

An abstract graphic consisting of multiple overlapping, flowing lines in shades of blue, yellow, and pink, creating a sense of movement and depth across the lower half of the page.

# Sustainability Report

2023

# Table of Contents

## 01. Introduction

Message from iiyama President and CEO	03
About this Report	05
Sustainable Contributions and Achievements in 2023	06
Getting to Know iiyama	08

## 02. Operate Sustainably

Sustainable Vision	10
Stakeholder Engagement	11
ESG Materiality	12
Sustainable Products	14

## 03. Perform Responsibly

Corporate Governance	20
Stable Operation	22
Social Participation	27
Co-prosperity Workplace	29
Friendly Environment	34
Responsible Supply Chain	40

## 04. Appendix

GRI Standards Index	42
United Nations Global Compact - 10 Principles	45
ANNEX I: Conflict Minerals Policy	46
ANNEX II: Code of Conduct	47
Assurance Statement	48

## Message from iiyama President and CEO

"While pursuing operational excellence, we are committed to balancing the three dimensions of sustainable development and fulfilling our corporate social responsibilities."

In the face of the challenges posed by COVID-19, the Ukraine–Russia conflict, global energy crises, inflation, and extreme climate changes, iiyama Corporation has remained steadfast in its commitment to **"value creation and sustainable operation."** This core spirit drives all our actions in the realms of Environmental, Social, and Governance (ESG) initiatives. I am immensely proud of our team's relentless efforts. Despite it not always being easy and facing some setbacks along the way, our progress is steady and significant.

iiyama has always prioritised high performance and stakeholder responsibility. Our mission is to foster corporate citizenship, conserve the earth's resources, and drive positive societal change. We actively support the United Nations Sustainable Development Goals (SDGs), achieving notable progress in environmental protection, social development, and corporate governance. Our strategies include "carbon reduction initiatives," "innovation of eco-friendly products," "promotion of ethical compliance," "advancement of social care," and "commitment to human rights."

### Environmental Protection

In our product design, we strictly adhere to international environmental regulations, significantly increase the development of green and energy saving products, strive to reduce the use of packaging materials, increase product reuse and recyclable rate, and evaluate the possibility of future carbon reduction through product carbon footprints. Evaluating product carbon footprints allows us to target future carbon reductions, aligning with customer expectations and securing long-term trust in global markets.

We are also calculating Scope 3 carbon emissions and working on collaborating with suppliers to reduce these emissions—a significant forthcoming milestone.

## Message from iiyama President and CEO

### Social Development

iiyama Corporation turns its societal care into practical actions. Since 2017, we have supported the Elite Green Seeds Award Scholarship Program through the Taiwan Fund for Children and Families (TFCF), aiding over 2,000 disadvantaged students by providing them with balanced educational development. We are committed to continuing this support, enhancing educational resources, and improving living standards for underprivileged families.

### Corporate Governance

In addition to focusing on revenue performance, we also emphasise on robust management practices, employee and supplier human rights, and workplace safety. Through our code of conduct and annual supplier audits, we ensure that our suppliers uphold labour rights and avoid harmful practices. We are committed to collaborating with our suppliers to build an ethical and compliant business.

Our dedication to environmental and social responsibilities has been recognised by EcoVadis, a leading assessment of sustainable business practices and we have been honoured with the prestigious Platinum Sustainability Rating. We will continue to improve on ESG, implement our core values, and continue to contribute to a better future. Thank you for being a part of our journey.

**iiyama corporation**



President CEO Signature

## About this Report

iiyama has consistently focused on sustainable development, producing annual corporate responsibility reports since 2008.

This 2023 Sustainability Report (hereinafter referred to as "The Report") for iiyama Corporation (hereinafter referred to as "iiyama" or "the Company") is the latest report and is available for download from the iiyama official website [ESG page](#). For previous reports, please contact [iiyama ESG department](#) for availability.

### Report Disclosure Period

The Report covers information on our ESG performance, policies, programs, goals, and progress from January 1, 2023, to December 31, 2023. Released in August 2024, the previous report was published by iiyama in September 2023, and the next one will be available in September 2025.

### Scope and Boundary

The scope includes Taiwan, The Netherlands, Germany, Poland with physical offices, and the UK, France without physical offices. The scope of the 2023 Sustainability Report remains the same as last year, and the information disclosed has no significant changes compared with the previous report.

## Guideline and Assurance

The Report has been prepared in accordance with the GRI Sustainability Reporting Standards (2021 GRI Standards), and our use of the GRI's materiality principle has encompassed our whole value chain, both within and outside the Company. The Report has also incorporated the principles of the United Nations Global Compact. The Report is verified by SGS according to the AA1000 AS V3. The assurance statement by SGS can also be found in the appendix.

## Responses and Feedback

If you have any comments or suggestions regarding The Report, please contact us via any of the methods below and we will respond in a timely manner:

### iiyama Corporation

**Address:** 8F., No.189, Sec. 3, Minquan E. Rd. Songshan Dist., Taipei City 10541 Taiwan (R.O.C.)

**Tel:** +886-2-87123855 ext.106

**E-mail:** [CSR-ESG@iiyama.com](mailto:CSR-ESG@iiyama.com)

## Sustainable Contributions and Achievements in 2023

### Governance

#### Sustainability

- » **Sustainable Development Executive Meeting:** Established a Sustainable Development Executive Meeting to track ESG strategies, vision, and risk response through quarterly meetings.
- » **Platinum Sustainability Rating by EcoVadis:** Recognised by EcoVadis as one of the world's most sustainable companies. Rated among the top 1% of companies for social and environmental efforts.

#### Product

- » **EPEAT Compliance:** More product models have been EPEAT certified than ever before, with 4 times more in 2023 than in 2022.
- » **TCO Certified Generation 9:** Over 150 product models comply with TCO certifications.



### Social

#### Community

- » **Donation:** Donated to TFCF, assisting hundreds of disadvantaged students.

#### Employee

- » **Safety and Health Management:** Achieved "Zero Accidents" and "Zero Occupational Hazards".

#### Customer

- » **High Satisfaction feedback:** Reached an average of 110. (Full score 130)

#### Supplier

- » **Conflict Minerals Compliance:** 100% of tier 1 suppliers have complied with "iiyama Conflict Minerals Policy".

### Environment

#### Environment

- » **Renewable energy:** 78% of the energy used by iiyama offices has been recognized as renewable energy or green energy.
- » **Waste Electrical and Electronic Equipment (WEEE):** Achieved a 70% product reuse and recyclable rate and an 80% product recovery rate.
- » **Product Packaging:** 100% product carton packaging used over 80% recycled materials.

#### Product

- » **Energy-Related Products (ErP):** The ErP level of a few products has reached Energy Efficiency Class C-E with lower energy consumption.
- » **Product Carbon footprints (PCF):** The first year of calculation for many product models.

#### Supplier

- » **ISO 9001 and ISO 14001:** 100% of tier 1 suppliers have been certified to ISO 9001 and ISO 14001.



## Sustainable Contributions and Achievements in 2023

### Product Recognition



LES NUMÉRIQUES



EU Energy-Related Products Directive (ErP)



#### G-Master GCB3480WQSU-B1

with FREESYNC™ Premium Pro Technology has received [good](#) comments from [PurePC](#) and [Benchmark](#).

- » This monitor supports HDR content with meticulous colour and luminance. Low input latency and low framerate compensation put an end to any tearing or stuttering issues at virtually any framerate.
- » UWQHD (Ultra Wide QHD) resolution offers an ultra-wide (21:9) viewable area.



#### XUB3293UHSN-B5

has been rated as an [affordable commercial monitor](#) by [PRAD](#).



#### G-Master GCB3280QSU-B1

with FREESYNC™ Premium Technology and VA Panel Technology has received [good](#) comments from [PRAD](#), [KITGURU](#), [PurePC](#), and [Benchmark](#).

- » This monitor guarantees low input latency and low framerate compensation, ending any tearing or stuttering issues at virtually any framerate.
- » Guaranteeing excellent contrast ratio making all the nuances between the light and dark colours clearly visible.



#### XCB3494WQSN-B5

received [lots of good comments](#) in 2022. It has also received additional praise from [PRAD](#) and [Les Numériques](#) in 2023.

**Touchscreens:** The ErP (Energy-Related Products) of "TF1633MSC-B1 and T1633MSC-B1" has reached Energy Efficiency Class C.

**Desktop Monitors:** The ErP of "XUB2294HSU-W2" has reached Energy Efficiency Class D.

**Large Format Displays:** The ErP of the 65 series products has reached Energy Efficiency Class E with lower energy consumption than in the past. The 65 series of products include "LH4365UHSB-B1, LH5065UHSB-B1AG, LH5565UHSB-B1, LH6565UHSB-B1, LH7565UHSB-B1, and LH8665UHSB-B1".

## Getting to Know iiyama

### Company Information

#### Company Name:

iiyama Corporation

#### Headquarters Location:

iiyama Benelux

(hereinafter referred to as [The Netherlands Office](#))

Address: Wijkermeerstraat 8, 2131 HA Hoofddorp, The Netherlands

#### Global Business Operations:

\*No physical office

##### iiyama Benelux

##### iiyama Deutschland GmbH

(hereinafter referred to as [Germany Office](#))

Address: Zeppelinstraße 2, 85375 Neufahrn bei Freising, Germany

##### iiyama Polska Sp. z o.o.

(hereinafter referred to as [Poland Office](#))

Address: ul. Nowohucka 1, 54-617 Wrocław, Poland

##### iiyama Taiwan

(hereinafter referred to as [Taiwan Office](#))

Address: 8F., No.189, Sec. 3, Minquan E. Rd., Songshan Dist., Taipei City 105, Taiwan (R.O.C.)

##### iiyama UK\*

##### iiyama France\*

#### Number of Employees:

94 (as of December 31, 2023)

<iiyama has no non-employee workers and no fixed term contract workers.>

### Products, Applications, and Services

Our main products and technologies include [Desktop Monitors](#), [Gaming Monitors](#), [Touchscreens](#), and [Large Format Displays](#). Product efficiency, performance, reliability, and user comfort are all key factors we consider in product development. We are committed to providing our customers with a variety of display-size options and affordable products. To ensure that our technology and services meet customer needs, we provide comprehensive after-sales and repair services; and strive to provide the greatest support to all customers around the world. Please refer to iiyama official website - [CUSTOMER SERVICE](#).

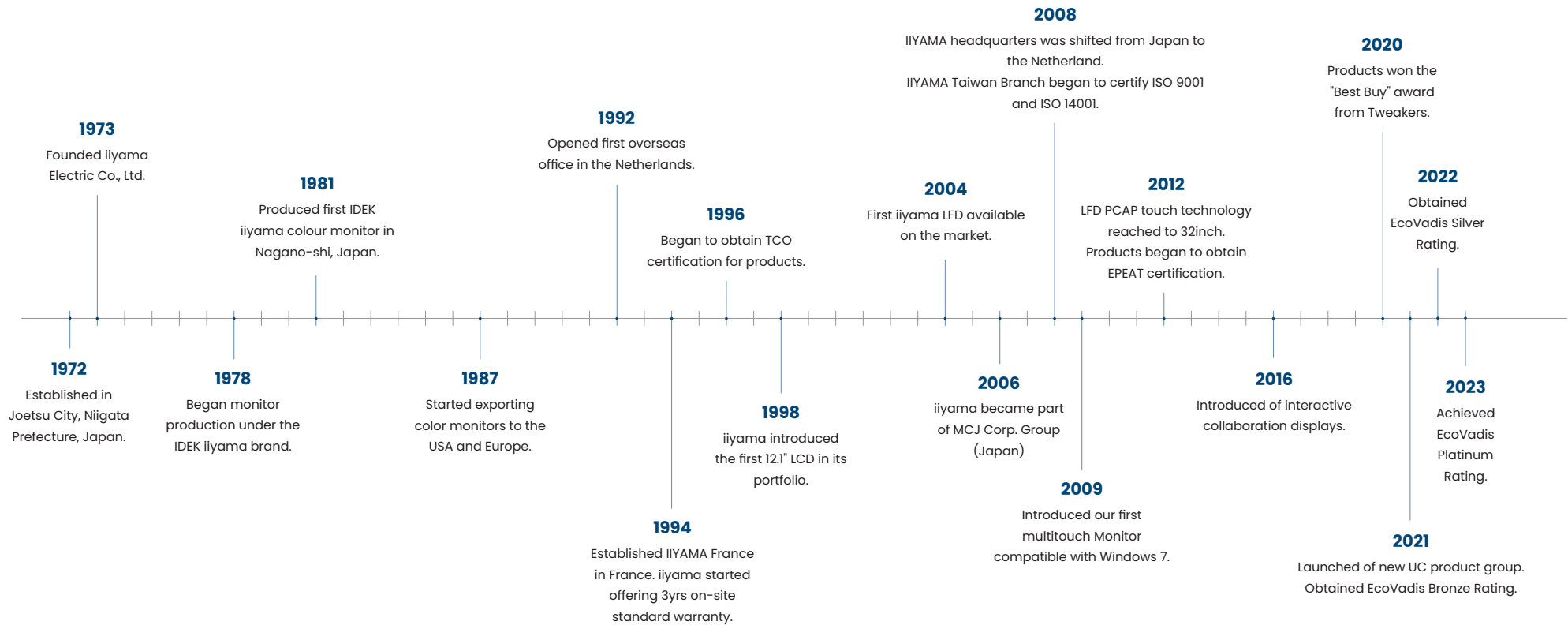
### Promote Industrial Development

iiyama has joined [VESA](#) and [Responsible Minerals Initiative \(RMI\)](#). We are constantly up to date about news and regulations to promote the company's product development. In 2023, we also participated in [Integrated Systems Europe \(ISE\)](#) to enhance the professional growth of technology and capabilities through communication and cooperation with peers and different industries, and jointly achieve sustainable development of the industry.





## iiyama Timeline



## Sustainable Vision

### Brand Vision and Sustainable Development Goals

Our sustainability vision at iivama, is "value creation and sustainable operation," developed through five core strategies: "carbon reduction initiatives," "innovation of eco-friendly products," "promotion of ethical compliance," "advancement of social care," and "commitment to human rights." These strategies and their development themes align with the Sustainable Development Goals (SDGs) to create value with stakeholders.

### Sustainable Development Goals (SDGs)



### iivama Core Spirit Value Creation & Sustainable Operation

Development Themes Short-Term (S), Mid-Term (M) and Long-Term (L) Goals

#### Strengthening Governance

- » (S) Strengthen the company's "Anti-bribery management" with reference to ISO37001.
- » (S,M,L) Strong corporate governance and ethical management.
- » (S,M,L) Contribute to responsible consumption and production.
- » (L) Improve supplier evaluation system.

#### Cultivating Inclusion

- » (S,M,L) Diversify and reduce inequality, zero discrimination, equal pay for equal work.

#### Attracting Talent

- » (S,M,L) Develop a good company culture and recruitment for attracting future talent to drive economic development.

#### Protecting Employees

- » (S,M,L) Emphasis on workplace safety and employee health.
- » (S,M,L) Maintain harmonious labour-management relations and protect workers' rights.

#### Caring Society

- » (S) Through donations to TFCF, cumulatively help more than 3,000 disadvantaged school children.
- » (S,M) Encourage employees to participate in external charity activities.
- » (L) Expand social participation and increase the scale of social feedback.

#### Innovating Products

- » (S) Increase the number of product models certified by TCO and EPEAT.
- » (S,M) Reduce product packaging materials.
- » (S,M,L) Promote products to be halogen-free.
- » (S,M,L) Continuously develop innovative and more energy-saving products to enhance international competitiveness.

#### Advancing Friendly Environment

- » (S,M) Continuously disclose the GHG emissions of Scope1, Scope2, and Scope3 in accordance with the GHG Protocol.
- » (S,M) Commit ourselves to the Science-Based Targets initiative (SBTi) to strengthen corporate confidence in reducing carbon emissions.
- » (S,M) The proportion of renewable energy used in offices remains above 60%.
- » (S,M,L) Continue to use green energy and strengthen environmental management.

Sustainable Development

## Stakeholder Engagement

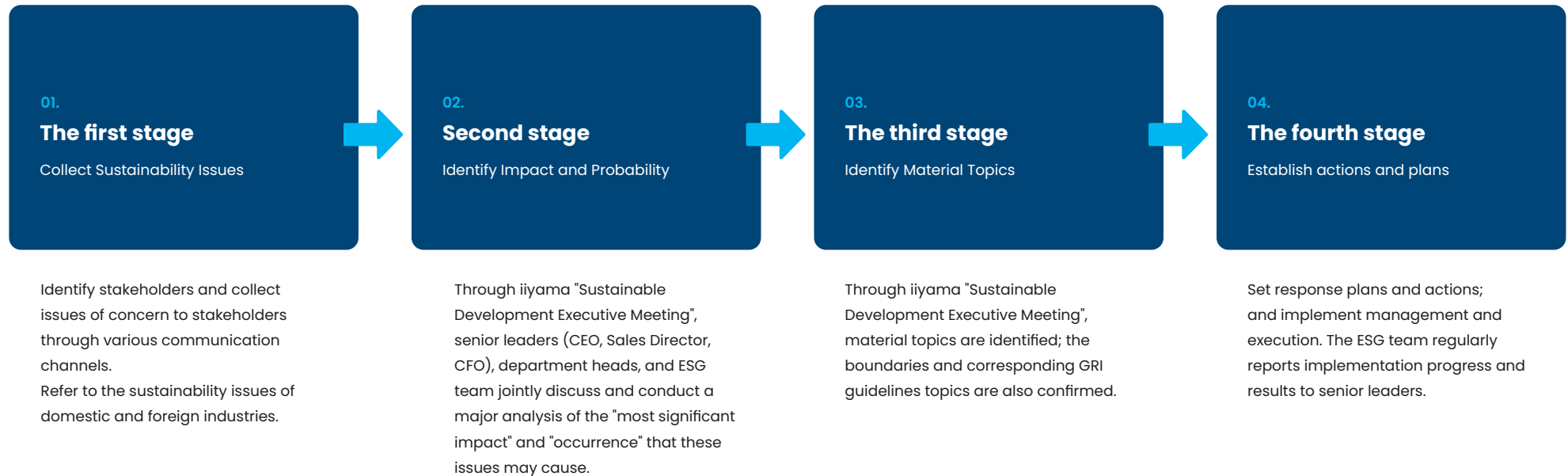
Stakeholder engagement plays an important role in formulating our strategies on ESG. iiyama has referred to the AA1000 Stakeholder Engagement Standard and determined stakeholders' scope of engagement based on five attributes: responsibility, influence, tension, diverse perspectives, and dependency. Through discussions at the Sustainable Development Executive Meeting, we have identified our stakeholders into five groups: [Customers](#), [Employees](#), [Investors](#), [Communities](#), and [Suppliers](#).

At iiyama, we have a variety of channels to communicate with stakeholders and constantly improve our products and practices by incorporating internal and external stakeholders' feedback. We have also conducted "internal communication" through the company intranet, meetings, etc; and conducted "external communication" through statements, environmental action, meetings, [iiyama official website](#), etc. The following table summarises the results of our engagement with identified stakeholders.

iiyama Stakeholders	Importance to iiyama	Interests or Concerns	Communication Channels <2023 Engagement Performance>
<b>Customers</b>	Customers have a significant impact on our revenue and sustainable development. iiyama maintains close contact with customers to ensure that our products meet their expectations.	<ul style="list-style-type: none"> <li>» Legal Compliance</li> <li>» Data Privacy and Security</li> <li>» Product Quality and Safety</li> <li>» Greenhouse Gas Management</li> <li>» Waste Management</li> </ul>	<ul style="list-style-type: none"> <li>» Customer satisfaction survey &lt;Survey frequency: <b>2 times/year</b>&gt;</li> <li>» Email/ Meetings/ iiyama official website-Contact us &lt;Several times a year. Depending on needs.&gt;</li> </ul>
<b>Employees</b>	Only top talents can make our products competitive and enable the company to operate sustainably. iiyama maintains good labour relations with employees and provides lots of communication channels.	<ul style="list-style-type: none"> <li>» Human Rights</li> <li>» Diversity, Equity and Inclusion</li> <li>» Occupational Health and Safety</li> </ul>	<ul style="list-style-type: none"> <li>» Meet one-on-one with supervisor &lt;Communication between employee and supervisor: <b>4 times/year</b>&gt;</li> <li>» Company intranet (training documents) &lt;Provide employee ESG education and training: <b>1 time/year</b>&gt;</li> <li>» Email/ Meetings &lt;Several times a year. Depending on needs.&gt;</li> </ul>
<b>Investors</b>	iiyama is 100% owned by MCJ, listed on Tokyo Stock Exchange (Code: 6670) and intend to grow steadily with the support of MCJ.	<ul style="list-style-type: none"> <li>» Financial Performance</li> <li>» Legal Compliance</li> <li>» Product Quality and Safety</li> </ul>	<ul style="list-style-type: none"> <li>» MCJ Board of Director meetings &lt;Communication meeting: <b>4 times/year</b>&gt;</li> </ul>
<b>Communities</b>	Communities comprise the local communities, NPOs, and NGOs. Giving back to society is one of our important ESG manifestations. We help disadvantaged groups and care for society through donations every year.	<ul style="list-style-type: none"> <li>» Community Engagement</li> </ul>	<ul style="list-style-type: none"> <li>» Email &lt;Communication by mail: <b>2 times/year</b>&gt;</li> <li>» Meetings &lt;Several times a year. Depending on needs.&gt;</li> </ul>
<b>Suppliers</b>	Suppliers are critical to our products and important partners for us to work together to promote sustainable development. We conduct annual factory audits and hold multiple meetings with them to ensure that all suppliers comply with international regulations and all iiyama policies and requirements.	<ul style="list-style-type: none"> <li>» Product Quality and Safety</li> <li>» Supply Chain Management</li> <li>» Human Rights</li> </ul>	<ul style="list-style-type: none"> <li>» Supplier meetings &lt;Communication meeting: <b>4 times/month</b>&gt;</li> <li>» Supplier audit &lt;1 time/year. 100% of suppliers have completed.&gt;</li> <li>» iiyama policies and code of conduct &lt;100% of suppliers have complied with iiyama regulations.&gt;</li> </ul>

## ESG Materiality

To ensure that we completely cover all the ESG issues and the disclosure of the Report meets the expectations of stakeholders, iiyama has followed "GRI 3: Material Topics 2021", referred to the trends of domestic and foreign industry sustainability issues, and collected issues of concern to stakeholders through various communication channels; We have then further analysed and identified material topics through iiyama "Sustainable Development Executive Meeting", and finally identified the material topics of the year. The detailed process has been presented below. We have condensed multiple sustainability issues into eight material topics based on the three aspects of ESG: **Product Quality and Safety, Legal Compliance, Data Privacy and Security, Community Engagement, Human Rights, Diversity Equity and Inclusion, Greenhouse Gas Management,** and **Waste Management**. We have prioritised responses to these high-profile topics and compiled the "Boundaries and Implementation Results of Material Topics" table.



# ESG Materiality

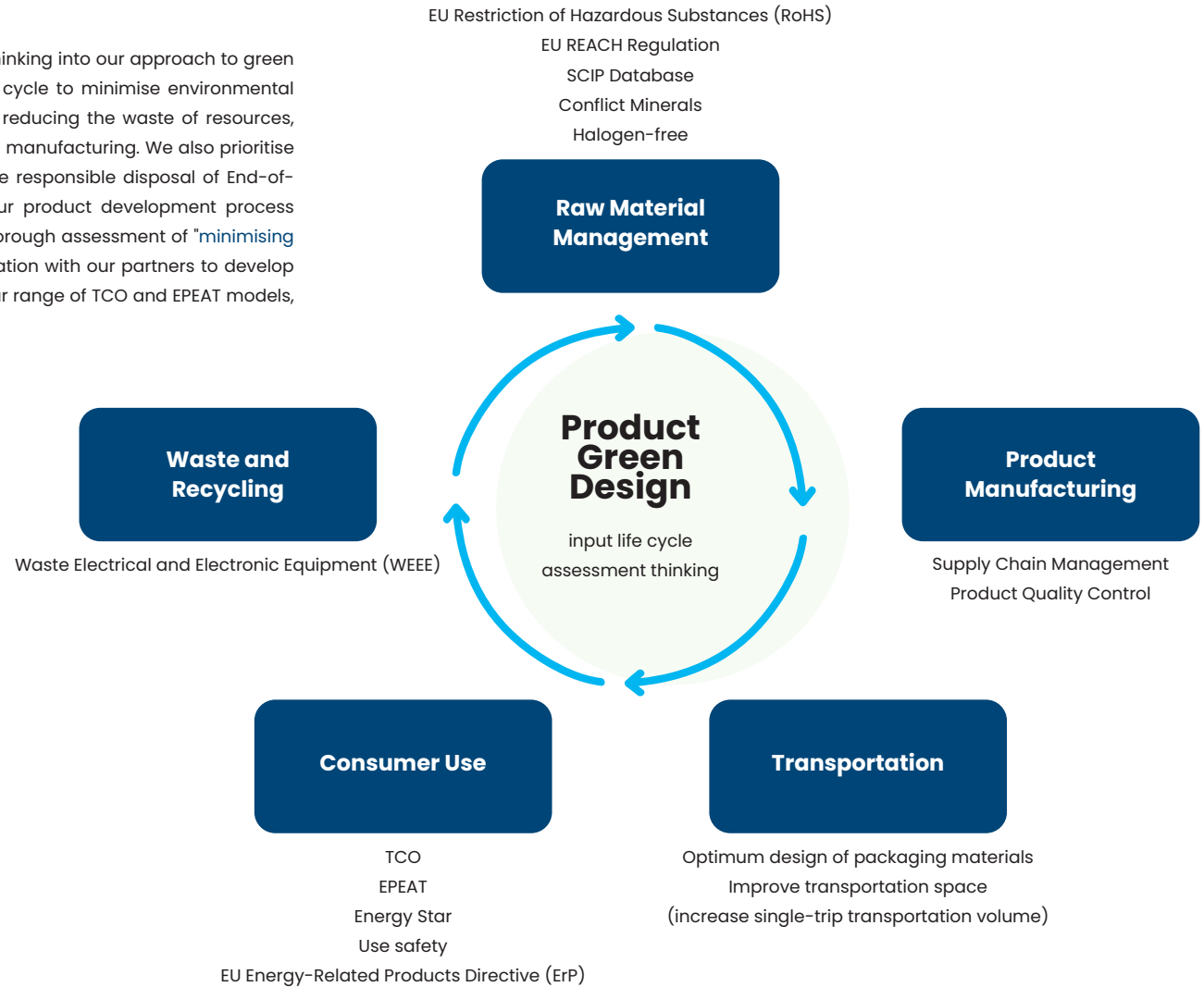
## Boundaries and Implementation Results of Material Topics

Material Topic	GRI Standards / Self-Designated Standards	Meaning to iiyama	Value Chain ● Direct impacts ○ Indirect impacts	Performance Indicators	2023 Achieve Status	Corresponding Chapter	
Governance	Product Quality and Safety	Product Quality and Safety	iiyama attaches great importance to product quality and safety, and we continue to design and manufacture products that meet or even exceed customer expectations. In order to ensure the quality and safety of our products, we also implement strict supplier management.	<ul style="list-style-type: none"> <li>● iiyama</li> <li>● Customers</li> <li>○ Suppliers</li> <li>○ Investors</li> </ul>	<ol style="list-style-type: none"> <li>1. The customer satisfaction survey reaches an average of 100. (Full score 130)</li> <li>2. All suppliers are certified ISO9001 and ISO14001.</li> <li>3. All suppliers complete iiyama's annual audit and scoring.</li> </ol>	<ol style="list-style-type: none"> <li>1. High Satisfaction feedback: Reached an average of 110.</li> <li>2. 100% of tier 1 suppliers have been certified to ISO 9001 and ISO 14001.</li> <li>3. 100% of tier 1 suppliers have been audited and been qualified.</li> </ol>	<ul style="list-style-type: none"> <li>» Stable Operation</li> <li>» Responsible Supply Chain</li> </ul>
	Legal Compliance	<b>GRI 2</b> General Disclosures 2021 <b>GRI 205</b> Anti-corruption 2016 <b>GRI 206</b> Anti-competitive Behavior 2016 <b>GRI 416</b> Customer Health and Safety 2016	iiyama pays attention to any revision of policies and regulations of the countries where we have business activities. To ensure that our company and business operations are all compliance with local regulations, we develop relevant policies, compliance programs and promote them within the company.	<ul style="list-style-type: none"> <li>● iiyama</li> <li>○ Investors</li> <li>○ Customers</li> </ul>	<ol style="list-style-type: none"> <li>1. Perfect internal training and communication.</li> <li>2. No violations or fines, and no negative news information resulting from violations.</li> </ol>	<ol style="list-style-type: none"> <li>1. 100% of employees have already had a clear understanding of regulations and company policies and advocacy.</li> <li>2. No violations of legal compliance and related penalties.</li> </ol>	<ul style="list-style-type: none"> <li>» Sustainable Products</li> <li>» Stable Operation</li> </ul>
	Data Privacy and Security	<b>GRI 418</b> Customer Privacy 2016	iiyama attaches great importance to information security and promises our customers that we will not leak customer privacy to avoid negatively affecting the brand reputation.	<ul style="list-style-type: none"> <li>● iiyama</li> <li>● Customers</li> <li>○ Investors</li> </ul>	<ol style="list-style-type: none"> <li>1. No incident of customer complaints.</li> </ol>	<ol style="list-style-type: none"> <li>1. Reached 0 complaint incidents.</li> </ol>	<ul style="list-style-type: none"> <li>» Stable Operation</li> </ul>
Social	Community Engagement	Community Engagement	iiyama is committed to giving back to society and hopes to care for and help as many disadvantaged students as possible through our own strength.	<ul style="list-style-type: none"> <li>● iiyama</li> <li>○ Communities</li> </ul>	<ol style="list-style-type: none"> <li>1. Donate annually</li> <li>2. Cumulatively, help more than 2,000 disadvantaged school children.</li> </ol>	<ol style="list-style-type: none"> <li>1. Donated EUR 200,000 to TFCF.</li> <li>2. From 2017 to now, we have helped a total of 2,491 disadvantaged school children.</li> </ol>	<ul style="list-style-type: none"> <li>» Social Participation</li> </ul>
	Human Rights	Human Rights	To protect the human rights of employees and suppliers' workers, iiyama has established Employee Handbook (EH) and Supplier Code of Conduct (Supplier COC) respectively; and strictly requires employees and suppliers to comply.	<ul style="list-style-type: none"> <li>● iiyama</li> <li>○ Suppliers</li> </ul>	<ol style="list-style-type: none"> <li>1. All employees must complete EH training within one week of joining iiyama.</li> <li>2. All suppliers comply with iiyama's Supplier COC.</li> </ol>	<ol style="list-style-type: none"> <li>1. 100% of employees have already had a clear understanding of EH content and employee rights and protections.</li> <li>2. 100% of suppliers have complied and signed back.</li> </ol>	<ul style="list-style-type: none"> <li>» Co-prosperity Workplace</li> <li>» Responsible Supply Chain</li> </ul>
	Diversity, Equity and Inclusion	<b>GRI 405</b> Diversity and Equal Opportunity 2016 <b>GRI 406</b> Non-discrimination 2016	iiyama aims to create and maintain a work environment where employees are treated fairly and with respect. We develop an Internal Reporting Procedure, provide training on harassment and discrimination for all employees, and provide complaint channels to employees.	<ul style="list-style-type: none"> <li>● iiyama</li> </ul>	<ol style="list-style-type: none"> <li>1. Employee training for harassment and discrimination.</li> <li>2. The number of employee complaints: &lt;5</li> </ol>	<ol style="list-style-type: none"> <li>1. 100% of employees have completed harassment and discrimination training. Reached 0 discrimination incidents.</li> <li>2. Reached 0 employee complaints.</li> </ol>	<ul style="list-style-type: none"> <li>» Co-prosperity Workplace</li> </ul>
Environment	Greenhouse Gas Management	<b>GRI 302</b> Energy 2016 <b>GRI 305</b> Emissions 2016	iiyama cares about climate change. We are committed to disclosing greenhouse gas emissions every year, formulating corresponding reduction plans, and providing energy-saving related training to all employees.	<ul style="list-style-type: none"> <li>● iiyama</li> <li>○ Customers</li> <li>○ Suppliers</li> </ul>	<ol style="list-style-type: none"> <li>1. Disclose relevant data.</li> <li>2. Provide employees with education and training related to energy conservation.</li> </ol>	<ol style="list-style-type: none"> <li>1. Disclosed the GHG emissions of Scope 1, Scope 2, and Scope 3 in accordance with the GHG Protocol.</li> <li>2. 100% of employees finished education and training related to energy conservation.</li> </ol>	<ul style="list-style-type: none"> <li>» Friendly Environment</li> </ul>
	Waste Management	<b>GRI 301</b> Materials 2016	iiyama pays attention to waste management; and primarily plans to reduce product packaging materials and office paper usage.	<ul style="list-style-type: none"> <li>● iiyama</li> <li>○ Customers</li> <li>○ Suppliers</li> </ul>	<ol style="list-style-type: none"> <li>1. Disclose relevant data.</li> <li>2. Provide employees with education and training related to waste reduction.</li> </ol>	<ol style="list-style-type: none"> <li>1. Disclose the amount of paper used in the office and the packaging materials used for products.</li> <li>2. 100% of employees finished education and training related to waste reduction.</li> </ol>	<ul style="list-style-type: none"> <li>» Friendly Environment</li> </ul>

## Sustainable Products

### Life Cycle Thinking

iiyama is committed to incorporating the "cradle to cradle" life cycle thinking into our approach to green product design. We work diligently at every stage of a product's life cycle to minimise environmental impact. This includes a strong focus on improving energy efficiency, reducing the waste of resources, and minimising the production of waste gases and wastewater during manufacturing. We also prioritise reducing and optimizing packaging materials, as well as ensuring the responsible disposal of End-of-Life products, all aimed at fostering environmental sustainability. Our product development process prioritizes not only user needs and functionality but also includes a thorough assessment of "minimising environmental load" at every stage. We maintain ongoing communication with our partners to develop energy-saving and more environmentally friendly products, expand our range of TCO and EPEAT models, and continuously strive to enhance ErP levels.



## Sustainable Products

iiyama promises customers to rigorously evaluate the impact of the product life cycle on human health and safety and seek continuous improvement to promote health and well-being.

### Raw Material Management

#### » Chemical Substance Management

We have many years of experience in the management of chemical substances. We strictly comply with REACH and RoHS regulations. The Regulation on the registration, evaluation, authorisation and restriction of chemicals (REACH) is the main EU law to protect human health and the environment from the risks that chemicals can pose. REACH also addresses the continued use of chemical substances of very high concern (SVHC) because of their potential negative impacts on human health or the environment.

SCIP is the database for information on Substances of Concern in articles as such or in complex objects (Products) established under the Waste Framework Directive (WFD) by the European Chemicals Agency (ECHA). Companies supplying articles containing SVHCs on the Candidate List in a concentration above 0.1% weight by weight (w/w) on the EU market must submit information to the SCIP database. This requirement is to let the public know about SVHC in articles and help us work with suppliers to promote safer products. iiyama has required all suppliers to comply with REACH regulations and disclose SVHC information. For SVHC concentration above 0.1% (w/w), we have also submitted and shared SCIP data with our customers. We have also encouraged our suppliers to reduce and eliminate the use of such chemicals wherever possible.

EU laws restrict the use of certain hazardous substances in electrical and electronic equipment through the RoHS Directive. The RoHS Directive currently restricts the use of ten substances. iiyama has strictly required suppliers and confirmed the RoHS compliance of products through test reports and declaration letters provided by suppliers.

#### 2023 Achievement

- » 100% of products comply with RoHS regulations to minimize environmental and social impacts.
- » 100% of products (contain SVHC and concentration >0.1% w/w) comply with SCIP requirements, customers can evaluate whether to purchase based on this information.
- » No returns due to RoHS or REACH violations.



## Sustainable Products

### » Conflict Minerals Management

iiyama continues to pay attention to the issue of conflict minerals. We prohibit the use of metals and minerals mined from conflict-affected or high-risk areas such as the Democratic Republic of the Congo(DRC) and its adjacent areas, including gold(Au), tungsten(W), tantalum(Ta), and tin(Sn) (so-called conflict minerals), mica and cobalt.

iiyama is a member of RMI (Responsible Minerals Initiative). We have formulated a "Conflict Minerals Policy" (ANNEX I) and required all suppliers to adhere to it; we also called on suppliers to promote our conflict minerals policy to their upstream manufacturers. In order to ensure compliance within the supply chain, we conduct responsible mineral investigations on all suppliers every year, covering all product categories, and make the final investigation report public on the iiyama official website. We have taken the following actions in 2023:

- » Require suppliers to comply with the Responsible Minerals Sourcing Policy and the code of conduct consistent with RBA.
- » Request suppliers to follow the iiyama Conflict Minerals Policy.
- » Ask suppliers to use the CMRT (Conflict Minerals Reporting Template) tool developed by the RMI to report the information for the use of Gold, Tungsten, Tantalum, Tin, Mica, and Cobalt.
- » Ensure our suppliers source minerals for our products only from smelters or refiners that comply with the RMI's Responsible Minerals Assurance Process (RMAP). Smelters or refiners appearing on the RMI conformant list indicate conflict-free status. If the minerals used by the supplier come from non-compliant smelters or refiners, we will immediately review the supplier and require improvements within a deadline.
- » Collect international relevant information and customer feedback to ensure we can continue to comply with regulatory and customer requirements.

### 2023 Achievement

- » 100% of suppliers comply with iiyama Conflict Minerals Policy.
- » 100% of suppliers finish annual CMRT investigation.
- » No minerals from conflict-affected or high-risk areas.





## Sustainable Products

### Product Manufacturing

To date, all suppliers working with iiyama have been certified to ISO 9001 and ISO 14001. We conduct annual audits of our suppliers to ensure that product quality aligns with our stringent standards. Additionally, we actively encourage our suppliers to adopt more energy-efficient and environmentally friendly production practices. This includes use green electricity, enhancement of pollution prevention equipment, achieve ISO 50001 certification, and increase investment in environmental protection. Looking ahead, we plan to extend our audits to evaluate the green manufacturing performance of our suppliers.

### Transportation

Packaging materials play a crucial role in protecting products and preventing damage during delivery. iiyama is dedicated to optimising product design and maximizing packaging volume efficiency. Previously, we enhanced the design of our product stands, transitioning from two-stage to three-stage disassembly. This simplification has led to smaller packaging, which in turn allows more units to be shipped in a single container. This improvement not only reduces the number of transportation trips required—thereby lowering carbon emissions—but also decreases the company's operating costs. We remain committed to further advancements in this area.



#### 2023 Achievement

- » More touchscreen products have cut-in "stand's three-stage disassembly" (MNT head, stand neck, stand base), making the carton box smaller and optimizing the transportation volume. TI531SR-BIS, TI731SR-BIS, TI931SR-BIS, TI532MSC-BIS, TI732MSC-BIS, TI732MSC-BISAG, TI932MSC-BIS, TI932MSC-WISAG, TI634MC-BIS, T2234MSC-BIS, T2252MSC-B2, T2452MSC-B1, T2752MSC-B1

## Sustainable Products

### Consumer Use

In order to meet customer expectations and pay attention to customer health and safety, we continue to be committed to developing green products, which includes the increase of halogen-free products, TCO-certified products, EPEAT-certified products and also includes the improvement of the ErP Energy Efficiency Class.

TCO Certified is a third-party eco-labelling certification. TCO Certified Generation 9 has more requirements than ever before, including halogen material restrictions, the use of recycled raw materials, and the need to produce products more sustainably. To meet TCO Generation 9 requirements, iiyama has strict requirements on product design, material selection, and factory management for our product manufacturers. In addition to the two basic certifications of ISO 9001 and ISO 14001, all manufacturers producing our TCO products must comply with ISO 45001 (Health and safety management system), and ISO 50001 (Energy management system); and pass SA8000 or RBA audit. In 2023, we have already had over a hundred models certified TCO Generation 9. Relevant information can be found on the [TCO website](#).

The Electronic Product Environmental Assessment Tool (EPEAT) is an electronic product environmental performance assessment tool jointly launched by the US EPA and IEEE. Its main purpose is to meet the increasing procurement needs of green electronic products by the US government and large institutions. iiyama has always strived to comply with EPEAT criteria and explore product circularity and product longevity. All our products registered with EPEAT can be found on the [EPEAT website](#). In 2023, the number of EPEAT product models has reached several times greater than in 2022.



### 2023 Achievement

- » More than 150 product models are compliant with TCO certifications.
- » The number of EPEAT-certified product models in 2023 is four times that in 2022.
- » 100% of monitor products meet the stringent European Energy-related Products (ErP) Directive guidelines.

## Sustainable Products

### Waste Recycling

We are committed to reducing product waste, designing products that are easy to disassemble and recycle, and improving product recyclability and reusability, thereby reducing the burden on the earth. All our products adhere to the international Waste Electrical and Electronic Equipment (WEEE) Directive for waste collection, recycling, and recovery. In 2023, the values of "Reuse + Recycled Rate" and "Recovery Rate" of 100% of products have exceeded 70% and 80% respectively, and some products have even reached 90%.

In the future, we will work with our partners to optimize product packaging materials. In addition to using recyclable plastics as much as possible, we will pursue 100% paper packaging and increase the proportion of recycled materials in packaging materials. Currently, all our products' paper packaging has already used more than 80% recycled materials.

#### 2023 Achievement

- » 100% of products adhere to the international Waste Electrical and Electronic Equipment (WEEE) Directive.
- » More than 80% of recycled materials are used in paper packaging materials.

### Product Carbon Footprint

iiyama is responsible to customers and constantly strives to improve the environmental impact of our products. We evaluate products' product carbon footprint from design to end-of-life, including materials, manufacturing, distribution, use, and end-of-life management. iiyama has joined PAIA (Product Attribute to Impact Algorithm) in 2023 and used PAIA to perform product carbon footprints. PAIA meets IEC TR 62921 requirements and is a simplified LCA tool developed by the MIT Materials Systems Laboratory.

By calculating the product's carbon footprint and understanding the carbon emissions at each stage of the product's life cycle, our next step will be to formulate reduction actions for the stage that has the greatest impact on the environment. We have started conducting carbon emission inventory of Scope 1, Scope 2, and Scope 3 in accordance with the GHG Protocol at the end of 2023. We will commit to the Science Based Targets initiative (SBTi) in the near future, and will also further plan short-, mid-, and long-term carbon reduction targets based on carbon inventory results.



# Corporate Governance

## MCJ Board of Directors

For information about the MCJ Board of Directors, please refer to the official [website of MCJ](#). Board members all adhere to a high degree of self-discipline and avoid conflicts of interest. The names and introduce of board members can be found on [MCJ website](#). They have performed their duties well and effectively enhanced the operation of the board of directors and the company's operating performance.

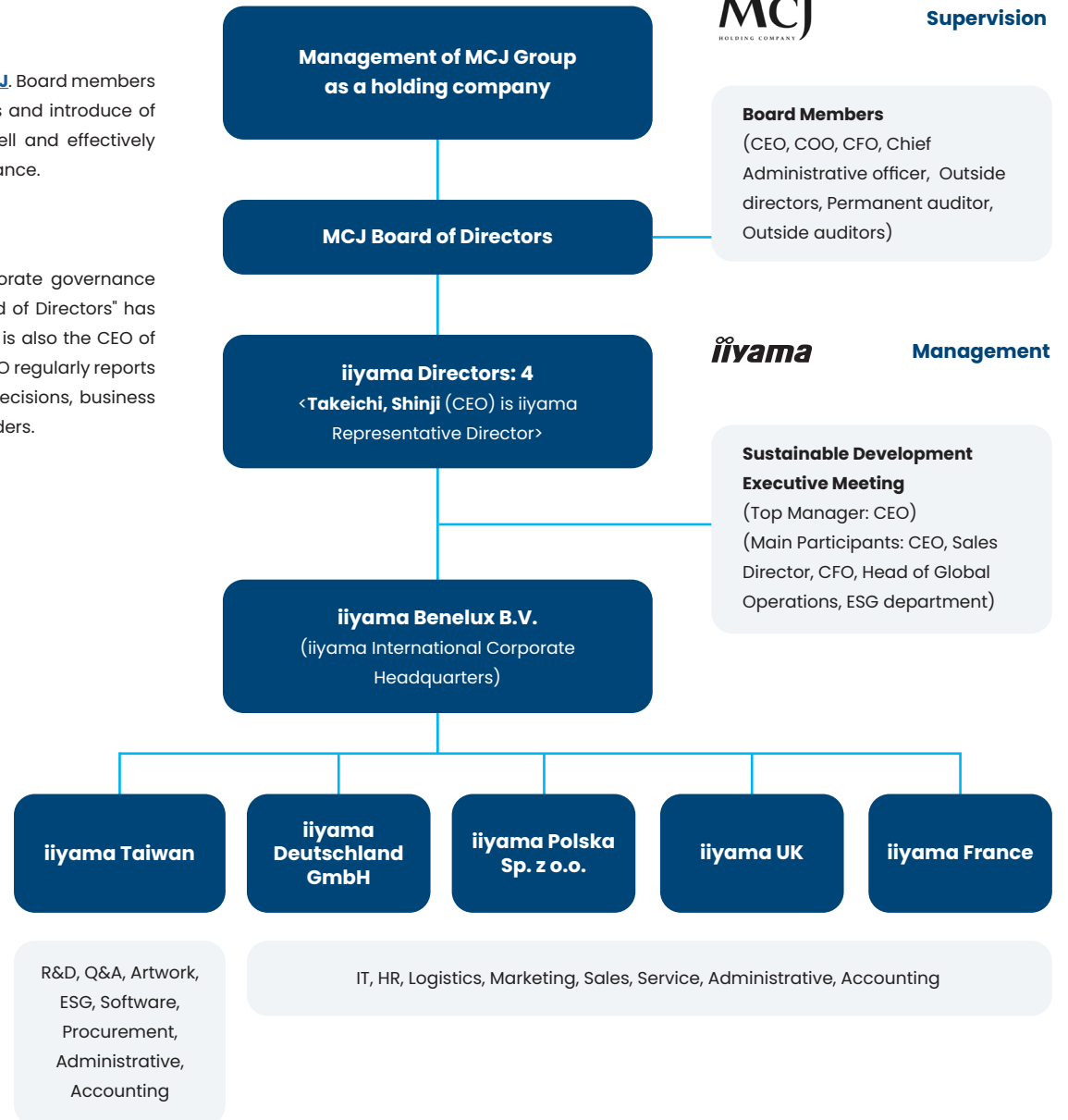
## iiyama Representative Director

The parent company of iiyama Benelux B.V. is MCJ Co. Ltd. (TYO: 6670). iiyama corporate governance framework and highest governance unit is the "MCJ Board of Directors". The "MCJ Board of Directors" has approved four directors for iiyama. One of them is "iiyama Representative Director" and is also the CEO of iiyama. To strengthen corporate governance and promote sustainable operations, our CEO regularly reports and communicates with MCJ, and actively participates in the company's major ESG decisions, business strategies, response to and supervision of major risks, and communication with stakeholders.

» **iiyama CEO performance evaluation results in 2023:**

<b>Reported to MCJ</b>	01. Weekly sales report 02. Monthly executive meeting 03. Quarterly MCJ Group Management Meeting
<b>Communicated internally</b>	Participated in company operations, risk management, corporate strategy formulation and business development through weekly meetings.
<b>Received education</b>	Completed internal ESG awareness training.

## Company Organizational Structure



# Corporate Governance

## Sustainable Development Executive Meeting

iiyama has set up "Sustainable Development Executive Meeting" (hereinafter referred to as "The Meeting") to regularly discuss and make decisions on the company's ESG development, communication results with stakeholders, strategic goals, core values, risks and potential crises. Even if there are major issues that cannot be resolved in each department, these issues will also be discussed and resolved through The Meeting, in which the main decision-makers are the CEO, CFO, and directors. Through this way, we have not only effectively carried out internal control and risk management to respond to the company's potential crises and risks but also responded well to our stakeholders. The Meeting has been set to be held once a quarter and has already been held **4 times** in 2023.



## Remuneration Policy for Senior Management

iiyama has formulated reasonable remuneration in combination with corporate governance, sustainable operation, and development. The remuneration of senior executives is determined based on the company's rule to evaluate their responsibilities, position level, professional abilities, etc., and regarding the salary levels of peers in the industry. Bonuses are evaluated and reviewed based on the company's overall operating performance, each department's management effectiveness and profit contribution, goal achievement rate, and individual performance. The remuneration of the iiyama Representative Director (also known as the iiyama CEO) is approved by the MCJ Board of Directors. Other senior executives are approved by the CEO.

### Policy Purpose

The objective of a remuneration policy is to ensure senior executives are compensated as per the policy while offering consistency in the remuneration strategy.

### Review Process

Senior executives' performance will be reviewed annually by iiyama Representative Director. Performance in such areas as leadership, people management, creativity and innovation, work productivity and quality, contribution to the company, financial control capabilities, etc will all be evaluated.

### Salary Structure

Salary structure includes basic salary, allowances, and variable bonuses which are evaluated based on individual performance, contributions, and other criteria such as the company results.

## Stable Operation

### Economic Performance

Over the years, we have continued to maintain stable operations and develop products suitable for customers, thereby maintaining satisfactory sales and market share in Europe. In 2023, we sold more than 2.2 million monitors and the sales turnover reached EUR 367,885,360\*.

(\* "Financial report 2023" will be completed in October 2024.)

### Anti-Corruption and Anti-Bribery

iiyama does not allow any act of corruption, bribery, extortion, or embezzlement and any transaction and exchange of documents must be evidenced by computerized documents. When undertaking related business and delivering information, inter-departmental cooperation must adhere to the highest principle of honesty and integrity. We avoid any harmful or conflicting behavior.

The parent company, MCJ, has formulated "RULES FOR PREVENTION OF CORRUPT ACTS", which has been approved by the Board of Directors. And the content includes reporting channels and whistleblower protection. iiyama has also established an "Anti-bribery policy" and "Whistleblowing Policy", which are published on the company website and used to train all employees. All complaints made using the internal reporting procedure will be taken seriously, confidentially, and with a strict "no retaliation" policy in place.

We have conducted transparent transactions and fair cooperation with reputable suppliers. We have also maintained good relationships not causing doubts or distrust of society. We promise not to engage in inappropriate behavior that violates social etiquette or company rules, including requesting or receiving gifts, hospitality, and bribes. In 2023, no corruption and bribery incidents occurred. So far, we have maintained zero corruption and zero bribery records.



# 100%

Employees complete  
Anti-Corruption and  
Anti-Bribery training



# 0

Bribery  
incidents



# 0

Corruption  
incidents



# 0

Whistleblowing  
incidents



## Stable Operation

### Strict Risk Management

iiyama adheres to the sound business philosophy of integrity and actively promotes the implementation of risk management mechanisms to reduce risks that may be faced in operations. We have established a complete risk management process as follows and regularly assess risks every year.

#### » Risk Management Process



#### » Risk Management Scope

We have integrated the main risk categories of business operations and have regularly discussed and evaluated these categories. Departments facing risks have been regulated to adjust their management and control strategies at any time based on changes in the internal (external) operating environment.



#### » Risk Management Execution

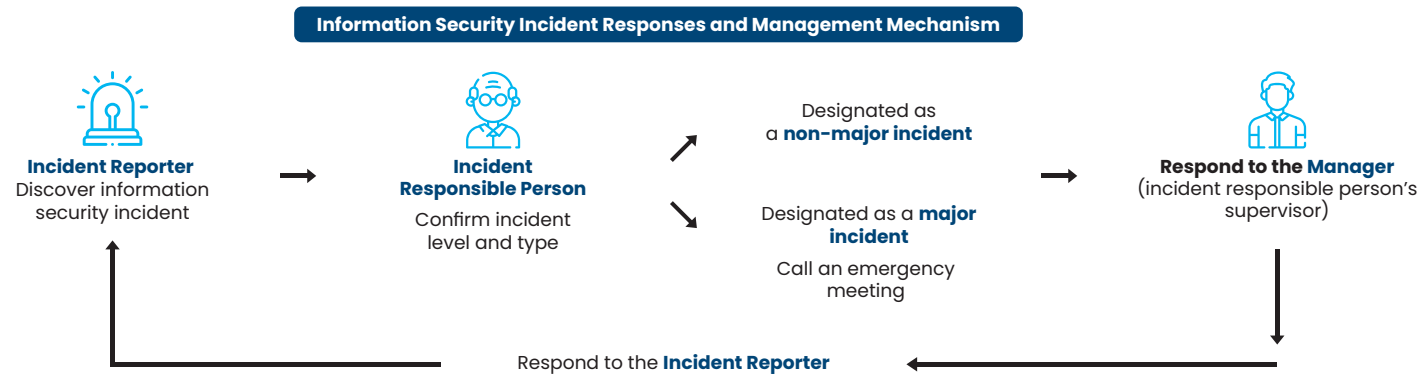
In 2023, we have completed identification and assessment of risks, discussion of countermeasures, implementation, management, reporting, and response. Both "general risks" and "major risks" have been well controlled and reported in the "Sustainable Development Executive Meeting". For general risks, the responsible department has formulated management strategies and implementation plans. They have also assessed implementation priorities and methods for tracking progress to mitigate the impact of risks on business operations. For the management of major risks, solutions have been further discussed and determined through the "Sustainable Development Executive Meeting".

## Stable Operation

### Information Security

With the acceleration of digital transformation, the application of emerging technologies such as cloud services and the Internet of Things (IoT) is constantly expanding, which has brought new impacts, and information security risks continue to threaten the continued operations of enterprises. iiyama deeply understands its seriousness. To protect the personal information and privacy of stakeholders and the information security of operation-related information software and hardware equipment, we have formulated the "Information Security Incident Responses and Management Mechanism".

To enhance employees' information security awareness, we provide them with relevant education and training every year. We continue to pay attention to emerging technologies and threats to respond to ever-changing information security challenges.



To comply with the EU's General Data Protection Regulation (GDPR), iiyama has formulated corresponding actions and all employees have abided by them. In 2023, all employees completed the information security training course. In addition, we also have rigorously responded to information security risks, please refer to the iiyama risk management process on page 23.

As iiyama is committed to implementing information security management, no major information security incidents occurred in 2023, no penalties were imposed by relevant information security authorities, and no complaints from customers about information security or privacy leaks were received.





## Stable Operation

### Integrity Management

iiyama has established the "Ethics Policy", which includes ethical practices, information security, and conflict of interest, to improve integrity management. Through the policy, we have communicated better with stakeholders and given them a better understanding of the company. We will regularly review the applicability of this policy and the realization of the goals, and make adjustments as needed to promote the sustainable operation of the company.

In addition to work rules and employee handbook, training for new employees also includes sexual harassment prevention, anti-discrimination, anti-harassment, employee workplace ethics, healthy and safe working environment, promotion of integrity, and all company policies and codes of conduct.



### Legal Compliance

"Non-legal compliance" will cause certain risks to the company's operation and reputation, which will lead to serious consequences. Therefore, iiyama has always strictly abided by the law and paid attention to regulations and industry-related standards. We achieve our commitment to "strictly comply with legal regulations" through regular regulatory review, internal regulatory promotion, and employee education and training.

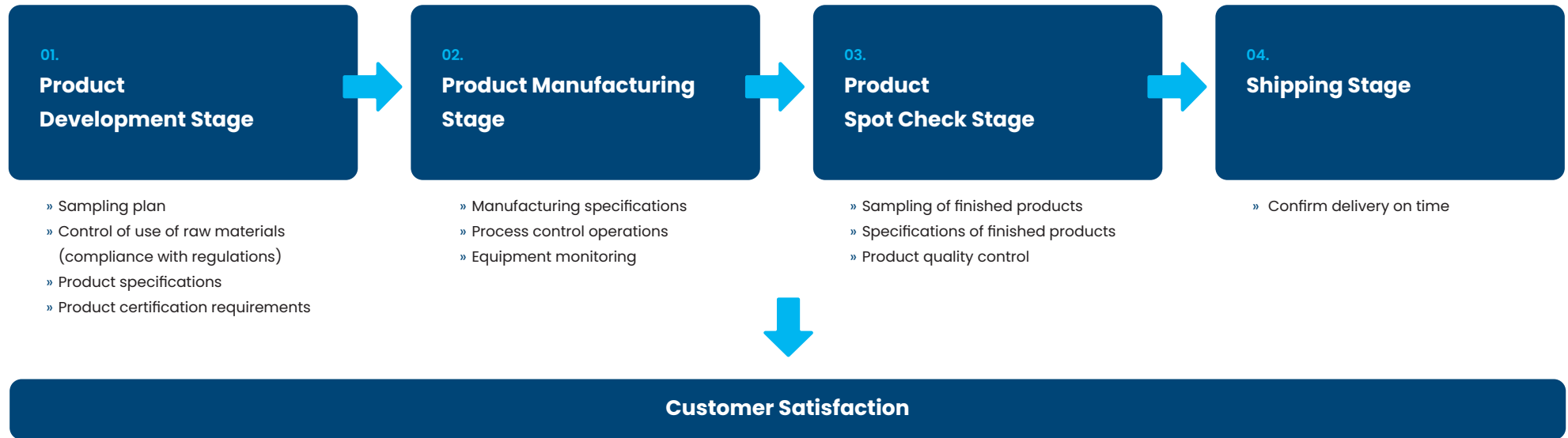
#### With our efforts, the following incidents did not happen in 2023:

- » Receive fines or related disputes regarding economic/ environmental/ social.
- » Receive fines or non-monetary sanctions for violating the law.
- » Products or services that violate regulations or voluntary codes of consumer health and safety.
- » Violation of regulations or voluntary codes regarding product/ service information/ label.
- » Prosecuted for anti-competitive or anti-trust violations.
- » Leak customer information.
- » Receive substantial fines for violating regulations regarding the provision or use of products or services.
- » Violation of occupational safety and health laws.
- » Products are returned due to any violation of laws.
- » Receive fines or negative criticism for violating human rights-related laws.

## Stable Operation

### Quality Management

Quality is the foundation of a company's sustainable development. In order to provide customers with excellent product quality and service, gain the trust of consumers, and make stakeholders more confident in iiyama, iiyama Taiwan Office has certified "ISO 9001 Quality Management System". iiyama has established a quality management system in accordance with ISO9001 and formulated a quality management manual. We continue to collect customer feedback on product abnormalities, technical problems, sales services, after-sales services, etc.; and ask all departments to re-examine and analyse the causes and corrective and preventive measures as a basis for improvement; and implement the spirit of PDCA to continuously improve technology and products. In addition, iiyama has also mandated that all our tier 1 suppliers must obtain ISO 9001 certification. We have worked with our suppliers to strictly control product quality by following steps.



**100 score** ↑  
Customer satisfaction

**100%**  
Tier 1 suppliers obtain ISO9001 certification

**0**  
Product quality issues

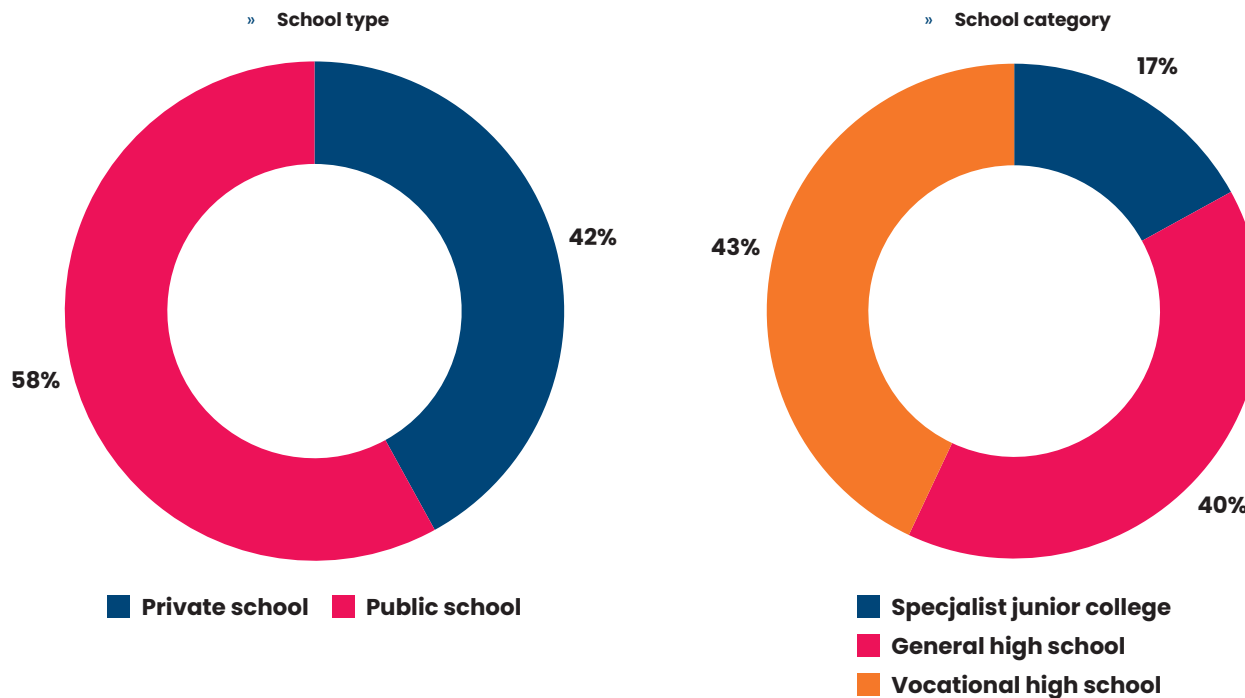
## Social Participation

Contribute to society and work for the next generation with a grateful heart.

### Care for Disadvantaged Students

iiyama remains true to its core values, focusing on the United Nations Sustainable Development Goals (SDGs) and the specific needs of Taiwanese society, as we continue to actively give back through meaningful initiatives. Since 2017, we have supported the Taiwan Fund for Children and Families\* (TFCF) to provide disadvantaged children with access to a nurturing learning environment, enhancing their opportunities for further education and future employment.

Our commitment to improving education for school children continues through our support of the [Elite Green Seeds Award Scholarship Program](#), established by TFCF. In 2023, iiyama contributed EUR 200,000 to TFCF, enabling the provision of educational resources to disadvantaged students, with 549 students benefiting from this support. Overall, 2,569 students participated in the Elite Green Seeds Award Scholarship Program in 2023, with iiyama's sponsorship accounting for around 20% of the total. Since our involvement began, we have helped 2,491 underprivileged students and their families.

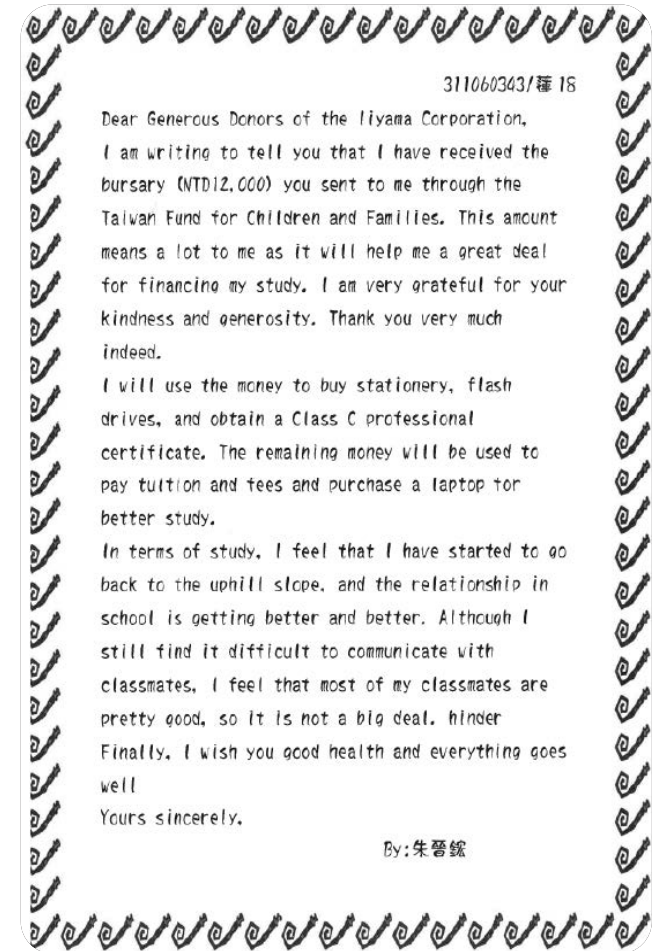
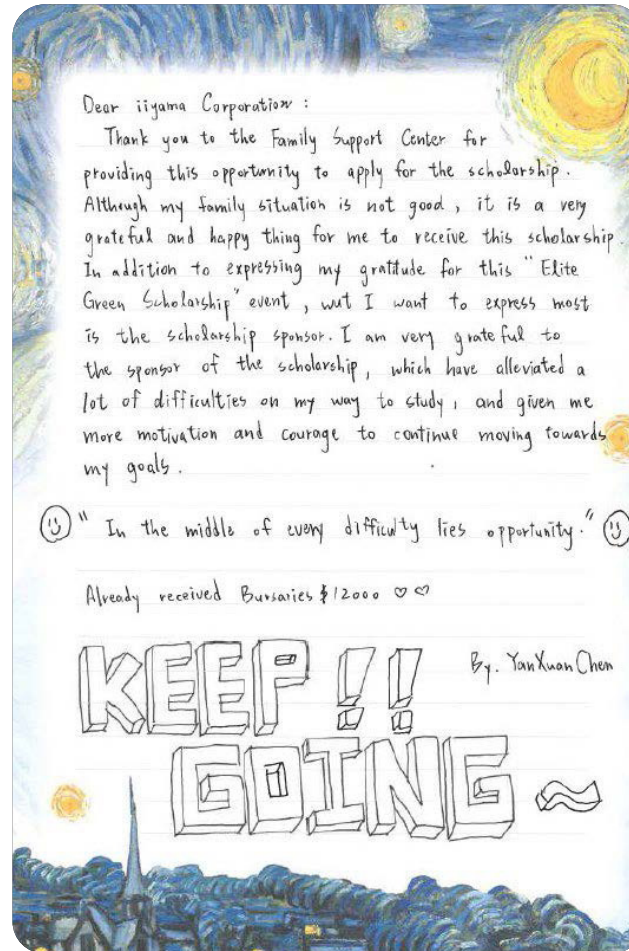
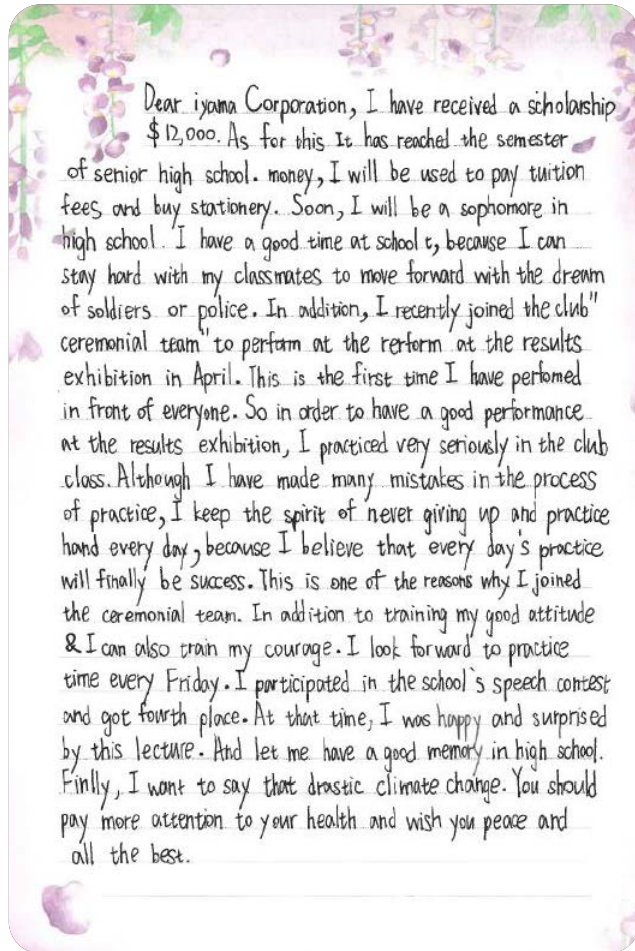


\*Taiwan Fund for Children and Families (TFCF) is an international non-profit organization that cares for disadvantaged children, teenagers, and their families. Using professional methods of social work, children and adolescents can enjoy proper family care, physical and mental safety protection, a healthy growth environment, and adequate educational opportunities.

<https://international.ccf.org.tw/>

## Social Participation

### The Letter from Children

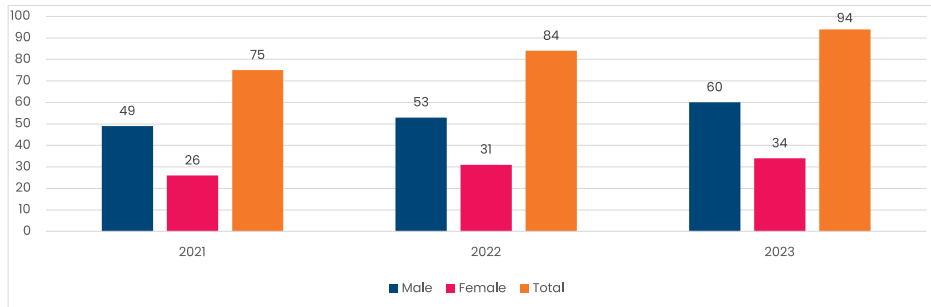


# Co-prosperity Workplace

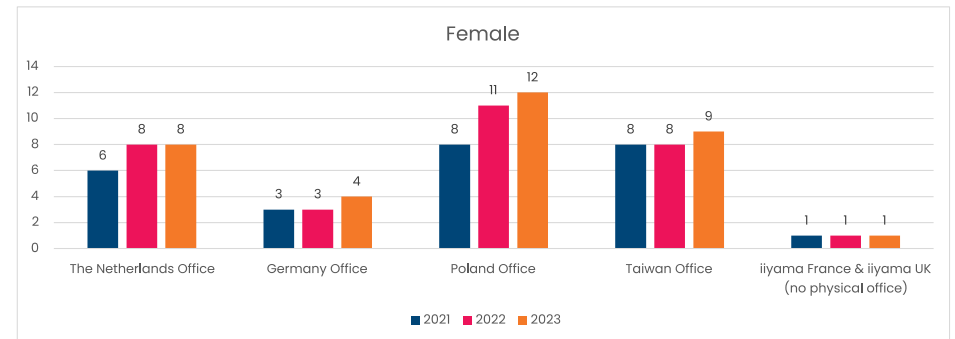
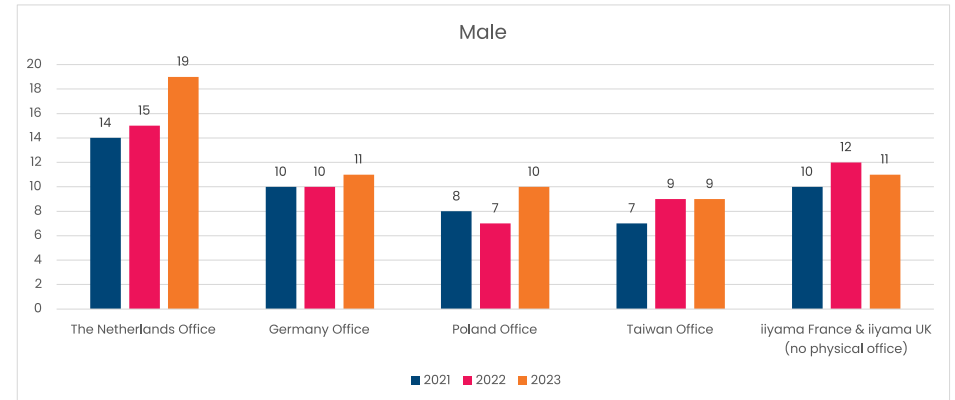
## Manpower Structure

<b>Number of employees</b>	94 people Male: 60 people (about 63%) Female: 34 people (about 37%)
<b>Summary information</b>	01. All employees of our company are “non-fixed term contract”. 02. In 2023, we had 6 part-time employees in the Netherlands office, 1 part-time employee in the Germany office, and 1 part-time employee in the Poland office. All others were full-time employees.

» Number of employees and gender distribution from 2021 to 2023

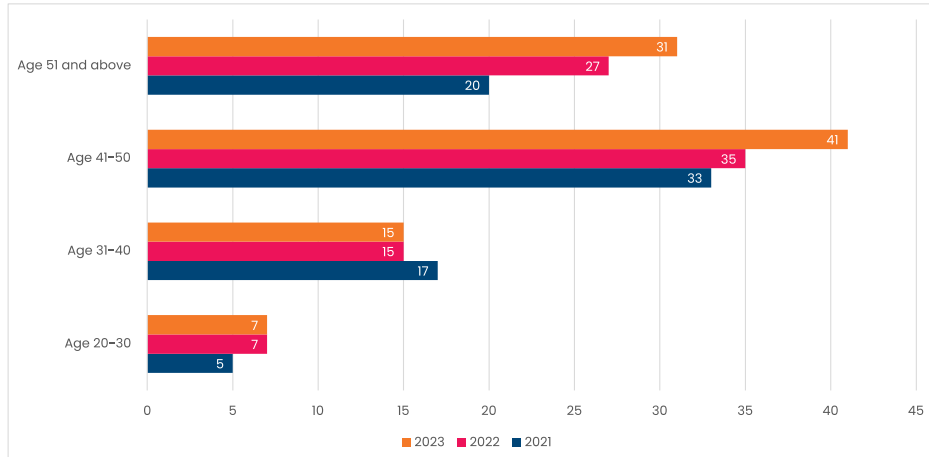


» Distribution of employees by region and gender from 2021 to 2023



## Co-prosperity Workplace

### » Age distribution of employees from 2021 to 2023



	2021	2022	2023
<b>Age 20-30</b>	6.7%	8.3%	7.4%
<b>Age 31-40</b>	22.7%	17.9%	16.0%
<b>Age 41-50</b>	44.0%	41.7%	43.6%
<b>Age 51 and above</b>	26.7%	32.1%	33.0%

## New Employee Hires and Employee Turnover

### » Talent Recruitment, Appointment, and Evaluation

Employees are the driving force behind iiyama’s success and the foundation of our sustainable growth. To maintain a stable workforce, iiyama is committed to upholding principles of fairness and impartiality in selecting outstanding talent, with a strong emphasis on diversity and equal opportunity. We ensure that our recruitment practices are non-discriminatory, regardless of race, class, language, beliefs, religion, political affiliation, place of origin, gender, sexual orientation, age, marital status, pregnancy, appearance, disability, or any other characteristic.

In our daily operations, we carefully manage workforce planning, regularly analysing and optimising personnel flow to maintain a balanced and effective workforce structure. When vacancies arise or expansion is needed, senior management approval is sought before sharing opportunities internally via the intranet or email, giving current employees the first opportunity to apply. Externally, we utilise human resources websites, employment service centers, and prioritize hiring local talent to support the communities in which we operate. In 2023, iiyama hired 8 new employees, representing approximately 8.5% of our total workforce. Please refer to the table on page 31 for detailed information.

For performance evaluations, new employees must set personal Key Performance Indicators (KPIs) within six months of joining, while all other employees undergo regular performance and career development evaluations conducted by their supervisors.



**100%**

Employees finish regular performance evaluation



**0**

Discrimination when talent recruitment

## Co-prosperity Workplace

### » Employee Turnover

In 2023, only 3 employees resigned from iiyama, accounting for only 3.2% of the total number of employees. Please refer to the table below. This has shown that the company has been highly recognized by employees; and has also shown that our competitive salary and perfect welfare have successfully attracted and retained talents.

Region	Item	Age	Male		Female	
			People	Proportion of total employees	People	Proportion of total employees
The Netherlands Office	Total number and rate of new employee hires	Under 30	0	0	0	0
		30-50	1	1.06%	0	0
		Over 50	1	1.06%	0	0
	Total number and rate of employee turnover	Under 30	0	0	0	0
		30-50	0	0	0	0
		Over 50	0	0	0	0
Germany Office	Total number and rate of new employee hires	Under 30	0	0	0	0
		30-50	0	0	0	0
		Over 50	0	0	0	0
	Total number and rate of employee turnover	Under 30	0	0	0	0
		30-50	0	0	0	0
		Over 50	0	0	0	0
Poland Office	Total number and rate of new employee hires	Under 30	1	1.06%	0	0
		30-50	0	0	1	1.06%
		Over 50	0	0	0	0
	Total number and rate of employee turnover	Under 30	0	0	0	0
		30-50	0	0	1	1.06%
		Over 50	0	0	0	0
Taiwan Office	Total number and rate of new employee hires	Under 30	0	0	0	0
		30-50	0	0	2	2.13%
		Over 50	0	0	0	0
	Total number and rate of employee turnover	Under 30	0	0	0	0
		30-50	0	0	1	1.06%
		Over 50	0	0	0	0
"iiyama France & iiyama UK (no physical office)"	Total number and rate of new employee hires	Under 30	0	0	0	0
		30-50	0	0	1	1.06%
		Over 50	0	0	1	1.06%
	Total number and rate of employee turnover	Under 30	0	0	0	0
		30-50	0	0	0	0
		Over 50	1	1.06%	0	0

(New hire rate = number of new hires in the year/number of employees at the end of the year)

(Turnover rate = number of people who resigned during the year/number of employees at the end of the year)

### Employee Benefits

iiyama attaches great importance to employee welfare. The benefits that full-time employees can enjoy are detailed in the table below:

Item	Contents
<b>Bonus Benefits</b>	Annual bonus, Performance bonus
<b>Leave Benefits</b>	Parental leave, Maternity leave, Prenatal check-up leave, Paternity leave
<b>Insurance Benefits</b>	Labour insurance, Health insurance
<b>Transport Benefits</b>	Transport allowance
<b>Training Benefits</b>	Employee on-the-job education and training
<b>Entertainment Benefits</b>	Employee travel, Employees dine together
<b>Other Benefits</b>	Employee travel allowance, Senior employee commendations, Pensions

## Co-prosperity Workplace

### Employee Communication

At iiyama, we believe in the long-term value of listening to and valuing our employees' voices. We are committed to actively expanding and diversifying our communication channels to foster a harmonious relationship between labour and management. Alongside regular employee communication activities and routine discussions between employees and supervisors, we have implemented an "Internal Reporting Procedure", which is detailed in our Employee Handbook. This procedure ensures open and transparent communication between the company and our employees. We view our employees' suggestions as essential to our ongoing progress and are dedicated to protecting their rights and interests.

Through multiple communication channels, all complaints, reports, appeals, or suggestions from employees will be received, processed, and answered, and we will also protect employees anonymously. The great thing is that we didn't have any complaints or grievances from employees in 2023.

#### Internal Communication Channels

##### Employee Grievance Channel

#### Internal Reporting Procedure

- » Reporting manager, level 2 manager, or Senior Management team
- » HR officers  
Email: h.chiba@iiyama.com
- » MCJ Global Hotline  
Email: mcj-globalhotline@deloittewb.com
- » Post a letter (anonymously) to the headquarter office with an attention to the HR officer.

##### Employee Communication Activities

Allow employees to fully express their opinions through internal communication meetings.

##### One-on-One Conversation

Communication between employees and their superiors: 4 times/year

##### ESG Education and Training

Through education and training, deliver the company's ESG-related or other new information to employees. At least once a year.

### Human Rights Protection

We understand that failing to provide a positive working environment and protect human rights could lead to a loss of talent. To fulfill our corporate social responsibilities, uphold human rights, and maintain high employee satisfaction, we have developed a comprehensive "Labour Policy". This policy is designed to prevent human rights violations and ensure that all employees are treated fairly and with dignity.

We recognise the risks associated with labour-related issues, and we rigorously assess and manage these risks through our "Risk Management Process" (please refer to page 23). To ensure fair training and promotion opportunities, reasonable working hours, equitable job distribution, and a harmonious workplace environment, we have also established an "Employee Handbook". This handbook outlines the regulations employees must follow, promotes health and well-being at work, and supports employee development.

We strictly prohibit child labour, hazardous working conditions, human rights violations, unequal treatment, sexual harassment, workplace bullying, forced labour, and excessive overtime. All employees are required to complete education and training on our labour policy and the contents of the employee handbook. We also maintain awareness through regular updates and announcements to foster a friendly working environment. When significant changes occur that may impact labour rights, we commit to informing employees in advance and addressing any concerns as swiftly as possible.



100%

Employees finish Labour Policy and Employee Handbook training



0

Child labour



0

Complaints related to human rights violations



## Co-prosperity Workplace

### Occupational Health and Safety

#### » Emergency Response

iiyama has formulated the "Emergency Response Standards" to guide and respond to emergencies caused by natural disasters, fires, pollution, protests, occupational disasters, operating environment hazards, and other disasters to reduce injuries and improve personnel health and safety.

We have set up an "Emergency Response Team". When an emergency is discovered, the team leader will immediately assign professionals to carry out the task after receiving the notification. Once the emergency is resolved, procedures and related measures will be further reviewed and improved to reduce the incidence of the same accident in the future. In the face of risks arising from occupational health and safety, we also strictly assess and manage through the "Risk Management Process", please refer to page 23.

#### » Occupational Safety and Health Affair Manager

To build a safe workplace, iiyama has set up a professionally trained staff who conduct education, training, and disaster prevention instructions to employees every year to enhance workers' awareness of workplace safety; identify hazards and risks; and conduct occasional incident investigations to ensure workplace safety. This professionally trained staff has been set up as an "Occupational Safety and Health Affair Manager – Class C" in 2023 following the specifications of the Taiwan Occupational Safety and Health Administration (OSHA).

#### » Workplace Health and Safety Education and Training

iiyama uses education, training, and promotion to enhance employees' basic knowledge of safety and health. These training at least include "ESG Awareness Training" (once a year), "Emergency Escape and Fire Fighting" (twice a year), and "Occupational Disaster Prevention and Control Promotion" (twice a year). In 2023, all employees completed the above training. We have also strictly required that all our subcontractors must have appropriate qualifications, training, experience and/or certificates to ensure that they are professional and capable of being responsible for their work.

#### » 2023 Performance and Long-term Goals

iiyama continues to work hard on safety and health management to provide a good working environment for employees. We adhere to the goals of "Zero Accidents" and "Zero Occupational Hazards".



# 100%

Employees complete all training related to workplace safety and health



# 0

Accidents or emergencies



# 0

Occupational hazards

## Friendly Environment

Care for the earth, pursue low-carbon operations, and strive to create a better environment for the next generation.

### Environmental Policy

Climate change strongly affects our businesses and organizations and threatens our planet. We are committed to creating a cleaner, greener environment, not only for our own sustainable operation but also for our global environment. To strengthen our response capabilities to climate change, face the risks posed by climate change, follow international trends, and respond to and meet the expectations of stakeholders, we have taken a series of actions. To reduce the impact on the environment, iiyama requires all operating sites to abide by local environmental regulations and has also formulated the company's "Environmental and Sustainable Procurement Policy" in 2022, advocating actions such as cherishing the earth's resources, improving energy efficiency, reducing greenhouse gas emissions, and banning environmentally harmful substances.

This policy has been published on our official website, it contains actions and targets across 7 themes: Energy Consumption and Greenhouse Gas (GHG) Emissions, Product End-of-life and Waste Management, Customer Health and Safety, Promotion of Sustainable Consumption, Supplier Sustainability Management, Conflict Minerals, and Code of Conduct.

### Major Actions for Environmental Management



## Friendly Environment

### 2023 Environmental Management: Material Topics

Theme	Short-Term/ Mid-Term/ Long-Term Targets	2023 Actions	2023 Achievements
<b>Energy Consumption and Greenhouse Gas (GHG) Emissions</b>	<ul style="list-style-type: none"> <li>» Commit ourselves to the Science-Based Targets initiative (SBTi) to monitor our progress in transitioning to a low-carbon economy. Follow the SBTi 1.5°C reduction path and move towards the net-zero target in 2050.</li> <li>» From 2022 onwards, at least 50% of total energy usage in iiyama global offices is from renewable energy. And increase to 60% by 2030.</li> <li>» Increase product models that obtain TCO and EPEAT. Calculate product energy consumption through the <a href="#">US Energy Star</a> standard for further control.</li> </ul>	<ul style="list-style-type: none"> <li>» Starting from 2023, disclose the GHG emissions of Scope 1, Scope 2, and Scope 3 every year.</li> </ul>	<ul style="list-style-type: none"> <li>» The GHG emissions of Scope 1, Scope 2, and Scope 3 in 2023 have been inventoried according to the GHG Protocol. The data has been verified by a third party in accordance with the GHG Protocol, and we have obtained the statement.</li> </ul>
		<ul style="list-style-type: none"> <li>» Through employees' good habits, increasing the proportion of renewable energy usage, and prioritizing the purchase of energy-efficient lighting equipment to reduce office greenhouse gas emissions.</li> </ul>	<ul style="list-style-type: none"> <li>» 78% of the energy used by all iiyama offices has been recognized as renewable energy or green energy.</li> <li>» 100% of employees have completed energy conservation education training.</li> </ul>
		<ul style="list-style-type: none"> <li>» Develop more energy-efficient products.</li> </ul>	<ul style="list-style-type: none"> <li>» More product models have been EPEAT certified than ever before, with 4 times more in 2023 than in 2022.</li> <li>» More than 150 product models have been TCO certified.</li> </ul>
<b>Waste Management</b>	<ul style="list-style-type: none"> <li>» Reduce at least 1% of office paper use by 2030 compared to the base year (2022).</li> <li>» By 2030, the proportion of recycled paper materials used in product carton packaging aim to increase to 100%.</li> <li>» Optimize packaging material design to reduce product packaging waste.</li> </ul>	<ul style="list-style-type: none"> <li>» Call on employees to save office paper and replace printing with electronic files as much as possible.</li> </ul>	<ul style="list-style-type: none"> <li>» 100% of employees have completed education and training on reducing office paper and personal waste.</li> </ul>
		<ul style="list-style-type: none"> <li>» A discussion meeting at least once a year to discuss the reduction of packaging waste and the use of recycled materials.</li> </ul>	<ul style="list-style-type: none"> <li>» The proportion of recycled paper materials used in the paper carton packaging of all products has reached 80%.</li> <li>» In the past three years, product packaging waste has shown a decreasing trend.</li> </ul>

## Friendly Environment

### Environmental Management System

iivama continues to promote the ISO 14001 environmental management system to provide the company with a good environmental protection structure, control and reduce the impact on the environment, prevent accidents from causing environmental impact, and ensure regulatory compliance.



### Waste Management

iivama's waste management focuses on product packaging and office paper. The packaging of our products consists of two major materials, paper and plastic. Paper packaging is 100% recyclable, and plastic packaging is recyclable except for foamed plastic, which is difficult to recycle. Because paper materials are more environmentally friendly than plastic materials, we will strive to increase the proportion of paper packaging materials in the future. We are currently focusing on the proportion of recycled materials we use, and our paper packaging has already used more than 80% recycled paper materials.

To achieve the goal of reducing waste, we hold meetings with suppliers every year to review feasible ways to reduce packaging materials, and we also call on employees to replace printing with electronic files as much as possible to reduce paper consumption. We have disclosed the usage of product packaging materials and office paper in the past three years as follows, and the data has clearly shown decreasing year by year.

#### » Product packaging material usage in the past three years

Year	Annual sales (units)	Paper weight (T)	Plastic weight (T)
2021	>2,500,000	2406	1109
2022	>2,000,000	2267	1036
2023	>2,200,000	2225	988

#### » Office paper consumption in the past three years (Total number of A3 and A4 sheets)

Year	The Netherlands Office	Taiwan Office	Germany Office	Poland Office	Total
2021	60500	22046	1500	2000	86046
2022	50000	9553	1500	2000	63053
2023	50000	8401	2500	2000	62901

Except for the Taiwan office which recorded the actual monthly paper consumption, the other offices were based on the annual purchase statistics.

## Friendly Environment

### Office Energy Usage Management

The energy use of the iiyama offices was mainly electricity and gas, iiyama did not use fuel oil and diesel.

#### » The Netherlands Office

The Netherlands Office purchased electricity and gas from the company – [EnergieDirect.nl](#). The electricity came from wind energy.

Item	2021	2022	2023
<b>Purchased Electricity (kWh)</b> <from wind energy>	35691	47776	<b>41686</b>
<b>Purchased Electricity (GJ)</b>	128.51	172.02	<b>150.10</b>
<b>Purchased Gas (m<sup>3</sup>)</b>	4136	2118	<b>2260</b>
<b>Purchased Gas (GJ)</b>	155.85	79.81	<b>85.16</b>

#### » Germany Office

Germany Office purchased electricity from company – [e.on](#). In addition, "heat" was provided by the city of Neufahrn and was recognized as biomass.

Item	2021	2022	2023
<b>Purchased Electricity (kWh)</b> *Part of the electricity was renewable energy	6636 *3736	6611 *3808	<b>6136</b> <b>*3573</b>
<b>Purchased Electricity (GJ)</b>	23.89	23.80	<b>22.09</b>
<b>Heat (kWh) &lt;from biomass&gt;</b>	30298	20324	<b>26545</b>
<b>Purchased Electricity (GJ)</b>	1141.66	765.83	<b>1000.25</b>

#### » Poland Office

Poland Office purchased electricity from company – [TAURON](#) and purchased gas from company – [PGNiG](#). This office plans to use solar energy as electricity in the future.

Item	2021	2022	2023
<b>Purchased Electricity (kWh)</b>	8999	13156	<b>15484</b>
<b>Purchased Electricity (GJ)</b>	32.40	47.37	<b>55.75</b>
<b>Purchased Gas (m<sup>3</sup>)</b>	4459	3340	<b>2587</b>
<b>Purchased Gas (GJ)</b>	168.02	125.86	<b>97.48</b>

#### » Taiwan Office

Taiwan Office only used electricity. In the past three years, the number of employees has increased but the electricity consumption has decreased, which shows that we have achieved good results in energy conservation.

Item	2021	2022	2023
<b>Purchased Electricity (kWh)</b>	23287	23305	<b>20705</b>
<b>Purchased Electricity (GJ)</b>	83.85	83.91	<b>74.55</b>

Through the above data disclosure, the total energy usage of all iiyama offices in 2023 was 1485.38 GJ. The renewable energy and green energy in total was 1163.21 GJ, and the non-renewable energy was 322.17 GJ. The use of renewable energy accounted for 78% of the total. In order to reduce energy use and carbon emissions in offices, we will continue to strive to maintain a high proportion of renewable energy use and provide relevant education and training to employees. In 2023, 100% of employees completed energy conservation training.

According to the conversion factors announced by the Energy Administration of the Ministry of Economic Affairs, Taiwan: 860 kcal/kWh for electricity and 9,000 kcal/m<sup>3</sup> for natural gas, of which 1 kcal is 4.1868kJ.

## Friendly Environment

### Greenhouse Gas (GHG) Emissions

iiyama has completed the 2023 greenhouse gas inventory and adopted the operational control approach to set organizational boundaries, including:

1. Direct GHG emissions (Scope 1)
2. Indirect GHG emissions from consumption of purchased electricity or heat (Scope 2)
3. Other indirect GHG emissions (Scope 3):

#### Transportation

- » Upstream and downstream transportation and distribution
- » Business travel
- » Employee commuting

#### Emissions caused by the Company's use of products

- » Supply chain
- » Capital goods
- » Fuel- and energy-related activities (not included in Scope 1 or Scope 2)
- » Waste generated in operations

#### Emissions associated with the use of the Company's products

- » Use of sold products and EOL treatment of sold products
- » Downstream leased assets

iiyama has disclosed greenhouse gas-related information for Scope 1, Scope 2, and Scope 3 in accordance with the GHG Protocol and complied with the principles of "relevance, completeness, consistency, accuracy, and transparency". The types of greenhouse gases investigated include carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulphur hexafluoride (SF<sub>6</sub>), Nitrogen trifluoride (NF<sub>3</sub>).

For Global Warming Potential (GWP), we followed the [IPCC \(2021\) Sixth Assessment Report](#). We have completed third-party verification in accordance with the GHG Protocol and iiyama's total GHG emissions in 2023 were 502,302.172 Ton CO<sub>2</sub>e.

#### » GHG emissions by scope:

2023	Scope 1	Scope 2	Scope 3
<b>GHG emission (Ton CO<sub>2</sub>e)</b>	476.8931	19.0885	<b>501,806.1903</b>
<b>Percentage</b>	0.09%	0.01%	<b>99.90%</b>

#### » Seven major greenhouse gas emissions:

Greenhouse gas types	CO <sub>2</sub>	CO <sub>4</sub>	N <sub>2</sub> O	HFCs	PFCs	SF <sub>6</sub>	NF <sub>3</sub>
<b>GHG emission (Ton CO<sub>2</sub>e)</b>	501,961.6265	5.4650	333.2191	1.8613	-	-	-

In the future, we will use 2022 as the base year to plan our annual carbon reduction plan, and we will also work with suppliers to make the entire life cycle of our products more sustainable. We will commit to the Science Based Targets initiative (SBTi) shortly and reduce Scope 1, Scope 2 and Scope 3 emissions year-on-year

# Friendly Environment

## Water Resources Management

As global demand for water resources grows, coupled with the impacts of climate change and the increasing urgency for sustainability, we at iiyama, are committed to conserving water and avoiding unnecessary waste, even though we only operate offices.

"Water shortage" can pose risks in offices, such as interruptions to drinking fountains or toilet facilities. To ensure a comfortable working environment and mitigate the risk of water shortages, we have established emergency response procedures for instances of water suspension or restriction due to government notices or media reports related to events like typhoons and droughts.

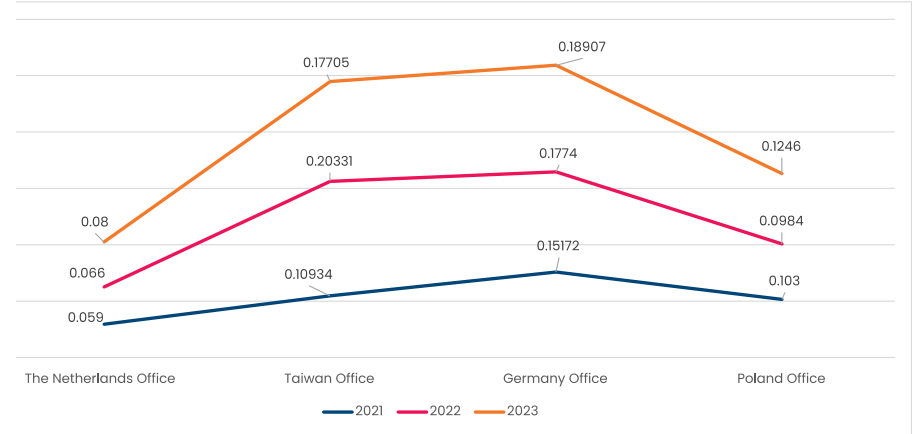
We do not rely on pumped groundwater for any office needs. All drinking water in the offices is filtered through regularly checked equipment to ensure there are no water quality risks. In recent years, we have had no incidents related to illegal water use or water quality issues.

The water consumption in the past three years has been disclosed as follows. With 2022 as the base year, we will continue to educate, train and promote our employees every year, with the goal of reducing water consumption by at least 1% by 2030.

» Office water consumption in the past three years (unit: m<sup>3</sup>)

Year	The Netherlands Office	Taiwan Office	Germany Office	Poland Office	Total
2021	59.00	109.34	151.72	103.00	423.06
2022	66.00	203.31	177.40	98.40	545.11
2023	<b>80.00</b>	<b>177.05</b>	<b>189.07</b>	<b>124.60</b>	<b>570.7</b>

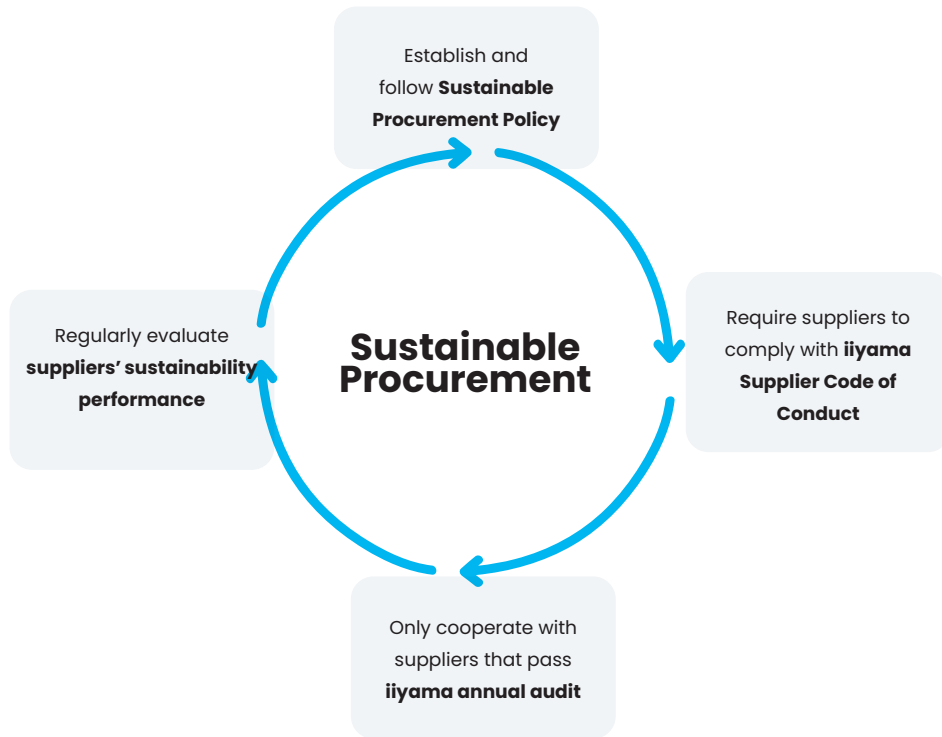
» Office Water Usage (ML)



# Responsible Supply Chain

## Sustainable Procurement

iiyama's supply chains of electronic components are around the world. We regard all suppliers as long-term partners and attach great importance to their ESG performance. We hope that our suppliers are not only iiyama's business partners but also our partners in promoting sustainable business development. Therefore, iiyama is committed to promoting sustainable procurement and working with suppliers to create a sustainable supply chain. We incorporate sustainable development into procurement decisions. During the procurement stage, we take sustainability as an important consideration, incorporate environmental, social, economic, and other indicators into supplier evaluation, and require suppliers to comply with relevant regulations and iiyama requirements to ensure the supply chain of sustainability. We take the following actions in sustainable procurement:



## Supplier Code of Conduct (abbreviated as "iiyama CoC")

In order to show our determination in supply chain management and attach importance to the human rights protection of supplier workers, iiyama has already had a "Code of Conduct" (ANNEX II) for supplier workers before; and has established a more complete "Supplier Code of Conduct" (the content has covered the above Code of Conduct) in 2022 and updated it as needed. The latest version has been made public on our official website.

We require all suppliers to strictly abide by the iiyama CoC, which includes five major requirements: Labour Standards, Health and Safety Standards, Environmental Standards, Ethical Standards, and Management System. We also require suppliers to manage their upstream vendors in the same way. Currently, all cooperating suppliers have signed the iiyama CoC and ensured compliance. iiyama also requires all new suppliers to sign the iiyama CoC to obtain cooperation qualifications to ensure that suppliers understand iiyama sustainability requirements and can follow and then make commitments. In 2023, 100% of new suppliers have signed and committed to comply with the iiyama CoC.

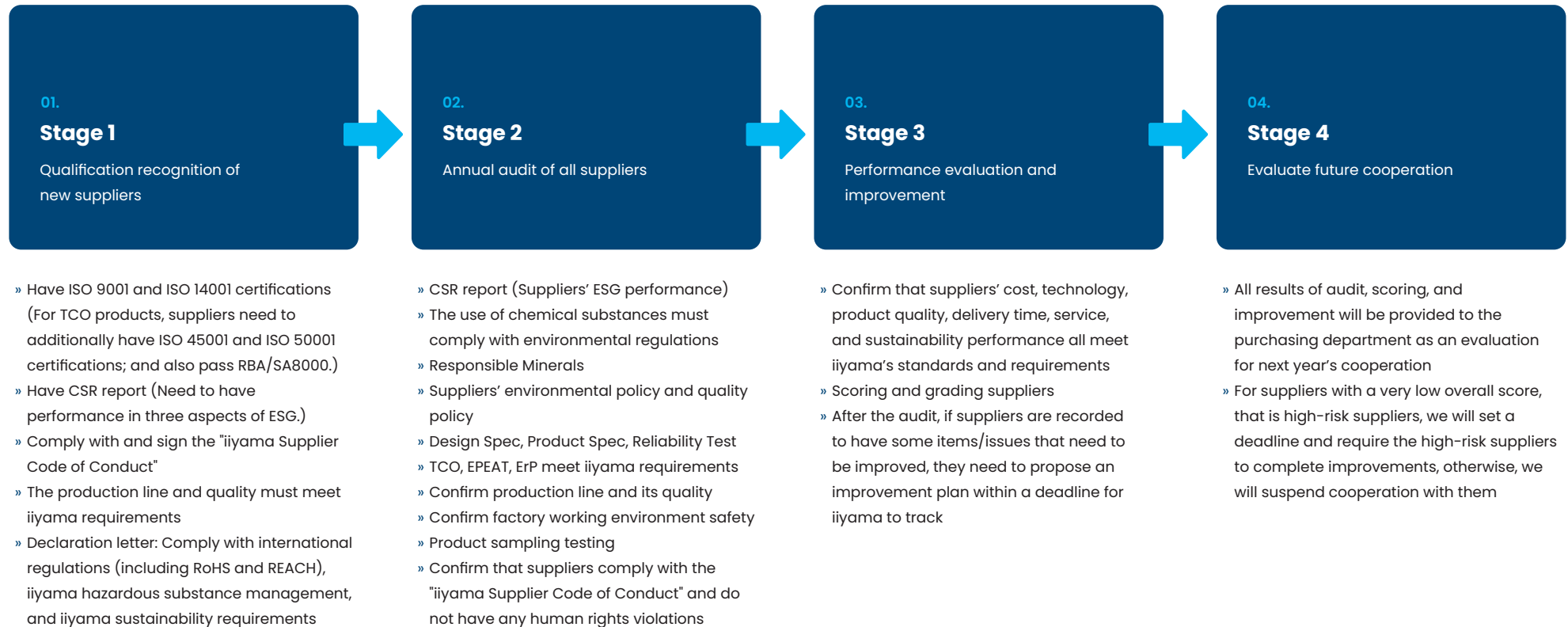




## Responsible Supply Chain

### Supplier Audit and Evaluation

iiyama supply chain management is mainly aimed at tier 1 suppliers and is divided into four stages: qualification recognition of new suppliers, annual audit of all suppliers, performance evaluation and improvement, evaluate future cooperation. The details are as follows.



Through the above-mentioned supply chain management process, the supplier audit results in 2023 showed that 100% of the suppliers had no major deficiencies or violations, certified both ISO 9001 and ISO 14001, complied with iiyama CoC and all policies, and all suppliers passed the audit and were rated grade-A by our QA department. A small number of suppliers with minor deficiencies in labour aspect or occupational safety aspect have also been improved within the deadline.

## GRI Standard Index

<b>Statement of use</b>	This report was prepared in accordance with the GRI 2021 Sustainability Reporting Standards, and the information disclosure period of this report was 2023 (January 1st to December 31st, 2023).
<b>GRI 1 used</b>	GRI 1: Foundation 2021

GRI 2: General Disclosures 2021				
	Disclosure	Location	Page	Notes
2-1	Organizational details	Getting to Know iiyama	8	
2-2	Entities included in the organization's sustainability reporting	About this Report	5	
2-3	Reporting period, frequency and contact point	About this Report	5	
2-4	Restatements of information	About this Report	5	No major changes.
2-5	External assurance	About this Report Assurance Statement	5 47	
2-6	Activities, value chain and other business relationships	Getting to Know iiyama	8	
2-7	Employees	Getting to Know iiyama Co-prosperity Workplace	8 29-30	
2-8	Workers who are not employees	Co-prosperity Workplace	29-30	
2-9	Governance structure and composition	Corporate Governance	20	
2-10	Nomination and selection of the highest governance body	Corporate Governance	20	
2-11	Chair of the highest governance body	Corporate Governance	20	
2-12	Role of the highest governance body in overseeing the management of impacts	Corporate Governance	20-21	
2-13	Delegation of responsibility for managing impacts	Corporate Governance Stable Operation	2 23	
2-14	Role of the highest governance body in sustainability reporting	Corporate Governance	20-21	
2-15	Conflicts of interest	Corporate Governance	20	
2-16	Communication of critical concerns	--	--	If a negative incident occurs that will affect stakeholders, the responsible unit will report the cause and handling measures to the CEO. The CEO will report to the MCJ Board of Directors if significant. Nothing related happened in 2023.
2-17	Collective knowledge of the highest governance body	Corporate Governance	20	
2-18	Evaluation of the performance of the highest governance body	Corporate Governance	20	
2-19	Remuneration policies	Corporate Governance	21	
2-20	Process to determine remuneration	Corporate Governance	21	
2-21	Annual total compensation ratio	--	--	Each office has a clear division of labor, which is difficult to quantify. Non-disclosure is not an internal consideration of the company.

## GRI Standard Index

GRI 2: General Disclosures 2021				
Disclosure	Location	Page	Notes	
2-22	Statement on sustainable development strategy	Sustainable Vision	10	
2-23	Policy commitments	Message from iiyama President and CEO	3-4	
		Stable Operation	22-26	
		Co-prosperity Workplace	32-33	
		Friendly Environment	34-35	
2-24	Embedding policy commitments	Responsible Supply Chain	40-41	
		Stable Operation	22-26	
		Co-prosperity Workplace	32-33	
		Friendly Environment	34-35	
2-25	Processes to remediate negative impacts	Responsible Supply Chain	40-41	
		Stable Operation	22-26	
		Co-prosperity Workplace	32-33	
		Friendly Environment	34-35	
2-26	Mechanisms for seeking advice and raising concerns	Stable Operation	23	
2-27	Compliance with laws and regulations	Stable Operation	25	
2-28	Membership associations	Getting to Know iiyama	8	
2-29	Approach to stakeholder engagement	Stakeholder Engagement	11	
2-30	Collective bargaining agreements	Co-prosperity Workplace	32	
GRI 3: Material Topics 2021				
3-1	Process to determine material topics	ESG Materiality	12	
3-2	List of material topics	ESG Materiality	13	
3-3	Management of material topics	ESG Materiality	12-13	
[ * ]: Material Topics				
GRI 200 series : Economic topics				
Disclosure	Location	Page	Notes	
<b>GRI 205: Anti-corruption (2016)*</b>				
205-1	Operations assessed for risks related to corruption	Stable Operation	22	
205-2	Communication and training about anti-corruption policies and procedures	Stable Operation	22	
205-3	Confirmed incidents of corruption and actions taken	Stable Operation	22	
<b>GRI 206: Anti-competitive Behavior (2016)*</b>				
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Stable Operation	25	No serious violations in 2023.
GRI 300 series : Environmental topics				
Disclosure	Location	Page	Notes	
<b>GRI 301: Materials (2016)*</b>				
301-1	Materials used by weight or volume	Friendly Environment	36	
<b>GRI 302: Energy (2016)*</b>				

## GRI Standard Index

GRI 300 series : Environmental topics				
Disclosure	Location	Page	Notes	
302-1	Energy consumption within the organization	Friendly Environment	37	
<b>GRI 303: Water and Effluents (2018)</b>				
303-5	Water consumption	Friendly Environment	39	
<b>GRI 305: Emissions (2016)*</b>				
305-1	Direct (Scope 1) GHG emissions	Friendly Environment	38	
305-2	Energy indirect (Scope 2) GHG emissions	Friendly Environment	38	
305-3	Other indirect (Scope 3) GHG emissions	Friendly Environment	38	
<b>GRI 308: Supplier Environmental Assessment (2016)</b>				
308-1	New suppliers that were screened using environmental criteria	Responsible Supply Chain	40	
GRI 400 series : Social topics				
Disclosure	Location	Page	Notes	
<b>GRI 401: Employment (2016)</b>				
401-1	New employee hires and employee turnover	Co-prosperity Workplace	30-31	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Co-prosperity Workplace	31	
<b>GRI 403: Occupational Health and Safety (2018)</b>				
403-5	Worker training on occupational health and safety	Co-prosperity Workplace	33	
<b>GRI 404: Training and Education (2016)</b>				
404-3	Percentage of employees receiving regular performance and career development reviews	Co-prosperity Workplace	30	
<b>GRI 405: Diversity and Equal Opportunity (2016)*</b>				
405-1	Diversity of governance bodies and employees	Co-prosperity Workplace	29-30	
<b>GRI 406: Non-discrimination (2016)*</b>				
406-1	Incidents of discrimination and corrective actions taken	Co-prosperity Workplace	30-32	No incidents of discrimination in 2023.
<b>GRI 409: Forced or Compulsory Labour (2016)</b>				
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Co-prosperity Workplace Responsible Supply Chain	32 40	
<b>GRI 414: Supplier Social Assessment (2016)</b>				
414-1	New suppliers that were screened using social criteria	Responsible Supply Chain	40	
<b>GRI 416: Customer Health and Safety (2016)*</b>				
416-1	Assessment of the health and safety impacts of product and service categories	Sustainable Products	15-19	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Sustainable Products	25	
<b>GRI 418: Customer Privacy (2016)*</b>				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Stable Operation	24-25	

## UN Global Compact – 10 Principles

iiyama has already confirmed our company supports the Ten Principles of the United Nations Global Compact on human rights, labour, environment, and anti-corruption. Our information disclosure has been public and transparent, as shown in the table below.

10 Principles		Location of Disclosure	Page
Human Rights	<b>Principle 1:</b> Businesses should support and respect the protection of internationally proclaimed human rights; and	<a href="#">iiyama ESG website: Labour Policy</a> Co-prosperity Workplace Responsible Supply Chain	--
	<b>Principle 2:</b> make sure that they are not complicit in human rights abuses.		40
Labour	<b>Principle 3:</b> Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	Each office strictly follows local regulations	--
	<b>Principle 4:</b> the elimination of all forms of forced and compulsory labour;	<a href="#">iiyama ESG website: Labour Policy</a> Co-prosperity Workplace Responsible Supply Chain Code of Conduct (ANNEX II)	--
	<b>Principle 5:</b> the effective abolition of child labour; and		30, 32
	<b>Principle 6:</b> the elimination of discrimination in respect of employment and occupation.		40
Environment	<b>Principle 7:</b> Businesses should support a precautionary approach to environmental challenges;	<a href="#">iiyama ESG website: Environmental and Sustainable Procurement Policy</a> Sustainable Products Friendly Environment	--
	<b>Principle 8:</b> undertake initiatives to promote greater environmental responsibility; and		14-19
	<b>Principle 9:</b> encourage the development and diffusion of environmentally friendly technologies.		34-35
Anti-Corruption	<b>Principle 10:</b> Businesses should work against corruption in all its forms, including extortion and bribery.	Stable Operation	22

## ANNEX I: Conflict Minerals Policy

To avoid the possibility of accidentally obtaining minerals mined from the Democratic Republic of the Congo and surrounding countries during the manufacturing process of our products, such as tantalum (Ta), tin (Sn), tungsten (W), gold (Au) minerals (referred to as 3TG) and cobalt (Co) and other minerals, iiyama not only formulates conflict minerals policy but also actively joins the Responsible Minerals Initiative (RMI) as a member.

iiyama has referenced the OECD Due Diligence Guidance and has conducted due diligence on suppliers to establish a management mechanism for conflict minerals. In addition to encouraging suppliers to follow OECD due diligence to disclose mineral use, we also strongly require suppliers to purchase from non-conflict smelters/refiners that have passed independent third-party audits.

To protect human rights, health, and the environment in areas where minerals are produced, we promise to expand the scope of investigation and information disclosure following the Responsible Minerals Initiative (RMI), including **gold, tin, tantalum, tungsten, cobalt, mica**. We require all our suppliers must adhere to the following guidelines to continue to strengthen our responsible procurement program.

- » Actively investigate and verify its supply chain to ensure supply chain transparency and conflict-free procurement goals.
- » Comply with regional and international regulations on conflict minerals.
- » Follow iiyama Conflict Minerals Policy.
- » Make sure to provide the correct formal guarantee of non-conflict minerals.

### iiyama Conflict Minerals Management Process

#### Step 1 - Reasonable Country of Origin Inquiry (RCOI)

We perform RCOI every year to confirm whether the source of 3TG in the supply chain comes from conflict areas. Include:

- » Conduct supplier surveys through the Conflict Minerals Reporting Template (CMRT) to identify the source of 3TG smelters/refiners.
- » Suppliers sign a commitment letter confirming compliance with iiyama Conflict Minerals Policy and commit to disclose the origins of their smelters/refiners correctly and completely.

#### Step 2 - Due Diligence Through due diligence, confirm that the smelters/refiners list submitted by suppliers is included in the RMI Active and Conformant Facilities List.

#### Step 3 - Public Disclosure

Through due diligence, confirm that the smelters/refiners list submitted by suppliers is included in the RMI Active and Conformant Facilities List.

## ANNEX I: Conflict Minerals Policy

### 1. Serious abuses associated with the extraction, transport, or trade of minerals

We will not tolerate purchasing or operating in conflict or high-risk areas. We will not tolerate by any means profit from, promote, assist, or facilitate the commission by any party of:

- » any forms of torture, cruel, inhuman and degrading treatment;
- » any forms of forced or compulsory labour, which means work or service which is exacted from any person under the menace of penalty and for which said person has not offered himself voluntarily;
- » the worst forms of child labour;
- » other gross human rights violations and abuses such as widespread sexual violence;
- » war crimes or other serious violations of international humanitarian law, crimes against humanity or genocide.

### 2. Risk management of serious abuses

We will immediately suspend or discontinue engagement with upstream suppliers where we identify a reasonable risk that they are sourcing from, or linked to, any party committing serious abuses as defined in paragraph 1.

### 3. Direct or indirect support to non-state armed groups

We will not tolerate any direct or indirect financing or support to non-state armed groups through the extraction, transport, trade, handling, or export of minerals. "Direct or indirect support" to non-state armed groups through the extraction, transport, trade, handling, or export of minerals includes but is not limited to, procuring minerals from, making payments to, or otherwise providing logistical assistance or equipment to, non-state armed groups or their affiliates who:

- » illegally control mine sites or otherwise control transportation routes, points where minerals are traded and upstream actors in the supply chain; and/or
- » illegally tax or extort money or minerals at points of access to mine sites, along transportation routes or at points where minerals are traded; and/or
- » illegally tax or extort intermediaries, export companies or international traders.

### 4. Risk management of direct or indirect support to non-state armed groups

iiyama's suppliers are expected to comply with all applicable local, country, and international laws regarding the content of products supplied to iiyama. Furthermore, suppliers are expected to adopt a policy regarding conflict minerals which is publicly available. We will immediately suspend or discontinue engagement with upstream suppliers where we identify a reasonable risk that they are sourcing from, or linked to, any party providing direct or indirect support to non-state armed groups as defined in paragraph 3.

### 5. Cooperate with iiyama conflict minerals investigation

Suppliers are responsible for cooperating with our conflict minerals investigation and are also responsible for disclosing information on mineral smelters/refiners such as 3TG, cobalt, and mica every year.

## ANNEX II: Code of Conduct

For factories that produce TCO-certified products, IIYAMA CORPORATION corporates with suppliers together to comply with the local health and safety laws and labour laws of the country/region where the factory is located, a maximum of 60 hours of the working week including overtime, and the following requirements under the eight core conventions (C29, C87, C98, C100, C105, C111, C138, and C182) of the International Labour Organization and UN Convention on the Rights of the Child (Article 32).

### 01. Forced Labor

Under ILO Convention C29 "Forced Labour Convention" and ILO Convention C105 "Abolition of Forced Labour Convention", forced labour shall be banned from all work units. Forced labour is defined as work or service which is exacted from any person under the menace of any penalty.

### 02. Freedom of Association and Protection of the Right to Organize

Under ILO Convention C87 "Freedom of Association and Protection of the Right to Organize Convention" and ILO Convention C98 "Right to Organize and Collective Bargaining Convention", workers shall have the right to establish and join organizations of their own choosing without previous authorization. Workers shall have adequate protection against acts of anti-union discrimination in respect of their employment. Workers shall not be dismissed or otherwise prejudiced against because of union membership or participation in union activities.

### 03. Equal Remuneration

Under ILO Convention C100 "Equal Remuneration Convention", equal rates of remuneration shall apply to all workers for work of equal value without discrimination based on gender.

### 04. Discrimination in Employment and Occupation

Under ILO Convention C111 "Discrimination (Employment and Occupation) Convention", any distinction made because of race, colour, gender, religion, political opinion, or national origin shall be banned.

### 05. Minimum Age

Under UN Convention on the Rights of the Child (Article 32) and ILO Convention C138 "Minimum Age Convention", employment of workers of less than 15 years of age and the following working conditions of workers less than 18 years of age shall be banned.

- » Employment that might jeopardize their health, security, or morality.
- » Employment that may involve circumstances that are likely to jeopardize the health, security, or morality.

### 06. Worst Forms of Child Labour

Under ILO Convention C182 "Worst Forms of Child Labour Convention", the sale and trafficking, debt bondage, and forced labour of children less than 18 years of age shall be banned.

*Paolin Chen*  
*Bob Lin*

Conflict Minerals Investigation Team



# Assurance Statement



## ASSURANCE STATEMENT

### SGS TAIWAN LTD.'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE IYAMA CORPORATION'S SUSTAINABILITY REPORT FOR 2023

#### NATURE AND SCOPE OF THE ASSURANCE

SGS Taiwan Ltd. (hereinafter referred to as SGS) was commissioned by IYAMA CORPORATION (hereinafter referred to as iyama) to conduct an independent assurance of the Sustainability Report for 2023 (hereinafter referred to as the Sustainability Report). The scope of assurance is based on the SGS Sustainability Report Assurance methodology and AA1000 Assurance Standard v3 Type 2 Moderate level to assess whether the text and data in accompanying tables contained in the report and complies with the GRI Standards and AA1000 Accountability Principles (2018) during on-site assurance (2024/07/02-2024/08/08) in iyama Taiwan office. The boundary of this report includes iyama's Head quarter and operation sites' specific performance data included the sampled text, and data in accompanying tables, contained in the report presented. SGS reserves the right to update the assurance statement from time to time depending on the level of report content discrepancy of the published version from the agreed standards requirements.

#### INTENDED USERS OF THIS ASSURANCE STATEMENT

This Assurance Statement is provided with the intention of informing all iyama's Stakeholders.

#### RESPONSIBILITIES

The information in the iyama's Sustainability Report of 2023 and its presentation are the responsibility of the directors or governing body (as applicable) and management of iyama. SGS has not been involved in the preparation of any of the material included in the Sustainability Report.

Our responsibility is to express an opinion on the report content within the scope of assurance with the intention to inform all iyama's stakeholders.

#### ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE

The SGS ESG & Sustainability Report Assurance protocols used to conduct assurance are based upon internationally recognized assurance guidance and standards including the principles of reporting process contained within the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards) GRI 1: Foundation 2021 for report quality, GRI 2 General Disclosure 2021 for organisation's reporting practices and other organizational detail, GRI 3 2021 for organisation's process of determining material topics, its list of material topics and how to manages each topic, and the guidance on levels of assurance contained within the AA1000 series of standards and/or ISAE3000.

The assurance of this report has been conducted according to the following Assurance Standards:

Assurance Standard Options	Level of Assurance
A	SGS ESG & SRA Assurance Protocols (based on GRI Principles and guidance in AA1000)
B	AA1000ASv3 Type 2 Moderate (AA1000AP Evaluation plus evaluation of Specified Performance Information)

TWLPP 5008 Issue 2404

#### SCOPE OF ASSURANCE AND REPORTING CRITERIA

The scope of the assurance included evaluation of quality, accuracy and reliability of specified performance information as detailed below and evaluation of adherence to the following reporting criteria.

#### Reporting Criteria Options

1	GRI Standards (in Accordance with)
2	AA1000 Accountability Principles (2018)

- The evaluation includes AA1000 Assurance Standard v3 Type 2 evaluation of the report content and supporting management systems against the AA1000 Accountability Principles (2018).
- The evaluation of the reliability and quality of specified sustainability performance information in iyama's Sustainability Report is limited to determined material topics or those clearly marked in the report as conducted in accordance with type 2 of AA1000AS v3 sustainability assurance engagement at a moderate level of scrutiny for iyama and moderate level of scrutiny for its subsidiaries or joint ventures.
- The evaluation of the report against the requirements of GRI Standards, includes GRI 1, GRI 2, GRI 3, 200, 300 and 400 series claimed in the GRI content index as material and is conducted in accordance with the standards.

#### ASSURANCE METHODOLOGY

The assurance comprised a combination of pre-assurance research, interviews with relevant employees, superintendents, Sustainability committee members and the senior management in Taiwan and Europe; documentation and record review and validation with external bodies and/or stakeholders where relevant.

#### LIMITATIONS AND MITIGATION

Financial data drawn directly from independently audited financial accounts has not been checked back to source as part of this assurance process.

#### STATEMENT OF INDEPENDENCE AND COMPETENCE

The SGS Group of companies is the world leader in inspection, testing and assurance, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS affirm our independence from iyama, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised auditors registered with ISO 28000, ISO 20121, ISO 50001, SA8000, RBA, QMS, EMS, SMS, GPMS, CFP, WFP, GHG Verification and GHG Validation Lead Auditors and experience on the SRA Assurance service provisions.

#### ASSURANCE/VERIFICATION OPINION

On the basis of the methodology described and the assurance work performed, we are satisfied that the disclosure with inclusivity, materiality, responsiveness, and impact information in the scope of assurance is reliable, has been fairly stated and has been prepared, in all material respects, in accordance with the reporting criteria. We believe that the organisation has chosen an appropriate level of assurance for this stage in their reporting.

TWLPP 5008 Issue 2404

#### AA1000 ACCOUNTABILITY PRINCIPLES (2018) CONCLUSIONS, FINDINGS AND RECOMMENDATIONS

##### Inclusivity

Iiyama has demonstrated a good commitment to stakeholder inclusivity and stakeholder engagement. A variety of engagement efforts such as survey and communication to employees, customers, investors, suppliers, sustainability experts, and other stakeholders are implemented to underpin the organization's understanding of stakeholder concerns. For future reporting, iyama may proactively consider having more direct two-ways involvement of stakeholders during future engagement.

##### Materiality

Iiyama has established effective processes for determining issues that are material to the business. Formal review has identified stakeholders and those issues that are material to each group and the report addresses these at an appropriate level to reflect their importance and priority to these stakeholders.

##### Responsiveness

The report includes coverage given to stakeholder engagement and channels for stakeholder feedback.

##### Impact

Iiyama has demonstrated a process on identify and fairly represented impacts that encompass a range of environmental, social and governance topics from wide range of sources, such as activities, policies, programs, decisions and products and services, as well as any related performance. Measurement and evaluation of its impacts related to material topic were in place at target setting with combination of qualitative and quantitative measurements.

#### GLOBAL REPORTING INITIATIVE REPORTING STANDARDS CONCLUSIONS, FINDINGS AND RECOMMENDATIONS

The report, iyama's Sustainability Report of 2023, is adequately in accordance with the GRI Universal Standards 2021 and complies with the requirements set out in section 3 of GRI 1 Foundation 2021, where the significant impacts on the economy, environment, and people, including impacts on their human rights are assessed and disclosed following the guidance defined in GRI 3: Material Topic 2021, and the relevant 200/300/400 series Topic Standard related to Material Topic have been disclosed. The report has properly disclosed information related to iyama's contributions to sustainability development. For future reporting, it is recommended to have more descriptions on how the organization has applied due diligence as a method for the identification and the evaluation of its impacts on the economy, environment.

#### Signed:

For and on behalf of SGS Taiwan Ltd.

Stephen Pao  
Business Assurance Director  
Taipei, Taiwan  
19 August, 2024  
[www.sgs.com](http://www.sgs.com)



TWLPP 5008 Issue 2404

***iiyama***

