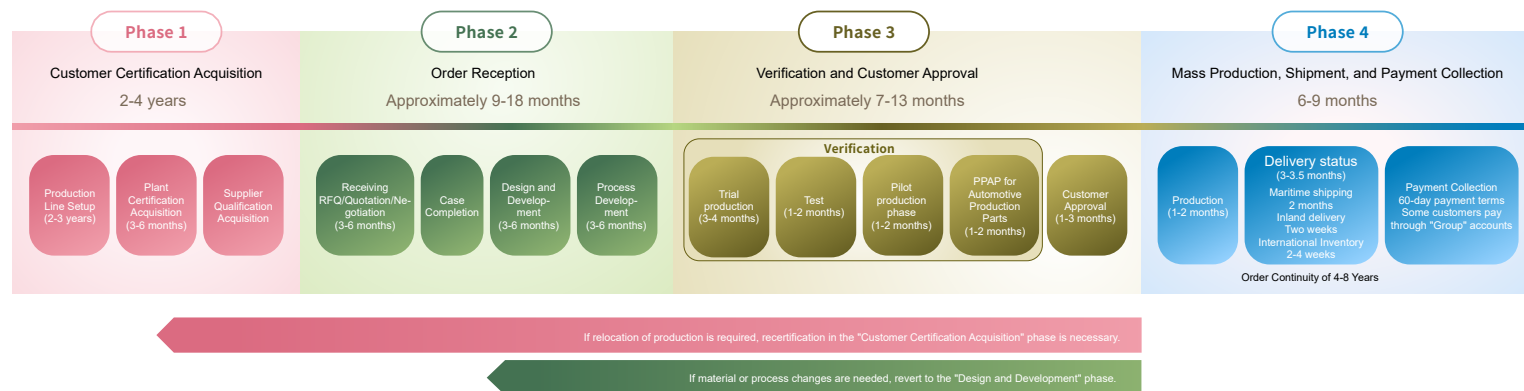
O Optimal Integrity: Building a Foundation of Integrity

CH 5

Y Yielding Innovation: Momentum Toward the Future

Appendix

2.4 Customer Service and Relationship Management



2. A New Era for the Recycled Aluminium Business: Putting the Low-Carbon Circular Economy into Practice

As regulatory policies such as the EU Carbon Border Adjustment Mechanism (CBAM), the US Clean Competition Act (CCA), and Taiwan's carbon fee progressively take effect, market demand for low-carbon, circular raw materials has shifted from an aspiration to a hard requirement. Leveraging its deep materials R&D capabilities, SAI has anchored its future business development around two core pillars — “low-carbon forged aluminium” and “recycled aluminium material applications” — expanding from the mobility industry into a broader range of high-value-added fields.

SAI has planned an investment in the construction of a recycled aluminium smelting plant with an annual production capacity of 100,000 metric tons, transforming the circular economy into a sustainable competitive advantage and striving to create longer-term value for customers and all stakeholders.

3. Recycled Aluminium Material Certification and Sustainability Commitments

To fulfill our commitment to customer responsibility, we have actively obtained a range of domestic and international certifications, ensuring transparency in environmental protection, quality control, and traceability management for our recycled aluminium materials. In 2025, SAI RESAICAL® Aluminium obtained several key certifications, providing customers with a more credible and carbon-reducing choice.

Recycled Aluminium Material Certification/Documentation		
1	SGS	Testing of 65 elements, with impurity and contaminant levels well below regulatory limits
2	SAI RESAICAL® 100% Recycled Aluminium	Recycled Aluminium Logo

Introduction

CH 1

A Advanced Circularity:
Reshaping the Essence of Resources

CH 2

L Linkage & Value:
Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

L Loyal Partnership:
A Tribute to Craftsmanship

CH 4

O Optimal Integrity:
Building a Foundation of Integrity

CH 5

Y Yielding Innovation:
Momentum Toward the Future

Appendix

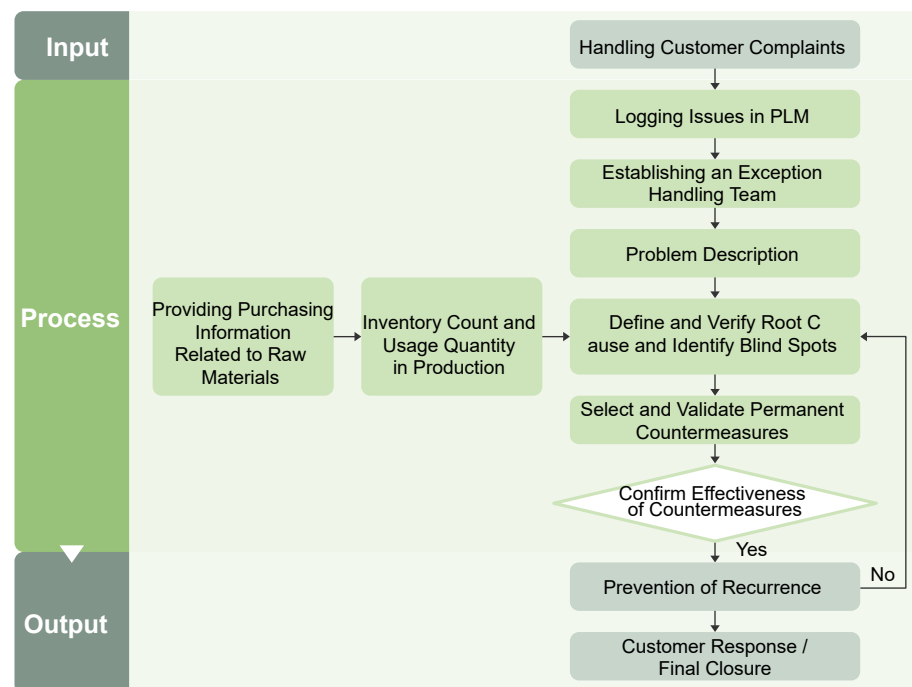
2.4 Customer Service and Relationship Management

II | Customer Satisfaction

Earning a high degree of customer satisfaction has always been a core priority of SAI's management approach. SAI is committed to providing products and services that satisfy its customers, continuously optimizing its existing product portfolio in an effort to exceed customer expectations, further deepen customer relationships, grow together with customers, and advance toward its sustainable development goals.

Through its "Customer Satisfaction Survey Procedure," SAI's Quality Assurance Unit (Customer Service Team) regularly compiles scorecard results from customer systems, collecting monthly evaluations from key customers regarding SAI's performance in dimensions such as quality, cost, delivery, and service. For any items showing abnormal customer satisfaction performance, SAI initiates its "Customer Complaint Handling Process," forming a cross-departmental team to conduct root cause analysis and propose corresponding corrective and improvement measures.

1. Customer Satisfaction Survey Procedure



In 2025, the proportion of customers achieving a scorecard score of 80% or above was 91%. Overall customer satisfaction showed an upward trend compared to 2024; however, most feedback indicated that the primary challenges continue to stem from rapidly changing international market conditions and increasing complexity in supply chain integration. Some overseas customers, driven by order growth and geopolitical factors, held higher expectations regarding local supply capability and real-time delivery efficiency. At the same time, delays by third-party service providers engaged by customers in updating relevant information also affected overall performance to some extent. A small number of cases experienced short-term supply pressure due to logistics scheduling delays. In response, SAI has actively optimized its global warehousing and packaging processes, while strengthening cross-departmental collaboration and early-warning management mechanisms, with the aim of effectively enhancing supply flexibility and overall service quality, and further improving customer satisfaction.

In 2025, a total of 4 quality-related customer complaint cases were reported, all of which have been resolved and closed. With the goal of delivering higher levels of customer satisfaction in both service and quality, SAI continues to conduct customer satisfaction surveys, give due attention to feedback across all dimensions, and actively respond to customer needs, with the aim of creating greater value for customers and building long-term, trusted relationships.

Introduction

CH 1

- A** Advanced Circularity:
Reshaping the Essence of Resources

CH 2

- L** Linkage & Value:
Co-Creating a Sustainable Future

2.1 Supplier Management

2.2 Trade Associations and Advocacy Organizations

2.3 Quality Management

2.4 Customer Service and Relationship Management

CH 3

- L** Loyal Partnership:
A Tribute to Craftsmanship

CH 4

- O** Optimal Integrity:
Building a Foundation of Integrity

CH 5

- Y** Yielding Innovation:
Momentum Toward the Future

Appendix

2.4 Customer Service and Relationship Management



2. Customer Communication Channels

SAI's sales team holds regular weekly video conferences with customers, establishing an open and close communication channel to continuously stay abreast of customer needs, market dynamics, and project progress. Through these routine meetings, SAI engages in thorough discussions with customers regarding changes in requirements, product development progress, quality issues, delivery scheduling, and related service matters, responding promptly to customers' key concerns. Feedback and requirements gathered during these meetings are addressed through SAI's internal cross-departmental collaboration mechanisms to drive follow-up improvements and execution, ensuring that development, quality, and delivery all meet customer expectations and needs — further strengthening the partnership and enhancing overall service quality.



III | Customer Privacy Management

Customer-Centric, Strict Confidentiality, Unwavering Integrity

SAI places great importance on protecting customer-related information. All documents, data, and other business information exchanged with customers are subject to strict management and control through SAI's internal systems. Access permission requests, approvals, and authorizations for internal personnel are processed in accordance with established operating procedures and regulations. In addition to bringing hardware and software equipment containing technical data — as well as information potentially involving customers' intellectual property — within the scope of management, SAI also signs confidentiality agreements with customers and suppliers to safeguard the security of customers' confidential information. At the same time, SAI has incorporated "customer privacy protection" into both new employee onboarding training and annual education and training programs, ensuring that every employee fulfills their confidentiality obligations in the course of customer engagements.

To enhance product competitiveness and meet the needs of customers worldwide, in addition to its headquarters in Taiwan, SAI has established a subsidiary in Germany and has set up business offices in the United States, Europe, and other regions, actively expanding its distribution channels across countries and deepening customer service. In addition, SAI has actively promoted the integration of Electronic Data Interchange (EDI) platforms with customers and subcontractors, supporting operational functions such as order processing, shipment information, and invoice transmission, in order to accelerate order processing efficiency and improve data quality. For freight forwarders responsible for shipping and logistics operations, SAI also provides a collaborative platform that allows subcontractors and customers to track pickup and shipment status in real time, further enhancing overall operational efficiency.

SAI is currently a key supplier to 43 leading global premium automotive brands. As the automotive industry undergoes a transition toward greater digitalization, information security risks have continued to rise. In recent years, SAI has continuously invested substantial resources in strengthening its information security management. In addition to obtaining ISO 27001 Information Security Management System certification in 2023, SAI has further advanced its "TISAX (Trusted Information Security Assessment Exchange)" certification to align with international standards for automotive cybersecurity, and in February 2024, officially obtained the German-issued "TISAX® (AL3) Information Security and Prototype Protection" label — fully demonstrating SAI's strong commitment to and ongoing investment in protecting sensitive information related to customer products.