



2016 MEAN WELL Enterprise Corporate Social Responsibility Report

Humanity Environmental Protection Care



Contents

02	Editorial Policy
03	Statement from the Management
52	GRI G4 Index

Company Profile

05	About MEAN WELL
07	Products and Applications
09	Company Governance
12	Management Strategies
13	Stakeholders
17	Awards

To Environment

41	Green at MEAN WELL
42	Energy Management
43	Water Resource Management
44	Waste Management
45	Environmental Protection Education Activities

To Partners

19	Innovative R&D
21	Customer Relationship
25	Manufacturing System
29	Supplier Management

To Society

47	Charity Committee
48	MEAN WELL's Environmental Protection Day
49	MEAN WELL's Charity Day
50	MEAN WELL's Employee Day
51	Events and Donations

To Employees

33	Employee Status
35	Employee Development
37	Employee Benefits
38	Health and Safety
39	Group Tours

Editorial Policy

Thank you for taking the time to read the third Corporate Social Responsibility Report published by MEAN WELL Enterprise (hereinafter referred to as MEAN WELL). The English version of this report is also available on our website at <http://meanwell.com.tw/> and it is our way of presenting our efforts and achievements in fulfilling our corporate social responsibilities so that our stakeholders will better understand and have a greater confidence in MEAN WELL.

Reporting Period

The period covered by the report spans 2015-2016 (from January 1 2015 through December 31 2016) and the contents will cover the results of MEAN WELL's efforts in the areas of corporate governance, social participation, environmental protection and so forth, with some specific contents and performance cited from previous years.

Scope and Basis of this Report

The organizational boundary of this report will focus primarily on MEAN WELL (with some contents that relate to other member companies) by disclosing the company's policies and performance in the aspects of economy, the environment and society. The report will present MEAN WELL's consolidated financial data in accordance with the Core of GRI G4 guidelines. To ensure compliance with GRI G4's guideline for self-declaration, this report has not been assured by an external 3rd-party.

Publication

MEAN WELL publishes its CSR report once every two years.

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Latest version: Published in July 2017

Inquiries on the Report

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Statement from the Management



MEAN WELL was established in 1982. For more than 30 years, we have diligently committed ourselves to the core business of power supply products and built upon the company's strengths in R&D, manufacturing and distribution. Insisting on the brand spirit aptly reflected in the literal meaning of the phrase "MEAN WELL" (i.e. to have good intentions) and the corporate culture of "integrity and sincerity" we have striven to be guided by goodwill, pursued mutual benefit in all our endeavors and given our best efforts to realize our goals. It is such dedication that fostered a determination to shape our corporate culture on the simple basis of "integrity and sincerity" – the most fundamental trait that all of us at MEAN WELL take pride in having. Here's a metaphor to help me illustrate my point: if a company were a tree, "culture" would be akin to the vital nutrients that the tree would need to grow and thrive. Incidentally, our culture is the very foundation that has enabled MEAN WELL to prosper and the company shall ensure that this outstanding corporate culture carries on into the future.

In addition to continuing to develop eco-friendly power supply products that are high in efficiency with minimum wear and tear while being compliant to pertinent international environmental regulations, MEAN WELL has also been working on developing pollution-free production and low power-consuming factories with regards to manufacturing. Starting from the company itself, we have promoted our beliefs in environmental protection to our suppliers and processing manufacturers to form a green supply chain. At the same time, MEAN WELL has been accredited to OHSAS18001 certification, TOSHMS occupational safety and health management systems on top of taking various energy-saving control measures in order to put the concept of a green enterprise into concrete actions, which in turn convert to the company's green competitiveness.

Corporate social responsibility is a component of MEAN WELL's sustainable development. Not only did we commit to our internal governance by providing well-rounded employee benefits and a healthy working environment but we also encouraged employees to take part in activities of charity and environmental protection so that we can give back to society through actions. We shall strive to become a corporate citizen of a world that is innovative, harmonious and healthy and such will be the unwavering vision for MEAN WELL.

By promoting relevant policies and guidelines that emphasize "globalization, localization and lean production," "technology, humanity and environmental protection" and "innovation, improvement and heritage", we hope to steer the company towards the goal of becoming "a sustainable enterprise of high efficiency and happiness". As for the future, apart from continuing to strengthen our capacities in R&D, manufacturing and marketing, MEAN WELL will also intensify its promotion for human resource, corporate governance, social participation and environmental protection whilst nurturing a team of successors for the next generation so as to maintain the momentum for the company.



Company Profile

About MEAN WELL

MEAN WELL Enterprise Limited (hereinafter referred to as MEAN WELL) has been an active brand in the power supply market for over 35 years. Having started out as a manufacturer of PC power supplies in 1986, the company has transitioned into a manufacturer of industrial grade power products with its original brand of "MEAN WELL." Today, the company produces more than 52 million units of power supplies each year and more than 99% of which are standard products. The company has more than 2500 employees on its payroll around the world, with six distributors in Taiwan, China, U.S. and Europe, four modernized factories and over 200 licensed retailers across the globe to market and distribute products under the MEAN WELL brand. We have gone to great lengths to ensure rapid delivery of products and services to our customers regardless of their locations in order to provide localized services worldwide without time lag. In addition, MEAN WELL is also a member of various local and international associations, including Taiwan Power Electronics Association, Taiwan Electrical and Electronic Manufacturers' Association, Taiwan Lighting Fixture Export Association, Taiwan LED Lighting Industry Association, KNX Association, DiiA and so forth.

MEAN WELL Enterprise Limited

Founded: 1982

Headquarters No.28, Wuchuan 3rd Rd. Wugu District, New Taipei City, Taiwan

Brands MEAN WELL

Revenue (2016) USD 783M

No. of employees 2580



MEAN WELL Branches











MEAN WELL Enterprises Co., Ltd.	Situated in Wugu District of New Taipei City with factory, the office is responsible for marketing and technical support in Taiwan and worldwide
MEAN WELL (GUANGZHOU) Electronics Co., Ltd.	Situated in Tianhe District of Guangzhou City, with factory and power supply R&D center
Suzhou MEAN WELL Technology Co., Ltd.	Situated in Xiangcheng District of Suzhou City with factory, the office is responsible for technical service and support for foreign customers in Huadong region in China
MEAN WELL (GUANGZHOU) Electronics Co., Ltd.	Situated in Huadu District of Guangzhou City with factory and sales service support, it is MEAN WELL's headquarters for all operations in China
MEAN WELL USA, INC.	Situated in California, the office is responsible for marketing and technical service support in the north American market
MEAN WELL EUROPE B.V.	Situated in Amstelveen in Holland, the office is responsible for marketing and technical service support in the European market

The 1980s marked the soaring period for the IT industry in Taiwan and MEAN WELL started out as an OEM of switching power supply for PCs. But later in 1986, MEAN WELL founder Mr. Lin Kuo-Tung chose to leave the highly competitive OEM market and instead steered the company towards the path of managing its own brand. “MEAN WELL” was the chosen name of the brand for a simple reason – its dictionary definition of “having good intentions” aligned perfectly with the founder’s personal motto of “thinking in customers’ shoes.” Thus for 35 years, the company has stayed true to its founding spirit of being down-to-earth and harboring good intentions by incorporating MEAN WELL’s corporate culture of “integrity and sincerity” into its product quality and customer services, thereby becoming a global renowned manufacturer of standard power supplies.

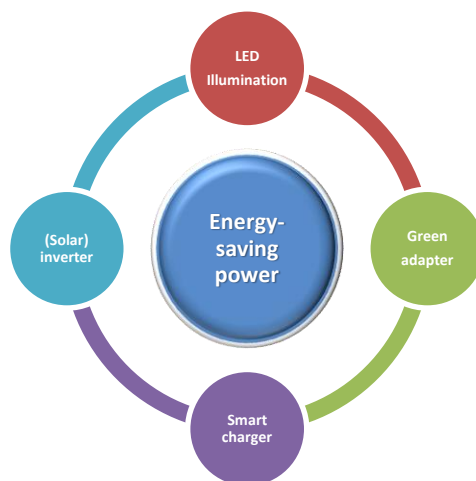


Products and Applications

MEAN WELL expands its product lines with 10%~15% of new products each year. Coupled with the company's R&D project management system to achieve progress control and a dedicated platform for cost benefit analysis and knowledge management, MEAN WELL is truly ahead of the competition in terms of its speed in new product launch and product quality. As of today, the company offers comprehensive power solutions between the range of 0.5W~ 24,000W, including AC/DC power supplies, AC/DC chargers, DC/DC converters, DC/AC inverters and others from ten major product lines to accommodate different application needs in different fields.

Top 10 Product Lines		Output Ratio									
		0.5W	100W	300W	500W	1000W	5000W	10000W	24000W		
	Casing Type	15W~10000W									
	Base Type	1W~400W									
	Rail Type	10W~960W									
	LED Power Supply	8W~600W									
	Module Power Supply				450W~1200W						
	19-Inch Rack Power Supply					1000W~24000W					
	External Adapter	5W~280W									
	Battery Charger			30W~1000W							
	DC/DC Converter	0.5W~1000W									
	DC/AC Reverse Converter			100W~5000W							

MEAN WELL's R&D team has always insisted on developing products with high added-value. All aspects of relevant operations from planning, design review (DR), design verification (DVT/DQT) to production and distribution have been implemented in strict adherence to MEAN WELL's stringent quality management system. All MEAN WELL products conform to pertinent international safety regulations including UL, TUV, CE, CB and so forth. With lead-free RoHS parts and recyclable low-pollution packaging materials, MEAN WELL has taken relevant measures to fulfill its mission as a green enterprise.



One-Stop-Shopping: Offering more than 9,000 standard power supply products, MEAN WELL is capable of satisfying customers' needs for all specifications while saving time for product development and cost for safety specification investments.

Total Solutions: In addition to its lineup of standard products, MEAN WELL also provides modified products with low design costs and CDM (cooperate design manufacturer) services in order to accommodate customers' special needs for unique power supply products.

MEAN WELL's power supplies are primarily in applications including industrial control, automated equipment, instruments, IT, LED illumination, LED electronic signage, telecommunication, security, healthcare and so forth. In view of the latest progress and advancements in semiconductor technologies and circuitry design, MEAN WELL's R&D team has also broken new grounds by launching products with high added-value such as highly reliable power supplies with 7-year warranty and ultra-high-efficiency (96%) power supplies. At the same time, MEAN WELL has been actively cultivating the market for green energy by developing high-efficiency, low-loss products that are compliant to international environmental protection regulations to the market. These products have received positive response and recognition from clients in next-gen industries including LED illumination, solar power (as an alternative source of energy), electric vehicles and so forth.

LED decorative illumination/display	Automated factory equipment	Electric motorcycle/ Electric bicycle/charging station	Medical instrument/equipment
			
LED street lighting	Home/office IT equipment	Security and surveillance equipment	Solar power alternative energy system
			

Company Governance

Here at MEAN WELL, we firmly believe that quality company governance is not only the way to ensure effective company operation but also an important means for a business to fulfill its corporate social responsibilities.

Organizational Operation

MEAN WELL's board of directors comprises five directors and one supervisor with a three-year term of service. The chairman is elected by the directors. The Board of directors meeting is held at least once each quarter for the board to review the company's management performance and discuss issues of strategic importance. Apart from attending the board of directors meeting, directors would also take part in MEAN WELL's internal strategic meetings to gain a better understanding of the company's actual operating status and offer their suggestions. In addition, MEAN WELL has also established a Remuneration Committee to assist the board of directors to evaluate and approve remuneration for directors, supervisor and managers to ensure that appropriate compensations are paid to individual members of the company according to their own performance and performance of the company. By ensuring reasonable remuneration, we would also be able to attract and retain outstanding talents to the company.

Position	Name	Key Experience
Chairman	Lin Kuo-Tung	MEAN WELL Enterprise Limited, President
Director, Representative of Lian Yuan International Limited	Wang Yu-Shih	MEAN WELL Enterprise Limited, R&D VP
Director, Representative of Hwa Wei Investment Limited	Wang Hsin-Hsiung	Adjunct Associate Professor, Department of Electrical Engineering, National Tsing Hua University
Director	Cheng Chih-Te	MEAN WELL Enterprise Limited, Sales Associate General Manager
Director	Tsai Ming-Chih	MEAN WELL Enterprise Limited, Marketing Associate General Manager
Supervisor	Wang Fei-Lung	MEAN WELL (GUANGZHOU) Electronics Co., Ltd., President

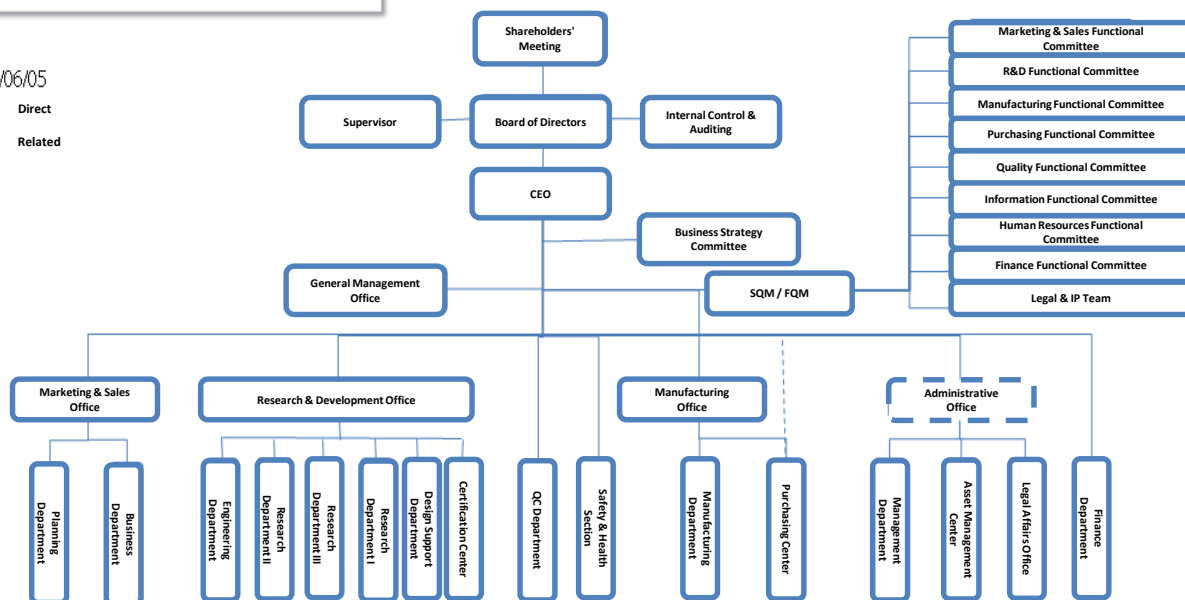
Organizational Structure

MEAN WELL's management team comprises the President and senior managers to take charge of the company's management and operations in Taiwan. Members of the management come from five major systems of marketing and sales, R&D, manufacturing, administration and finance and the team functions as the most reliable pillar of support for the President. Starting from 2010 onward, MEAN WELL has collaborated with its branches in an effort to gradually adjust and strengthen the company's "organizational administrative capacity" by having the Presidents of each branch and senior managers operate as the management team to be responsible for local operations whilst setting up functional committees to formulate relevant management schemes. These management schemes are first tested in Taiwan and if successful, they would be implemented at other branches. Thus, MEAN WELL has established relevant functional committees for marketing and sales, R&D engineering, manufacturing, purchasing, quality, information, human resources, legal affairs and intellectual property rights and so forth to execute the corresponding management schemes and promote relevant operations.

Organization chart of MEAN WELL Co., Ltd.

Date: 2015/06/05

— Direct
- - - Related



Mechanism of Internal Control

MEAN WELL has established a system of internal audit, which is carried out by a responsible unit to check and ensure the validity and integrity of the relevant internal operations at MEAN WELL, thereby validating the performance and efficacy of the company's operations, the reliability of its financial reports and achievements of compliance to pertinent regulations.

(1) Mechanism of internal control: By referring to pertinent laws, regulations and the company's operational needs, MEAN WELL has established a suitable mechanism for internal control that requires the company to perform a self-review on the mechanism's design and validity of implementation on a yearly basis.

(2) ISO management system: MEAN WELL has established its ISO management system and key issues such as "quality and environment" have already received relevant ISO certifications along with comprehensive management and audit systems in place.

(3) Written regulations: MEAN WELL has gone to great lengths to construct relevant standard operating procedures that are stringent with a reasonable degree of versatility

Code of Ethics

As a global corporate citizen, MEAN WELL supports the Electronic Industry Code of Conduct (EICC) and complies with the UN Global Compact on safeguarding human rights. Not only that, we value corporate governance and have sought to create an ideal working environment through constant innovation to create the maximum benefit for employees, shareholders and the society as a whole. MEAN WELL upholds high business ethics, personal integrity and compliance with regulations and standards. The company and all its employees are willing to adhere to the following code of conduct:

- Comply with labor regulations and decrees, respect the employee's freedom of employment, provide reasonable salaries and benefits, implement human management and focus on employee health and safety.
- Any form of harassment or inhuman treatment is strictly prohibited, including discrimination, sexual harassment, mistreatment, enslavement, physical punishment, threats, and child labor, etc.
- Provide clients with real information in order to be able to provide optimized products and services for long-terms and become a trustworthy power partner of the clients.
- Uphold honest operating principles; all illegal behaviors such as corruption, bribery, fraud, and encroachment, etc. are strictly prohibited.
- Respect the intellectual property rights and actively protect Mean Well's intellectual property right.
- Fulfill our responsibilities for environmental protection; confirm that the impact caused to the environment during the activity, product and service process is appropriate.
- Fulfill our social responsibilities; actively participate in community benefit activities.

Management Strategies

Corporate Mission

To never stop innovating and improving our operations so that we can deliver standard power supply products and services with the best cost/performance ratio and thereby create the maximum benefit for our customers, employees, partners and the society.

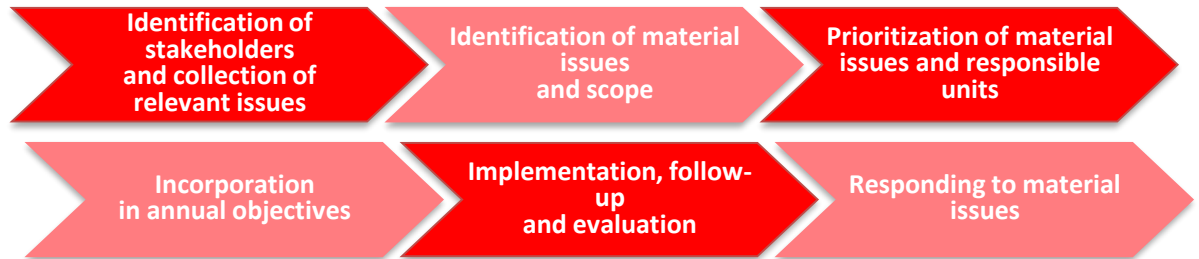
Corporate Vision

To become the leading brand in standard power supply manufacturing and transform into an efficient and sustainable enterprise with well-balanced management and partnerships.

Long-term operating guideline

Globalization To steer our brand, products, channels and talent information system towards globalization Localization To work with our branches and local distributors to provide products and services that are compliant with local laws in the local language Lean production To achieve precise control of quality, cost, process and schedules by effectively integrating the eight major functions of production, distribution, talent development, finance, information, quality, purchasing and R&D.	Technology To introduce new technologies, develop products of high efficiency and make proper use of information management Humanity To improve upon MEAN WELL's aspect of humanity and employee relationship internally and fulfill our social responsibilities externally Environmental protection To develop green products, construct low-consumption factories and promote green supply chain	Innovation To acquire new technologies, develop new products, start new businesses Improvement To establish humanistic management so as to improve our quality, efficiency and cost competitiveness Heritage To pass down our brand spirit of "having good intentions", our corporate culture of "integrity and sincerity" and our "reliable" relationship with partners
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Stakeholders



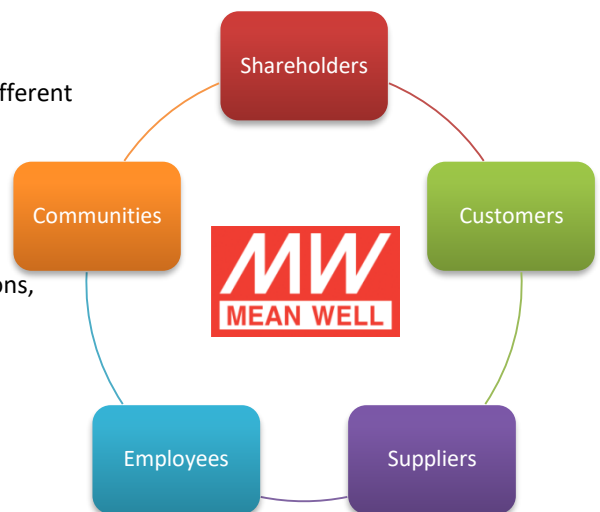
Identification of stakeholders

In the process of promoting our corporate social responsibilities, the needs and inputs of our stakeholders function as an important basis in the plan of MEAN WELL's CSR operations. And as such, we have adopted the following principles and guidelines

- A. Specific groups/individuals who are susceptible to the impact of decisions pertaining to legal affairs, finance, operation and so forth made by MEAN WELL
- B. Specific groups/individuals who are susceptible to the impact brought by MEAN WELL's operations
- C. Any groups/individuals who could affect MEAN WELL's performance

And from these principles, we have identified our primarily stakeholders, namely shareholders, customers, suppliers, employees and communities.

In the past, MEAN WELL has already established a number of communication channels intended for different stakeholders and through these channels, we have listened to our stakeholders and duly taken note of their inputs so that we could discuss issues that may relate to specific stakeholders. By taking prompt actions, we strive to meet the expectations of our stakeholders.

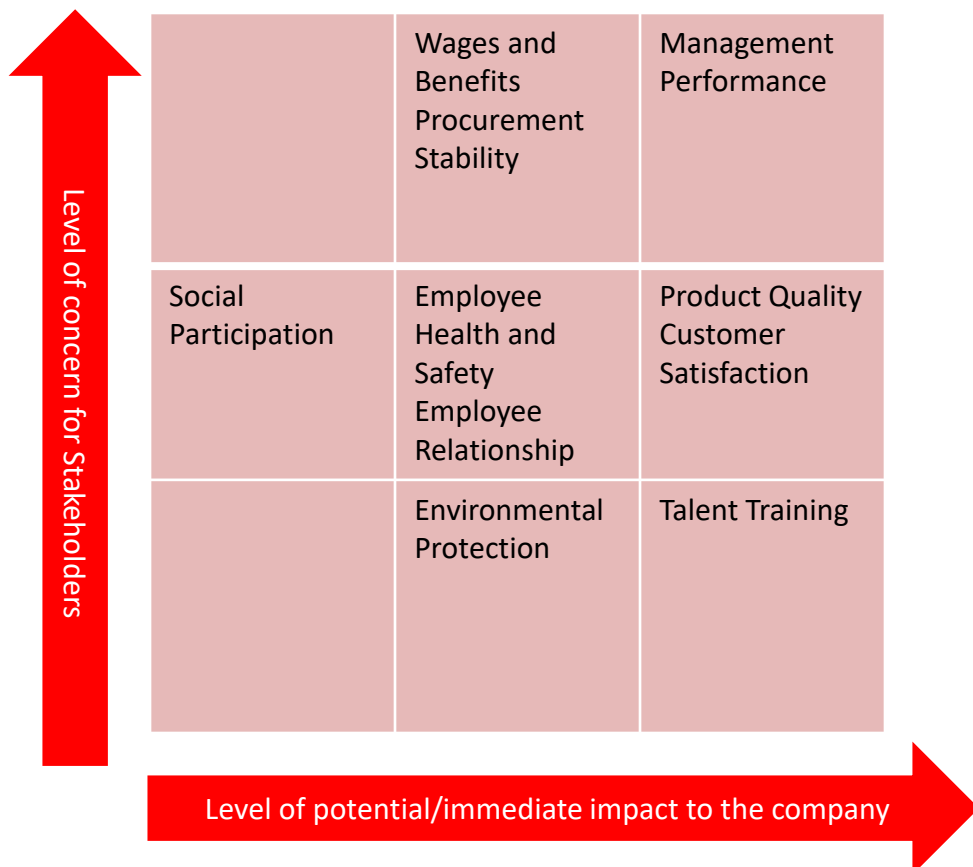


Identification of material issues

By referencing international standard AA1000 and the two key indicators covered below, we systematically identified issues of materiality:

1. Investigate our stakeholders to verify issues of materiality that concern them and classify material issues into high, medium and low levels of concern for stakeholders.
2. Communicate with our department representatives to find out their opinion on the impact of relevant material issues on the company in order to determine the level of potential/immediate impact of said issues.

We have identified a total of 10 material issues, including “management performance, product quality, customer satisfaction, procurement stability, wage and benefits, talent training, employee health and safety, employee relationship, social participation and environmental protection.”



Defining process of material aspects and boundaries

Based on the 10 material issues identified, corresponding to the GRI G4 material aspects include “Economic performance, Products and services, Product and service labeling, Procurement practices, Supplier environmental assessment, Market presence, Labor/management relations, Training and education, Occupational health and safety, Non-discrimination, Freedom of association and collective bargaining, Child labor, Anti-corruption, Indirect economic impact, Energy, Water, Effluent and Waste” with the following division of aspects to be within or beyond the organization.

Material issues	Material aspects corresponding to GRI G4	Category	Indicator	Within the organization	Outside the organization
Management Performance	Economic performance	Economic	EC3	V	V
Product Quality	Products and services	Environmental	EN27	V	V
Customer Satisfaction	Product and service labeling	Social	PR5	V	V
Procurement Stability	Procurement practices	Economic	EC9	V	V
	Supplier environmental assessment	Environmental	EN33	V	V
Wages and Benefits	Market presence	Economic	EC5	V	V
	Labor/management relations	Social	LA2	V	
Talent Training	Training and education	Social	LA9 LA11	V	
Employee Health and Safety	Occupational health and safety	Social	LA5 LA7	V	
Employee Relationship	Non-discrimination	Social	HR3	V	
	Freedom of association and collective bargaining	Social	HR4	V	
	Child labor	Social	HR5	V	
	Anti-corruption	Social	SO4	V	
Social Participation	Indirect economic impacts	Economic	EC7	V	V
Environmental Protection	Energy	Environmental	EN3 EN6 EN7	V	V
	Water	Environmental	EN8	V	V
	Effluent and waste	Environmental	EN23	V	V

Means of Stakeholder Engagement

Stakeholder	Channels or means of communication	Issue of concern	Frequency
Shareholders	Shareholders' meeting, MEAN WELL's annual report, MEAN WELL's website, MEAN WELL on MOPS	Management Performance	5-6 times per year
Customers	<ol style="list-style-type: none"> 1. Distributors' conference – to listen to the voices of customers and market response 2. Product technology seminar and RMA after-sales service seminar 3. Quarterly publication of distributor e-newsletter, with contents covering relevant policies, corporate event coverage and product information 4. Customer satisfaction surveys and brand surveys are carried out once every two years 5. Customers are invited to take part in MEAN WELL's charity and environmental protection events 6. The "advisory committee" (consisting of distributor representatives) would provide their suggestions on MEAN WELL's PQCDSR on a yearly basis 	Product Quality Customer Satisfaction	5-6 times per year
Suppliers	<ol style="list-style-type: none"> 1. Supplier strategic meetings are held to help suppliers learn MEAN WELL's current status and future developments 2. Suppliers are given access to MEAN WELL's SCM (supply chain management) system in order to learn more about the company with regards to order estimations/ratings and scores/announcements and so forth 3. Occasional visits to suppliers 	Procurement Stability	Non-periodic
Employees	Through the Employee Welfare Committee and other channels such as the Employee Mailbox, human resource survey, employee satisfaction survey, manufacturing department's monthly meetings, annual performance interviews and so forth, MEAN WELL strives to communicate with employees on an impartial and open basis.	Wages and Benefits Talent Training Employee Health and Safety Employee Relationship	Non-periodic
Communities	Periodically organize charity events, volunteer services, support charity organizations, promote green enterprise and publish corporate social responsibility report	Social Participation Environmental Protection	6-8 times per year

Awards

<p>Recipient of 2010 Taiwan Superior Brand Award</p> 	<p>Recipient of 2011 Taiwan Excellence Product Award (for HLG series)</p> 	<p>Recipient of 2012 Taiwan Excellence Product Award (for LPF series)</p> 	<p>Recipient of 2012 TAITRONICS Technology Innovation Award (for HVG(C)-150)</p> 
<p>Recipient of 2012 New Taipei City Outstanding Enterprise: CSR Award</p> 	<p>Recipient of 2013 TAITRONICS Technology Innovation Award (for HVG/HVGC series)</p> 	<p>Recipient of 2014 Taiwan Excellence Product Award (for LCM/HVG(C) series)</p> 	<p>Recipient of Two Stars in the 2014 Award for Best Companies to work for</p> 
<p>Recipient of 2015 Potential Taiwan Mittelstand Award (issued by the Ministry of Economic Affairs)</p> 	<p>Recipient of 2015 LED Innovation Award (for PWM series)</p> 	<p>Recipient of 2015 Taiwan Excellence Product Award (for HEP series)</p> 	
<p>Recipient of TAITRONICS Technology Innovation Award (for ELG series)</p> 	<p>Recipient of 2017 Taiwan Excellence Product Award (for KNX-20E series)</p> 	<p>Recipient of 2017 Taiwan Excellence Product Award (for RPB-1600 series)</p> 	



To Partners

Innovative R&D

R&D engineers at MEAN WELL Taiwan, Guangzhou Tianhe, Guangzhou Huadu, Suzhou and Holland make up an impressive research and development team with over 100 members, responsible for the development of close to 400 product models on a yearly basis. Thus far, the company has developed more than 8,000 models with product lines expanding from AC/DC to DC/DC (2000) and DC/AC (2005), covering an impressive power range from 35-300W (1990) to 3-10kW (capable of reaching 20000W in serial connection) with existing products. Over the years, MEAN WELL invested not merely in the development of multiple product lines and has, in fact, committed more resources to the nurturing of talents, refinement of techniques and the passing down of experience because they are all invaluable assets to the company.



High efficiency, energy-saving and environmental friendly

In retrospect, the first 50W model developed by MEAN WELL operates at an efficiency of approximately 70%. Today, the MEAN WELL's 100W models come in the same enclosure along with hard switching technologies but operate at about 86% efficiency; towards the end of the 90s, the popular 3"X5" OPEN PCB 60W models operated at an efficiency of roughly 80% but today, models of the same form factor with soft switching technologies have evolved into 300W variation that run at 93% efficiency. These examples aptly reflect MEAN WELL's commitment to developing high-efficiency and green power technologies.

The 21st century marks the generation of energy and environmental protection and MEAN WELL has contributed to the cause of energy conservation and environmental protection by utilizing the power of technology and creating various energy-saving products such as LED power, solar inverter, charger for electric vehicles, low-loss adapters and so forth. These products contribute close to 50% of MEAN WELL's total revenue. At the same time, MEAN WELL has been focusing on improving efficiency for its products. To give a simple example, previous models of 150W power supplies ran at an average efficiency of 85% but today it has been improved to 94%, which is close to 17W (150/0.94-150/0.85) of loss reduced. Assuming that all 25 million units of MEAN WELL products have a lifespan between 5-10 years, there will be no less than 100 million units in operation as of today and together they could save up to 1.7GW of power combined – equivalent to the power generated by a nuclear power plant.

It is therefore evident that in an era of growing energy shortage, the solution does not have to be limited to the development of new energy or resorting to renewable energies as the improvement in efficiency and reduction in loss rate could provide more immediate effects.

High reliability and product lifecycle

Reliability is the most important indicator of quality for power supply products. And as such, MEAN WELL has established a comprehensive system for new product development and verification that covers all relevant aspects of the operation, starting from planning, design, DFMEA, stability measurement, DVT, DQT, safety specifications, EMC evaluation, technical transfer, pilot production, technical service modifications and so forth. Each and every step has been closely supervised by our senior engineers to ensure that the quality of all products meets our customers' demands.

Most of MEAN WELL's products are used in applications for industrial control, factory automation, electrical equipment, LED drivers, land/sea transportation tools and so forth. Apart from high reliability (which is an essential characteristic for industrial grade power), product lifecycle is another crucial factor that determines the lifespan of the equipment involved. And as such, most of MEAN WELL's products are built to last between 10-20 years in order to ensure and extend the lifespan of customers' products.

High cost/performance ratio

Due to advantages including high efficiency, small form factor and light weight, switching power supplies have been dominating the market in recent years with performance and pricing that have long surpassed traditional linear power supplies. The development of relevant parts and circuitry technologies has also helped to consolidate switching power's market presence. MEAN WELL has always taken pride in having the capacity to offer quality power supply products with high cost/performance ratio. We are well aware of the fact that the only way to ensure that MEAN WELL and customers' products to retain their appeal in the highly competitive market is to have our planning and R&D departments work as one to program and design products of superior cost/performance ratio and low failure rate.

As a matter of fact, power supply is usually the front line component in various power products.

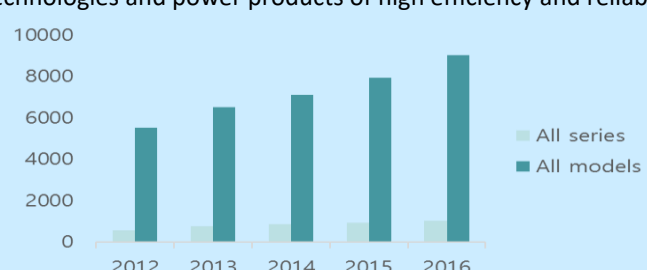
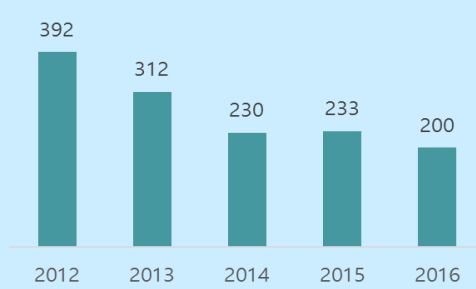
For over 30 years, MEAN WELL has accumulated profound know-how and experience and our staff will continue to work on our existing technological capacities in conjunction with our corporate vision of "technology, humanity and environmental protection" as we continue to develop green energy-saving technologies and power products of high efficiency, reliability that are compliant to pertinent international regulations and standards.



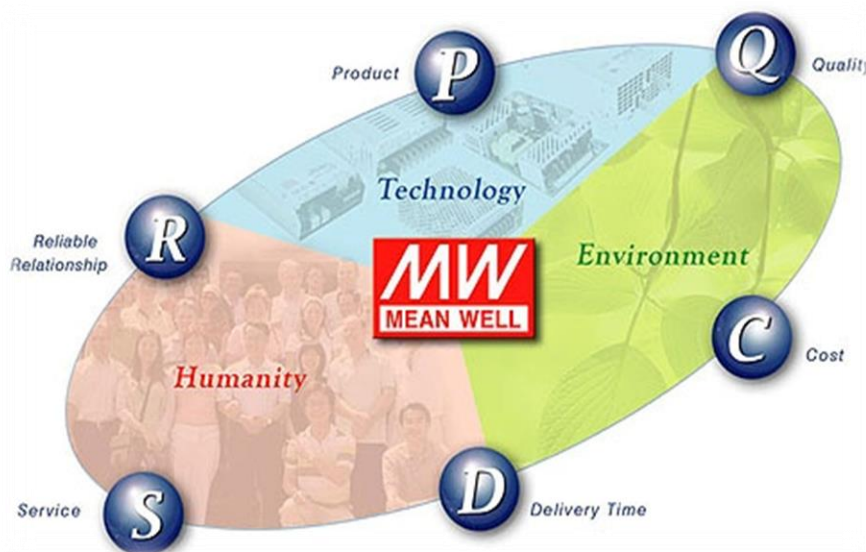
Customer Relationship

Competitiveness

MEAN WELL's core competitiveness is embodied in "PQCDSR," which is not only indoctrinated in each and every employee at MEAN WELL but also operates as the company's DNA. Stemming from our values of "integrity and sincerity" and "reliability," PQCDSR enables us to integrate the corporate spirit of MEAN WELL in the work and life of all employees through a thorough understanding and due implementation.

Core Competitiveness	Description																		
Widest Product Line	<p>We provide comprehensive product lines with superior environment for one-stop shopping by continuing to develop green energy-saving technologies and power products of high efficiency and reliability.</p>  <table><tr><th>Year</th><th>All series</th><th>All models</th></tr><tr><td>2012</td><td>~500</td><td>~5,500</td></tr><tr><td>2013</td><td>~500</td><td>~6,500</td></tr><tr><td>2014</td><td>~500</td><td>~7,000</td></tr><tr><td>2015</td><td>~500</td><td>~7,500</td></tr><tr><td>2016</td><td>~500</td><td>~8,500</td></tr></table> <p>10% growth in terms of new product models each year</p>	Year	All series	All models	2012	~500	~5,500	2013	~500	~6,500	2014	~500	~7,000	2015	~500	~7,500	2016	~500	~8,500
	Year	All series	All models																
2012	~500	~5,500																	
2013	~500	~6,500																	
2014	~500	~7,000																	
2015	~500	~7,500																	
2016	~500	~8,500																	
High Quality	<p>We implement total quality management to ensure 100% quality control and thorough production and testing processes.</p>  <table><tr><th>Year</th><th>Failure Rate (PPM)</th></tr><tr><td>2012</td><td>392</td></tr><tr><td>2013</td><td>312</td></tr><tr><td>2014</td><td>230</td></tr><tr><td>2015</td><td>233</td></tr><tr><td>2016</td><td>200</td></tr></table> <p>Less than 200 PPM failure rate within two years after sales</p>	Year	Failure Rate (PPM)	2012	392	2013	312	2014	230	2015	233	2016	200						
Year	Failure Rate (PPM)																		
2012	392																		
2013	312																		
2014	230																		
2015	233																		
2016	200																		

Core Competitiveness	Description
Competitive Costs	We integrate our supply chain in Taiwan and China by implementing unified purchasing to lower relevant costs so that we can offer customers products that are most competitively priced with high cost/performance ratio.
Prompt Delivery	We adopt the practice of build-to-stock production to ensure safety stock level for 95% of our standard power supply products; for orders of lower quantity, we are capable of delivering products within 24 hours.
Best Service	We adopt local operations by having different branches collaborate with local distributors to provide localized services. Our local distributors are sufficiently stocked to provide 24-hour prompt delivery and after-sales services.
Reliable Relationship	We have maintained positive partnership with our distributors and suppliers; as much as 65% of MEAN WELL's total revenue are contributed by customers we have had for more than 10 years



Channels

MEAN WELL collaborates with 200 distributors across more than 80 nations around the world to provide localized services. With more than two decades of distributor management experience, the company has established a comprehensive management model that includes:

1. Distributor policy
2. Distributor growth incentive measures
3. Distributor account registration system
4. Annual distributor evaluation
5. Annual distributor conference/gathering
6. New product education training/product technology seminar
7. Distributor promotion sponsorship



Customer Satisfaction Survey

MEAN WELL conducts customer satisfaction survey once every two years and the survey for 2017 has been scheduled for August. The most recent survey was carried out in 2015, with the scope covering MEAN WELL's 306 distributors and direct customers. Valid responses were collected from 246 of them with a response rate of 80.4%. Cross-comparisons of regional data and the performance of each branch were made, with the results serving as an important basis for continual improvements in the future.

The overall average score for 2015 came to 4.12 (5 being very satisfied and 4 being satisfied), which was an improvement compared to the score of 4.05 from 2013. This reflects the fact that MEAN WELL's efforts in improving its PQCDSR core competitiveness have been acknowledged by our customers.

Year	Product acceptance	Product quality	Product reliability	Pricing	Delivery time	Punctual delivery	Communication capability	Service attitude	Speed of service	Technical support	After-sales Speed	Total
2015	4.22	4.21	4.34	3.52	3.77	4.11	4.43	4.48	4.29	4.09	3.87	4.12
2013	4.2	4.21	4.34	3.54	3.59	4.03	4.32	4.4	4.16	3.97	3.78	4.05

Quality

“Total quality assurance and customer satisfaction” defines our quality policy. Here at MEAN WELL, we insist that the business of power supply products has to be a business about reliability; apart from considerations for performance and costs, more importantly, is the reliability of product over long-term usage. Starting from the design phase, MEAN WELL has gone to great lengths to have the QA unit duly implement relevant tests and verifications. Coupled with other quality assurance steps such as IQC, IPQC, FQC to be conducted by the manufacturing end of the process, we ensure that all products leaving our factory are built to the highest quality standards. Not only that, with comprehensive RMA after-sales service and computerized PQA (Product Quality Analysis), our customers can purchase our products with confidence and without worrying about defects. All of our power supply products are compliant to pertinent international safety regulations, EMC and environmental standards. As a matter of fact, MEAN WELL has adopted the objectives of reducing RMA from product failure and defect from manufacturing by 10% each year as a key management indicator.

After-sales service

MEAN WELL adheres to a simple principle: “Regardless of where you have purchased our product, local maintenance and repair services will always be available to you”.

1. All MEAN WELL branches have their corresponding RMA departments and they are given the task of completing the repair of defective products within 5 days along with a description/analysis of the service performed.
2. We have constructed our PQA (product quality analysis) system that is capable of analyzing the cause for damage/failure (i.e. design, manufacturing, part-related or caused by transportation).
3. All MEAN WELL repair stations around the world are connected to the same network so that customers can inquire about the progress of repair at any time or notify MEAN WELL regarding product failure.

Quality policy

Total quality assurance

By implementing total quality management, we have promoted relevant education, training and standardization practices to achieve control at the source, which allows MEAN WELL to carry out effective preventive measures that stop recurrence of failures

Customer satisfaction

Driven by the objective to satisfy customer needs, MEAN WELL will provide the best combination of products and services in terms of quality, quantity and cost over the long run

Screenshot of MEAN WELL's online maintenance login page



Manufacturing System

With regards to its manufacturing system, MEAN WELL adheres to the production principles of high quality, high efficiency, short delivery time and low costs. At present, the corporation's management model involves the operation of its Taiwan facilities as MEAN WELL's headquarters, which functions as a vital model unit for other branches (Guangzhou MEAN WELL, Suzhou MEAN WELL, MEAN WELL USA and MEAN WELL Europe). All aspects of the operation, including the planning and development of new products, promotion of new policies/guidelines, key component purchasing, corporate ERP management, events of innovation and improvements and so forth are first implemented at MEAN WELL Taiwan as the experimental unit before they are gradually extended to other branches.

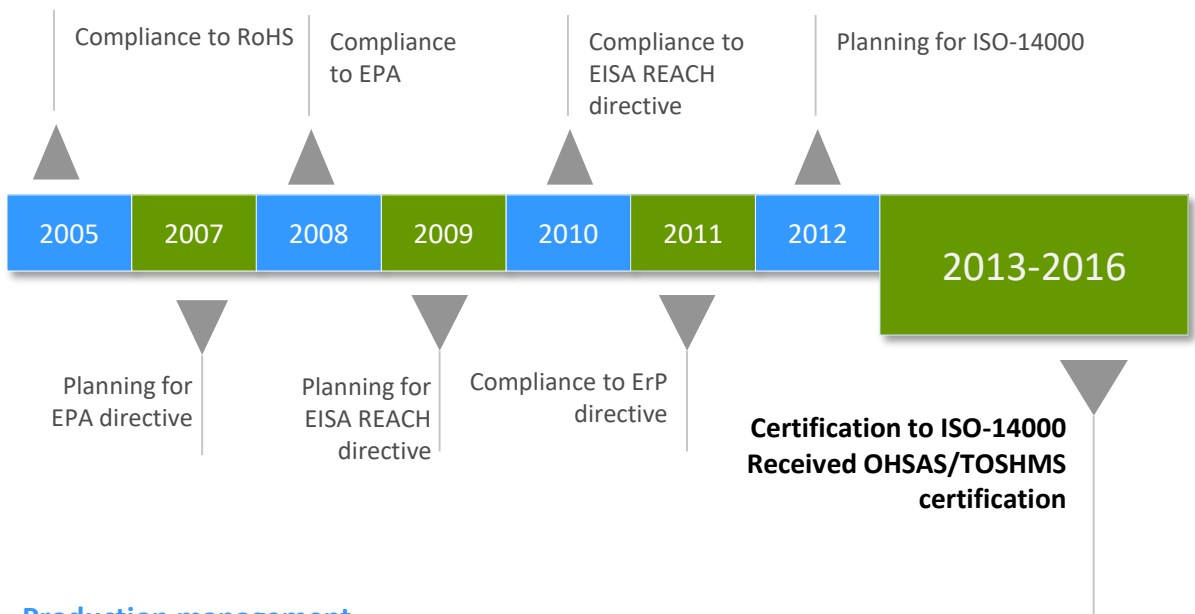
Green product and green production

MEAN WELL is in possession of many cutting-edge production and quality inspection equipment, including high-speed, automated surface-mount equipment (SMT) and automatic testing system Chroma-8000, dispenser, filling machine and so forth along with profound production process planning experience and management techniques. Through IT system development, we have integrated our manufacturing processes by systematically combining different operations such as material purchase, material feeding, inspection, production, assembly, testing, delivery and so forth in order to boost operators' productivity while promoting paper-less processes.



Continuous improvement in product and production technologies

With growing awareness for environmental protection, mankind has come to the realization that we ought to cherish our environment and appreciate the limited resources that we have. And as such, issues of environmental protection have gradually evolved into pertinent laws and regulations enacted by nations around the world, prompting the creation of various international certification systems. In order to achieve compliance to these regulations and be accredited to specific certifications, MEAN WELL has worked tirelessly to improve upon its production technologies and product values by systematically preparing and managing critical regulations including RoHS, WEEE, REACH SVHC, EPA, ErP, EISA/DoE and so forth.



Production management

By establishing a highly functional improvement team, MEAN WELL has managed to achieve its goals of increasing productivity, reducing product delivery times while lowering the waste of resources.

(a) In 2009, the company introduced manufacturing factory performance evaluation and signage system so that customers and relevant personnel can check on the latest manufacturing status at any time.

(b) In 2010, MEAN WELL launched its “Mexus Plan” (an optimization plan for products in mass production) that involved the systematic and gradual implementation of production improvement strategies to ensure the heritage of knowledge and exchange of experience so that we could achieve precise improvement in employees’ job descriptions and responsibilities

(c) In 2014, we launched the EMI (Early Manufacturing Involvement) initiative that engaged manufacturing engineers to participate in the process of design evaluation so as to facilitate the process of production by lowering manufacturing costs, reducing production time and improving the efficiency of operations.

Voluntary corrective activities on production and manufacturing

We have voluntarily launched various improvement activities to identify seven specific situations of waste in our internal operations, including the process itself, transportation, inventory, over-manufacturing, action and waiting. Under the leadership of relevant department supervisors, we have taken the following corrective actions

Item	Description
Movement of 5S improvement	Through the 5S methodology of “sort, set in order, shine, standardize and sustain,” we have established visualized standards to eradicate “hidden wastes” while making the work environment safer, cleaner and more comfortable.
Corrective action proposals	Corrective activities were conducted in the basic manufacturing departments to help entry-level operators attain a higher awareness for operational improvements and all employees are entitled to submit their proposal for corrective actions.
Process balance improvement	These improvements have been implemented by industrial engineers for entry-level employees. On the basis of work improvement principles, the process of product manufacturing has been re-evaluated for potential improvement such as re-organization, integration, deletion of unnecessary steps and simplification whilst aspects such as actions, material placement and so forth were open to reasonable suggestions for improvement. After a sufficient discussion by the team, such improvements would be incorporated for experimental products to validate their effectiveness
Quality improvement Improvement	With regards to quality, MEAN WELL has established mechanisms for rapid response by adopting computerized repair operations with fast connections to manufacturing, maintenance, QA, outsourcing and collaborating partners to achieve significant benefit to quality improvements. The approach has not only helped to expedite the process of speed solving, reduce the likelihood of recurrence but also strengthened employees’ awareness for autonomous management and independent problem-solving.
JIT delivery and transportation model	Through production schedule control, balanced production, coordination of incoming materials receiving for materials in bulk and production scheduling with collaborating partners, we were able to feed materials to the production line on alternate days in order to reduce the need for materials quantity and inventory control, thereby accelerating our turnaround speed and space.

Focal tasks for manufacturing system in the future

Green enterprise promotion




In recent years, as the issue of global warming worsened, the need to take actions to protect our environment become ever more pressing. As a member of the global corporate citizen, MEAN WELL has continued to promote the “ISO-14000” system and “Environment Management and Energy Management” operating procedures to gradually promote low-consumption factories in the hopes of becoming a benchmark enterprise in green actions.

Electronification of the supply chain management

The process involves the integration of the logistics flow for parts and products among suppliers, manufacturer, distributor, customer and consumers through network technologies to make relevant information on manufacturing, distribution, and inventory openly available on the SCM system to achieve the outcomes of shortened product delivery time and reduced inventory. It is an effective technique of improving operating efficacy. At present, MEAN WELL’s branches are involved in the integration of material purchases and will gradually adopt electronic management in the near future.

Continued refinement of “Mexus”

The word “Nexus” carries the meanings of connection, link, and relation. By linking a series or a group of entities, the same principle could be adopted to connect different units of MEAN WELL (GQM) and its branches (TQM), systems (SQM) and functions (FQM). We have therefore created a rd of Mexus by combining “Meanwell” + “Nexus” and the term embodies the various connections that exist between the company and external customers, market environment, supply chain and so forth. It also suggests that we have to perceive aspects of cost/performance ratio and competitiveness of MEAN WELL’s products and services from outsiders’ perspective. Not only that, responsible personnel of various units need be vigilant and observant in order to connect the processes and ideas of relevant units while remaining ever committed to improving and passing down know-how and experience as spelled out in MEAN WELL’s vision and mission.

Construction of a smart automated factory

By engaging in the improvement of manufacturing process and equipment and establishing an automated system that combines “machine” and “man” so that “machine” could help “man” in his operations such as production assembly and testing to reduce material loss and unwanted wastage, coupled with rear-end ERP system integration to collect, store, sort and analyze data from the scene of production, we will be able to set the groundwork for automated factories in the future.

Supplier Management

MEAN WELL has always been a believer of long-term collaboration when it comes to suppliers. There are more than 200 suppliers that have worked with MEAN WELL, most of them had in fact been partners with the company for more than 10 years. For our suppliers, we have constructed a fair, open and reasonable transaction platform as a means for suitable suppliers to have an opportunity to become a part of MEAN WELL's supply chain while enabling the company to treat all suppliers equally by objectively evaluating their actual performance in P (product), Q (quality), C (cost), D (delivery) and S (service).



Green supplier evaluation and selection

MEAN WELL's supplier management comprises members from purchasing, R&D, and QA that form a reliable triangle to take charge of the task of supplier auditing and selection. By taking factors such as SQE and EHS into account, the team will focus on key aspects such as suppliers' compliance to ISO 14000 requirements, the compliance of their materials/processes to pertinent environmental regulations (i.e. RoHS, SVHC) and so forth in the assessment of potential candidates. All suppliers are evaluated on three specific aspects of quality, pricing, and service. Once every six months, a supplier evaluation meeting will be held to evaluate suppliers' performance for a specific duration in the past. In order to achieve objective assessment, MEAN WELL has gradually adopted computerized ERP system management by quantifying suppliers' performance for Q, C, D, and S.

Suppliers Region	2015	2016
Domestic	72.16%	70.92%
Overseas	27.84%	29.08%



Supply Transaction Guideline

1. Both the buyer and seller are expected to uphold the highest moral standards and refrain from engaging in any act of corruption, dishonesty or fraudulent business practices.
2. Both the buyer and seller are obliged to learn and understand each other's quality management system so that both parties could work together to implement effective quality control.
3. Both the buyer and seller shall have autonomy and respect the other party's autonomy.
4. Both the buyer and seller are obliged to provide all relevant information on the product manufactured and its requirements.
5. Both the buyer and seller are expected to negotiate and agree on specific details such as the quality, quantity, pricing, delivery time and payment conditions for the transaction and formalize the transaction in the form of an agreement.
6. The seller is obliged to guarantee that the product offered is capable of satisfying the buyers' requirement and provide objective data as substantiating evidence upon request.
7. Both the buyer and seller are expected to come to terms on the method of evaluation prior to finalizing the contract.
8. Both the buyer and seller are expected to go over the potential disputes and how such disputes shall be resolved before entering into a contract.
9. Both the buyer and seller are obliged to provide all relevant data and information to the other party in order to implement quality control.
10. Both the buyer and seller are expected to conduct adequate management on affairs pertaining to order placement, production, inventory planning, handling of affairs and organization so as to facilitate a positive relationship between the two parties.
11. Both the buyer and seller are expected to have fully considered the safety and interests of end-users throughout the process of transaction.

Supply Chain Management (SCM) system

In order to ensure further information transparency so that suppliers could understand the needs of MEAN WELL and its customers in the near future, the company has constructed its SCM (supply chain management) system website for external access. MEAN WELL's suppliers have access to log into the system from outside and obtain relevant information on the company's needs and so forth as the basis for production preparation. The system effectively replaces previous methods of manual work to not only save manpower but also achieve the objective of paperless process.

Green materials management

With the issue of global warming worsening by the day, protection for the planet Earth has become a vital task that MEAN WELL actively promotes. Back in 2004 when EU first announced its RoHS directives, MEAN WELL had promptly taken relevant actions to ensure conformity to RoHS, made relevant declarations and requested all suppliers to sign the Guarantee of Non-Use of Hazardous Substances to ensure that all materials supplied to MEAN WELL were compliant to the company's standards for banned hazardous chemicals. Not only that, in all aspects of product development, starting from the design process by R&D, care has been taken to ensure that only compliant materials and parts are selected. In 2009, MEAN WELL has once again promoted SVHC certification and requested all suppliers to sign the Guarantee of Non-Use of SVHC to ensure that all supplied materials were SVHC compliant.

EHS Management Statement

1. Introduction

The balanced development of “humanity, technology, and environmental protection” has always been one of MEAN WELL’s corporate visions in the past. As the issue of global warming escalated in recent years with new records of global carbon dioxide emission being made, it is imperative for concrete actions of environmental protection to be taken immediately.

2. MEAN WELL’s EHS Policy

In order to fulfill our corporate social responsibility for environmental protection, MEAN WELL will ensure that all impact on the environment from the company’s operations, products and services shall be within reasonable scope. MEAN WELL also pledges

- (1) to promote company-wide EHS management by duly implementing specific preventive measures and promoting continual improvements;
- (2) to ensure compliance with pertinent EHS regulations and other relevant requirements;
- (3) to commit to the development of energy-saving products and promote green supply chain to mitigate the impact on the environment
- (4) to ensure due implementation of risk evaluation management and relevant training to achieve the goal of zero occupational hazard
- (5) to fulfill our corporate social responsibility by providing a working environment that is safe and health while encouraging employees to take part in activities of environmental protection and charity
- (6) to routinely review our EHS objectives and inform our employees and stakeholders regarding these policies while disclosing them to the general public

3. Reminders for our suppliers

In order to facilitate the continuous improvement of MEAN WELL’s EHS policies and prevent pollution, we expect our suppliers to work together with MEAN WELL in the fulfillment of our corporate social responsibilities to protect the environment. To this end, we would like to reiterate the following points to our suppliers:

- (1) Raw materials approved by MEAN WELL may not be replaced with other alternatives in the manufacturing process
- (2) Suppliers are expected to take the initiative and manage their use of chemical substances in accordance with pertinent regulations
- (3) Implement relevant measures of energy conservation and waste reduction and make an effort to sort wastes into specific categories for reduction, reuse, and recycling
- (4) Recycling service may only be subcontracted to service providers licensed or recognized by the government
- (5) Suppliers’ employees and their collaborating partners shall be fully informed regarding the aforementioned policies

4. MEAN WELL has come to an agreement with all suppliers on the aforementioned points after negotiation and together with our suppliers, we shall work hand in hand to promote a green supply chain

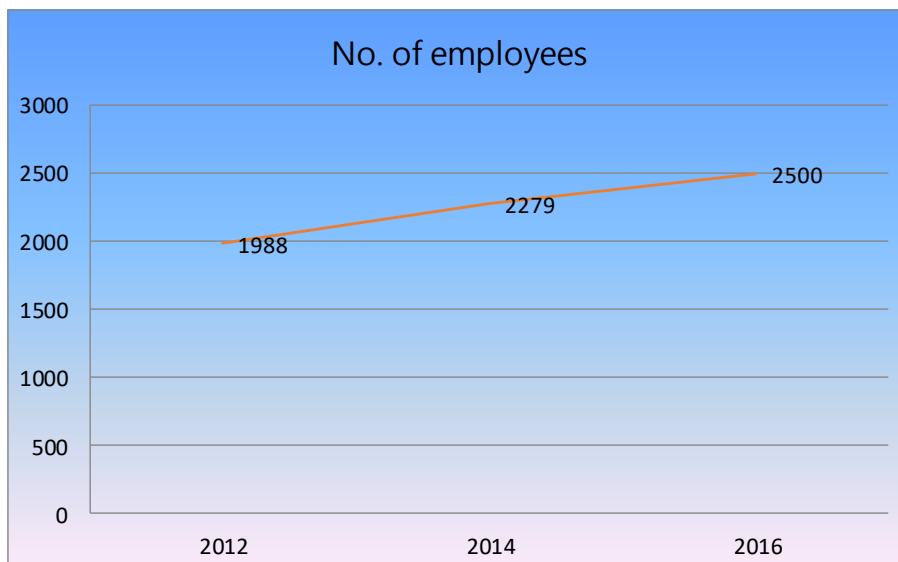


To Employees

Employee Status

All enterprises are tasked with the mission of always pursuing innovation and improvement to create the maximum benefit for customers, employees, shareholders and the society. For us at MEAN WELL, we perceive our employees as a vital foundation for the company to achieve its objectives today and look forward to the future in the days to come. Employees are our greatest asset and as such, we have committed significant resources and effort towards the management of employee relations. With regards to the company's organizational structure, the management has appointed dedicated personnel to oversee affairs such as employee benefits, club travels, activity planning, health management and so forth with the intention of facilitating and managing a harmonious relationship with employees so that will be more than cold, unfeeling management interfaces of performance evaluation, business report, yield rate, productivity and so forth that exist between the company and its employees. These efforts have been made so that we could take a step further and proactively care and assist our employees. In our pursuit of outstanding performance, MEAN WELL has also endeavored to create a work environment that is warm and friendly to all as we work towards becoming an "enterprise of high efficiency and happiness."

At the company's initiation back in 1982, MEAN WELL had merely 5 employees. As the company grew, MEAN WELL's full-time employees reached 2,500 in 2016. Among them, there are 350 employees in Taiwan, with the remaining 2,150 employees in other global offices (China, Europe, and the U.S.). All MEAN WELL employees have signed formal employment contracts and are therefore protected by the Labor Standards Act, which does not cover our summer internship program as our summer interns fall under the category of fixed term contract employees.



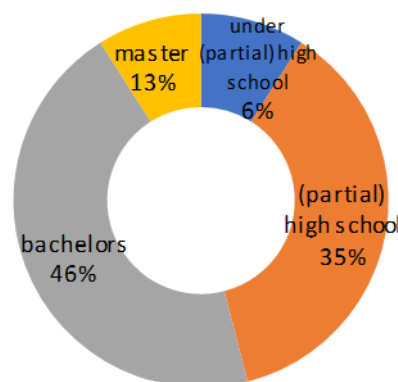
Code of conduct education

The code of conduct defines the indicators of specific behaviors that a company expects its employees to adopt by explicitly describing the conducts and behaviors that are appropriate for employees. In other words, it represents the basic expectation that the company has for employee behaviors. In order to ensure that all employees acknowledge and accept the code of conduct, new employees are required to complete relevant online training for the code of conduct as part of their orientation. Not only that, we also expect all employees to observe relevant conducts and behaviors at all times and have placed relevant statements on the code of conduct at employees' information inquiry system as constant reminders for them.

Quality of human resources

MEAN WELL takes pride in its pool of quality employees. Based on the data of employees' academic credentials, only 6% of our employees did not complete their senior/vocational high school education; whilst 35% have senior/vocational high school diplomas and the remaining 59% have college/university degrees.

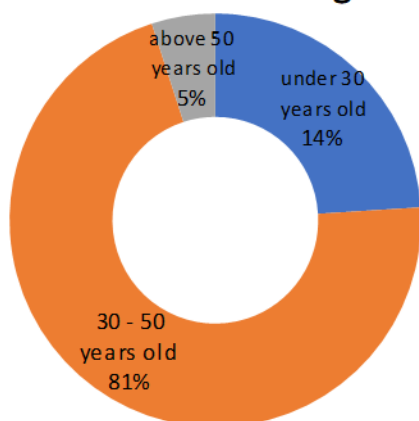
Education Level



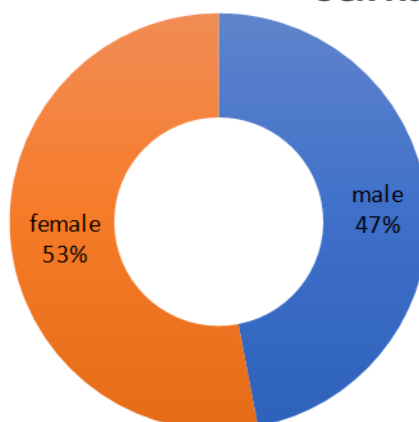
Age and gender distribution

With regards to employee age, 14% of our employees are below the age of 30 and the remaining 86% are over the age of 30. As for employee gender, MEAN WELL has more female employees than male employees at 53%. The company does not offer differential treatment for employees because of factors such as their age or gender; all employees have equal opportunities for career development.

Age Distribution



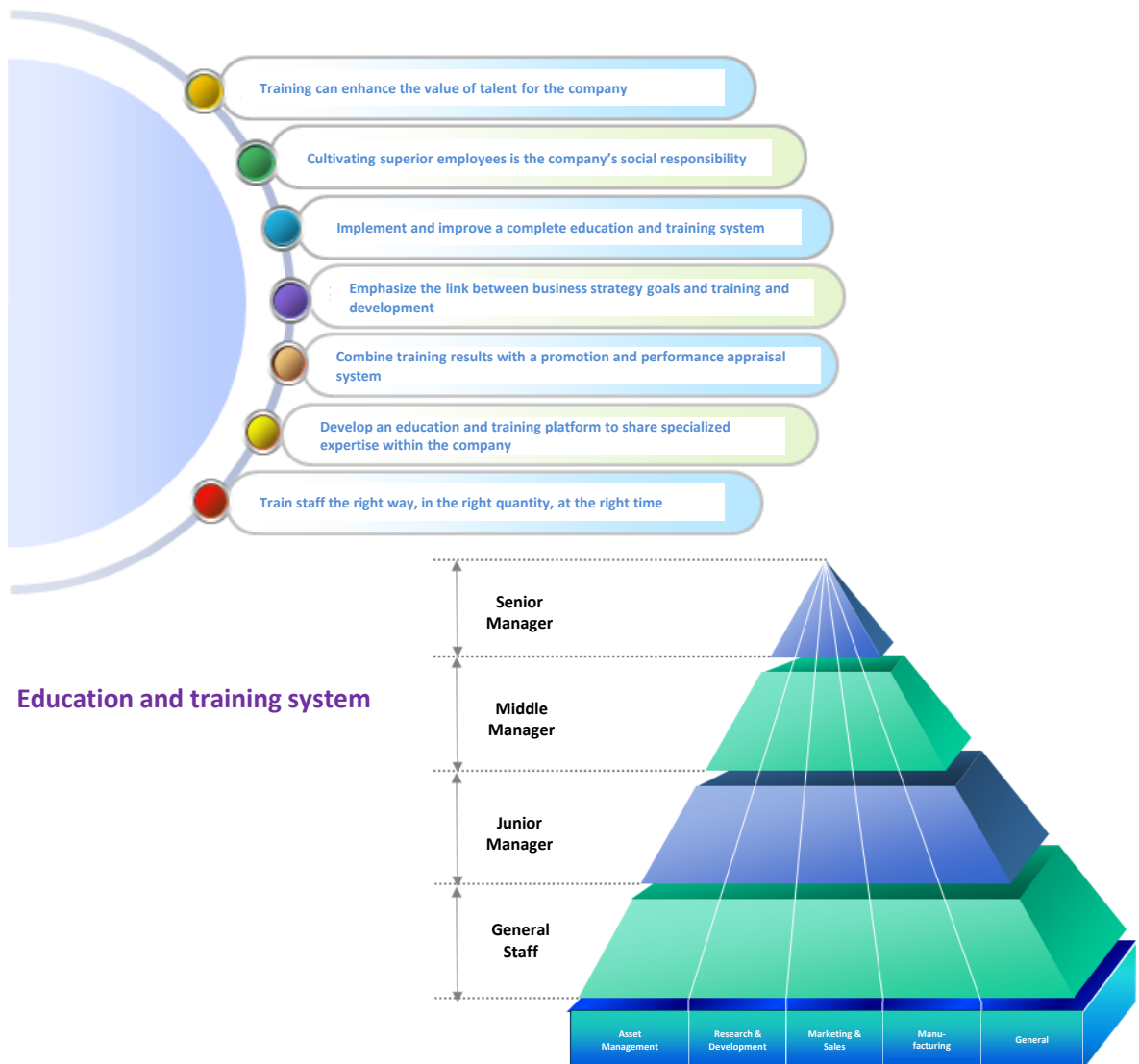
Sex Ratio



Employee Development

MEAN WELL's policy for education and training stems from the company's belief in sustainable operation. Coupled with the company's strategic objectives for operations, our training policy focuses on the improvement of human resource quality through strengthening employees' professional skills and stimulating their individual potentials to create an organization that promotes innovation, improvement, and heritage. We enforce no restrictions or limitations on gender or age when it comes to the appointment of position or employee promotion. The company also does not discriminate against employees based on their gender, political affiliation or religious beliefs. As long as employees demonstrate competence and qualifications that meet the requirements for their position, they would be entitled to equal opportunities.

Our commitment to education and training



Education and training system

MEAN WELL has established comprehensive orientation training systems for new employees to quickly acclimatize themselves to the company and equip themselves with the needed skills and knowledge to put their expertise to full use. With immediate instructions at work, supervisors can choose to provide personal instruction, arrange for relevant training, assignment to relevant projects or make positional rotation/adjustments based on individual employees' capabilities and development to help them gain more experience while facilitating their career development in the long run.

For management level employees, we have arranged relevant leadership and management training courses along with a series of vocational learning resources and competence assessment tools to help them develop the competence they need while At the same time broaden their vision as leaders of the company. By boosting their professional knowledge and skills, we are preparing for the future by training the potential successors for key positions.

Average number of employee training hours (in hours)

	2015	2016
Female employees	10.75	13.05
Male employees	13.27	13.45
Total	24.02	26.50

Means of training

Based on the varying needs of employees at different job tiers, MEAN WELL not only provides diverse learning resources but has also hired professional internal/external trainers to offer training and courses on specific skills, general knowledge and management approaches. At the same time, the company also offers relevant information on external training plans and subsidies to encourage employees to boost their competence through continual education and training.

MEAN WELL's E-LEARNING removes the physical limitations and boundaries of learning. All company employees are able to take part in specific training through the online platform available at MEAN WELL's official website (under learning center), where a variety of different courses are available.

Communication mechanism

MEAN WELL has always valued the opinions of its employees and hopes to offer ample room for employees to make full use of their expertise and potentials. And as such, all employees are entitled to voice their thoughts and suggestions on aspects such as personal rights, benefits, management, working environment and so forth to the company. To this end, we have established a number of communication channels, including the employee opinion box, employee satisfaction survey and so forth.

Employee Benefits

Apart from sustainable operations, MEAN WELL has also taken up the task of offering appropriate care for its employees as a part of its corporate social responsibilities.

In 2014, the company received Two Stars in the award for the best companies to work for. MEAN WELL's employee benefits can be separated into four different aspects of remuneration and bonuses, employee insurance, employee welfare committee and employee family care.



Remuneration and bonuses

Remuneration for employees at MEAN WELL is determined based on factors such as their academic credentials, professional experience and personal performance. The company offers basic wages that are superior to the market standard, with starting salary for employees with undergraduate electrical engineering/electronic degrees at NT\$ 42,000; for those with undergraduate degrees in other academic disciplines, the standard starting wage is NT\$ 36,000. For new production line operators, our starting wage is NT\$ 27,900 (a ratio of 1.328:1 compared to the legal minimum wage in Taiwan). On top of that, performance bonus and year-end bonuses would also be given based on the company's performance for the year and employees' personal performance.

Employee insurance

In Taiwan, apart from offering various insurance coverage for employees as required by pertinent regulations, MEAN WELL has gone one step further to provide group insurance coverage for employees. As for the branches in China, employees would also be covered under insurances for retirement, medical care, unemployment, childbirth and so forth so as to provide more comprehensive care and protection for employees.

Employee welfare committee

MEAN WELL respects employees' rights and freedom to form associations and has established the employee welfare committee. The committee routinely meets once per quarter to manage and resolve issues pertaining to employee benefits and clubs. Employee benefits can be separated into four major categories of bonuses (i.e. cash allowance for birthday, scholarship, subsidies for marriage/childbirth, bonus for festive celebrations, bereavement and so forth), gifts (for Labor Day), company trips (annual domestic/overseas trip, fall trip) and club activities.

Employee family care

MEAN WELL is a big family and we want our employees to be able to strike a healthy balance between their work and family. As such, we have held many activities and events to encourage employees to take part in their family members. Examples include volunteer day, music performance, family activities, summer camp for families and so forth. Not only that, we have also established the Evergreen Club (for retired employees) in 2014.

Health and Safety

Medical care

MEAN WELL has hired a physician and a professional nurse to be stationed at the factory on a monthly basis to provide consultation and healthcare related services.

Employee health checkups are conducted once every two years and in December 2015, a total of 330 employees had their health checkup. In conjunction with the four cancer screening service organized by Wugu Public Health Center, 25 employees took part in colorectal cancer screening, 37 employees took part in breast cancer screening, and 150 employees took part in cervical cancer screening.

At MEAN WELL, the high-risk occupational hazard that relates to our operations come from ionizing radiations and the three employees involved in the task have been requested to put on a special patch as they conduct their work and each month, the patches would be sent to the Radiation Protection Association to test for exposure. Not only that, health checkup for personnel involved in special operations is also implemented on a yearly basis. Presently, all test results for exposure had been within the required level and outcomes of employee health checkups had been normal. On top of that, we have held a number of health related seminars to help employees understand the ways they could adopt balanced diet, exercises they could do to improve their health, how to relieve their stress and relax and so forth to achieve the goal of health promotion.

The company also provides facilities including a gym and outdoor basketball court and encourages employees to engage in physical exercises before/after office hours to remain in their best physical conditions. In 2017, MEAN WELL has extended its qualifications to earn the Badge of Accredited Healthy Workplace.



Safety and health performance

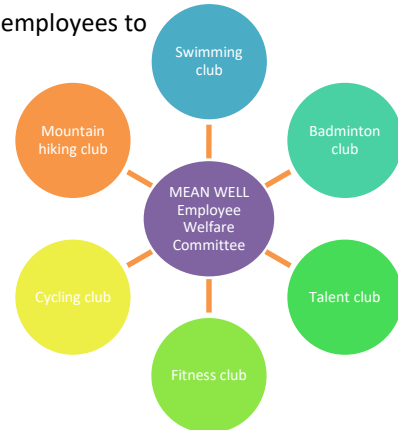
MEAN WELL has established its "Safety and Health Committee," which is responsible for the arbitration, coordination and suggestion on affairs pertaining to employee safety and health. The committee comprises 8 members, with 4 members being labor representatives. The composition of the committee conforms to pertinent regulations. Once every six months, we would convene a "factory management meeting" as a way for responsible personnel of a region to communicate with the concerned sub-contractors. In addition, MEAN WELL collaborates with the local fire safety agencies on a regular basis to implement safety education promotion and protection drills that involve all employees and disaster prevention units in exercises such as fire safety evacuation, chemical leakage and so forth. We have also commissioned qualified third-party to perform a safety inspection on all existing fire safety equipment to ensure that they are fully functional.



Group Tours

Employee clubs

We at MEAN WELL have always encouraged employees to take part in club activities during their time off from work. Apart from facilitating exchange and interaction among employees, it would also help employees to enrich their lives. As of 2017, six employee clubs have been found and they have been actively promoting various events.



Company trip

MEAN WELL offers two company trips for employees each year. In addition to choices for domestic or overseas travel, the company has also held other more challenging events such as cycling across Hualien and Taitung, swimming across Sun Moon Lake, climbing Xueshan and so forth so as to offer more choices to employees.



Evergreen Club (for retired employees)

Found in 2014, the MEAN WELL Evergreen Club now has close to 30 members today. With the objectives of showing our respect for seniors, facilitating interaction and exchange for retired MEAN WELL employees and promoting their physical and mental health, members of the club enjoy benefits such as fruit baskets as gifts from time to time, annual luncheons along with outing activities in the fall.

The background features a pattern of overlapping hexagons in various shades of green and grey. The hexagons are arranged in a way that creates a sense of depth and movement. The colors range from a vibrant green to a light, almost white green, and some grey hexagons are interspersed among the green ones.

To Environment

Green at MEAN WELL

Just as the Electronic Industry Code of Conduct (EICC) as spelled out in the aspect of environment, environmental responsibility is an important component in the manufacturing process of products, and it refers to the mitigation of impact or effects on the environment and natural resources whilst protecting the health and safety of the general public.

MEAN WELL has always been a supporter of environmental protection as it is our way of fulfilling our environmental responsibilities. Not only that, we have also been hard at work to improve our environmental performance. The most significant example would be the introduction and certification to ISO 14001 environment management system, OHSAS 18001 and TOSHMS occupational safety and health management system at our primary production sites and the “environment, safety and health management system” is established at all our factories.

At the beginning of each year, all units will establish their annual targets and management solutions based on the company’s EHS policy and after a period of implementation, all units will refer to the outcome of EHS committee and management review meetings to verify the results. The “P-D-C-A cycle” will be used to ensure the due implementation of EHS activities and that MEAN WELL conforms to pertinent EHS regulations.

With EHS regulations as the basis and evaluating the potential environmental impact we could cause through the manufacturing process, we have adopted “energy management,” “water resource management,” “waste management” and “environmental protection education” at the core of our operations for continual improvements.

MEAN WELL’s EHS Policy

We, MEAN WELL, being aware of our responsibility of ESH (environmental safety and health) within the enterprise, is willing to ensure proper impact on the environment while conducting our operations of any activity, product and service.

We, MEAN WELL, hereby further make a commitment to:

1. Implement ESH management all over the company and thoroughly prevent and continuously improve pollution
2. Comply with eco-related regulations and other relevant requirements
3. Be devoted to develop energy-saving products, promote green supply chains, and minimize environmental impacts
4. Carry out the management of risk assessment evaluations and educational training, and achieve the goal of zero severe occupational accident
5. Fulfill the enterprise's social obligation to provide a safe and healthy working environment, and encourage employees to participate in activities related to the environmental protection and public welfare

Energy Management

MEAN WELL has been aggressively promoting relevant energy-saving projects. The promotion and implementation of these projects can be separated into management aspect and technical aspect, with items covering: burn-in energy-conservation system development, air-conditioning usage (fixed temperature activation/shutdown) management, energy saving solution for illumination, light fixtures with automatic detection, air-conditioner cooling efficiency improvement and so forth. Each year, we would set new targets for energy conservation and implement relevant measures to reduce energy consumption. Not only that, we would also incorporate solutions for energy-conservation and environmental protection when we construct new factories.

Year	Power consumption (W)	Output per kWh of power (USD/kWh)	Conversion into heating value (GJ)
2013	2,312,360	74.0	8,325
2014	2,516,120	75.3	9,058
2015	2,336,880	77.1	8,413
2016	2,505,280	72.7	9,019

Energy-saving solutions for 2015-2016

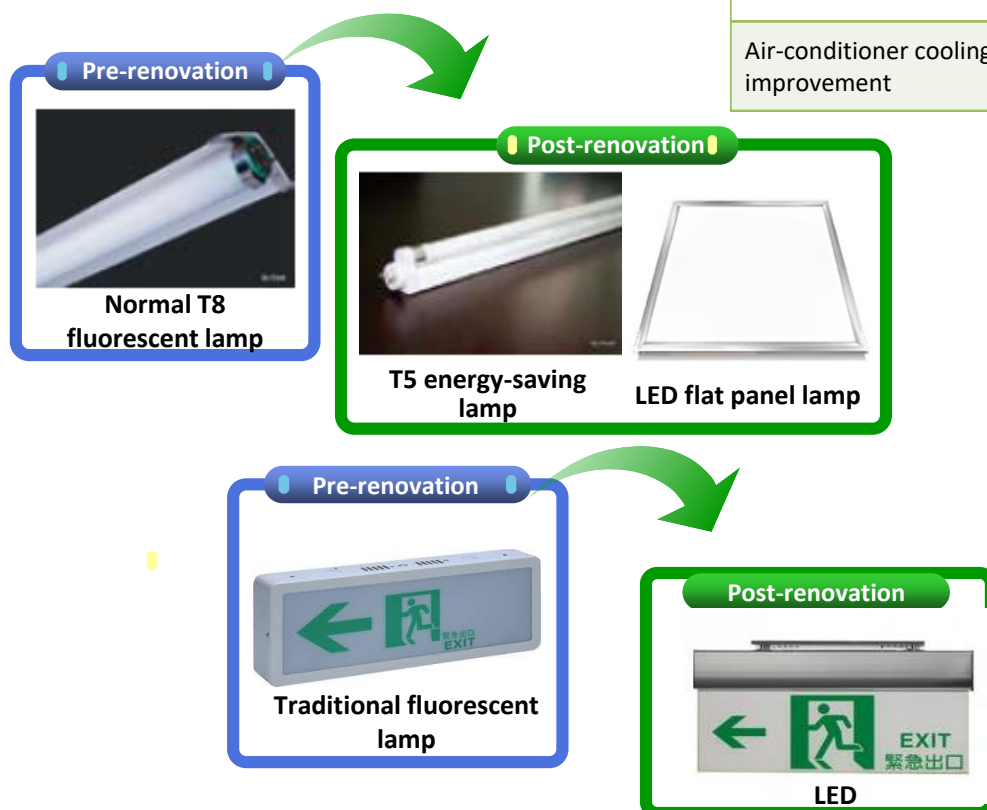
Burn-in energy-conservation system development

Air-conditioning usage (fixed temperature activation/shutdown) management

Energy saving solution for illumination

Light fixtures with automatic detection

Air-conditioner cooling efficiency improvement



Water Resource Management

According to the data from UN, approximately one-third of the world's population will be suffering from severe water shortage by 2025. Although MEAN WELL does not require substantial amounts of water for its processes and most of the wastewater generated comes from employees' day-to-day work and activities, due to our philosophies in environmental protection and resource conservation, we take the issue of water use efficiency at our factory very seriously. Not only that, steps have also been taken to ensure that the discharge of domestic wastewater is compliant with the pertinent regulations. All water used at the building is directly supplied by the Taiwan Water Company.

Wastewater regulation compliance

Even for the very limited amount of industrial wastewater, MEAN WELL has been duly processing its effluent as required by law. All discharge of wastewater at the science park is performed collectively by the administration, with routine water quality inspection carried out for specific items such as suspended solids (SS) and chemical oxygen demand (COD). Thus far, all inspection results showed MEAN WELL's wastewater discharge to be compliant to the general standards.

Additional installation of oil-water separation tank at the kitchen

At the 8F employee cafeteria, three oil-water separation tanks have been installed at the kitchen. The original separation tank under the burner used to be connected by hard tubing and has been replaced with soft tubing along with the addition of tools such as grease strainer for the cooks for cleaning purposes.



We also ask relevant personnel to record the cleaning of the tanks on a daily basis.

Improvement of water use efficiency

By adjusting the water pressure, installing water economizer on faucets and adjusting the duration of auto-flush valves in washrooms, we were able to save precious water resources.

Year	Water consumption (10,000 metric tons)	Average water consumption per person (1000L/person/month)
2013	9334	2.3
2014	10357	2.4
2015	10817	2.5
2016	10403	2.4

Waste Management

Here at MEAN WELL, wastes generated from the manufacturing process are separated into two primary types: domestic wastes and business wastes

Disposal of domestic wastes

Since a portion of domestic wastes contain resources that can be recycled and re-used, MEAN WELL has thus been implementing a waste classification and sorting while promoting the concept of waste sorting and resource recycling in its day-to-day operations. Each floor of the building is evaluated for waste classification and all units are required to filter the domestic wastes that can be recycled in order for such wastes to be processed for recycling and reuse while the remaining domestic wastes would be sent to the temporary storage area for regular disposal by the service provider.

Waste management solutions for 2015-2016

Domestic waste sorting and recycling rating management

Pallet recycling and re-use

Flux recycling and re-use

Used paper recycling and re-use

Disposal of business wastes

1. Pallet recycling and re-use guidelines: verify the sorting principles for pallet recycling; label and store the pallets can be recycled and dispose those that cannot be recycled and check with customers on the pallets that can be recycled (plastic/wooden pallets)
2. Flux re-cycling and re-use guidelines: verify the ingredients, ratio and dosage of flux recycled to determine the quantity recycled

Use of paper

With computerized systems and electronic operations, we have promoted paperless processes and recycled office paper as much as possible



Year	Business waste (KG)	Domestic waste (KG)	Total (KG)
2013	7,481	19,925	27,406
2014	11,633	18,201	29,834
2015	13,224	20,314	33,538
2016	11,988	21,154	33,142

Environmental Protection Education Activities

MEAN WELL adopted the conservation wetland at Guandu Nature Park back in 2014, and the wetland has been an artificially constructed area by the park in an effort to promote a sustainable environment. Due to its structural characteristics, the wetland offers functions such as purifying the water of the river, preserving the source of water in the area and creating an ideal environment as a habitat for different species. In terms of conservation, apart from the management of habitat, a significant portion of the issue traces back to the handling of problems created by mankind. Due to the ever-increasing human activities and growing need for more land, a significant part of the Guandu Plain has become residential areas and agricultural/industrial lands. The only wetlands at the southwest corner of the plain that remain today have become a valuable stopover site for migrating birds from East Asia. Not only that, the wetland also embodies a site of natural ecology in northern Taiwan. Through cooperative sponsorship, MEAN WELL has been offering constant support towards the protection of the wetland environment and natural resources at Guandu Nature Park. In the 2016 “Adoption of constructed field” program, we held a total of three agricultural work experience activities that began with the cultivation of lotus roots and after an extensive wait of 200 days, the crop was finally ready for harvest at the eco-friendly fields after a natural growing process. The harvested lotus roots were given to employees and their families as a souvenir for their efforts and a total of 114 members took part in the agricultural experience activities in 2016.





To Society

Charity Committee



MEAN WELL established its “MEAN WELL Charity Association” in 2000. Operating on the philosophy of “Taking from the Society and Giving back to the Society,” we have called upon our employees to take part in charity events and donations.

In 2008, the company founded the “MEAN WELL Charity Committee” and in addition to focusing on the promotion of charity events that relate to humanity, environmental protection and care, we have taken a step further to incorporate it as part of our corporate mission. By leveraging our modest influence, MEAN WELL has striven to promote peace and harmony in the society. In recent years, we have been actively promoting various events of charity and received the prestigious New Taipei City Outstanding Enterprise: CSR Award in 2012.

Our charity committee has designated April as the month of “MEAN WELL Environmental Protection Day” in which the company would organize a large-scale outdoor activity under the theme of environmental protection as we take the initiative to call upon the general public to cherish our planet by protecting our natural environment. MEAN WELL’s Charity Day falls in November each year and the event involves everyone at MEAN WELL to take concrete actions to care for those with physical/mental disabilities and members of disadvantaged minorities in need of assistance. Our “MEAN WELL Volunteer Day” (which falls on weekends) serve as opportunities for us to care for disadvantaged minorities such as The Mustard Seed Mission, Yu-Cheng Social Welfare Foundation and Retirement & Assisted Living Facilities in Bali.



MEAN WELL's Environmental Protection Day

I Love Tamsui River Event

Starting from the Earth Day in 2011, MEAN WELL has been organizing its “I Love Tamsui River” environmental protection event at locations such as Tamsui, Bali, Bitan and so forth by setting up a designated website for the event and inviting our collaborating partners, customers, employees and their families to take part. For the past six years, we have attracted more than 10,000 participants to join our cause, which emphasizes the advocacy of river preservation, cherishing the natural landscape along the banks of the river and protecting our historical sites. At the same time, we have also called upon the government to expedite the process of river improvement and sewage connection; sponsored environmental protection organizations to promote the conservation of Tamsui river ecology by organizing relevant cultural/environmental protection/recreational events that relate to Tamsui river.

For the 5th “I Love Tamsui River” event held in 2015, the event took place at the Gold Coast of Tamsui River. With performances from street artists along with refreshments such as coffee and light snacks, we invited everyone to join us as we sat by the river bank to enjoy the beautiful scenery of Tamsui whilst indulging ourselves in delicious coffee and pleasant music.

For the 6th iteration of the event, the Sustainable Development Education Center (Bali) was chosen as the main venue while we arranged for the “Charity Queen” to be involved in the donation for six social welfare organizations. By inviting our employees and collaborating partners, we raised more than NT\$ 500,000 in donations and hopefully the initiative could inspire more people to get involved as we work together to turn Tamsui into a beautiful river that is rich in humanity and environmentally friendly as an ideal location for recreation.

Date	Venue	No. of participants
2011.4.23	Danshui MRT Station Square	1500
2012.4.28	Tamsui Cultural Park	1771
2013.4.27	Sustainable Development Education Center (Bali)	2038
2014.4.26	Bitan East Bank Square	2143
2015.4.25	Tamsui Gold Coast	2200
2016.4.23	Sustainable Development Education Center (Bali)	2840



MEAN WELL's Charity Day

2015 "With Your Companionship" Charity Concert

"With your companionship" was the theme for the concert and we invited all guests to take with them the companions that mattered most to them; it could be their parents who raised them, their siblings who grew up along them, their friends/classmates from school, their romantic interests, their spouses, their colleagues in business and so forth. It was an opportunity for everyone to show their gratitude to their most important companion for being a part of their lives and sharing their tales of life.

The charity concert featured six performance groups and artists including Polar light Percussion Ensemble, the Country Duet, Olivia Tsao, Francesca Kao, Yong Lea, and Danny Shao. The concert moved with a smooth transition and was rich in meaning with the pieces performed and it turned out to be a great success.

2016 "Beautiful Life – Spreading the Love Together" Charity Concert

For the concert, MEAN WELL invited representatives from the 13 social welfare organizations that the company has been supporting to spread their love to the participants. These organizations cover different aspects of charity, such as children's welfare, senior citizen care, care for those with physical/mental disabilities, environmental protection promotion, music and culture and so forth while our business partners (including employees/customers/distributors/suppliers/collaborating partners) were encouraged to donate and support the aforementioned organizations. Within just a month, we raised a total of NT\$ 638,000 as members from 45 business partners joined our cause to spread the word of love. With such benevolence and care, we are confident that we can bring more beauty and richness to the lives of others!



MEAN WELL's Employee Day

Each year, MEAN WELL Volunteer Day is a regular event that takes place on several occasions as we offer our assistance to disadvantaged minorities and organizations. Recipients of our assistance are extensive and diverse in their areas of involvement and covers organizations that work with children, people with disability and senior citizens. Hopefully the experience of serving different demographics of disadvantaged people would help us gain a better appreciation of the society's needs.

Date	Content	No. of participants
2015.2.7	Tree-Climbing Fun + Guided tour of the park	48
2015.5.9	The Garden of Hope Foundation – Sweet Heart Workshop	47
2015.10.3	Hondao Senior Citizen's Welfare Foundation (Senior's day luncheon)	250
2015.12.5	Bamboo Curtain Studio	51
2016.1.9	Lecture by Shen Hsin-Ling	111
2016.3.5	Guandu Nature Park – Adoption of constructed field	38
2016.8.20	Guandu Nature Park – Adoption of constructed field	44
2016.10.1	Hondao Senior Citizen's Welfare Foundation (Senior's day luncheon)	250
2016.10.15	Guandu Nature Park – Adoption of constructed field	32



Event Organized and Donations

2015		2016	
Month	Name of activity/description	Month	Name of activity/description
12	Donation to Bamboo Curtain Studio	12	Donation to The Bleinders
12	Polarlight Percussion Ensemble	12	The Mustard Seed Mission – Charitable Auction and Art Exhibition at Agape Children’s Home
11	Donation to Yonghe Arts Association	11	Agape Children’s Home – Scholarship for the children
11	Sponsorship of fundraising luncheon for The Mustard Seed Mission	10	Hondao Senior Citizen’s Welfare Foundation (Senior’s day luncheon)
10	Agape Children’s Home – Scholarship for the children	10	Sponsorship of fundraising luncheon for The Mustard Seed Mission
10	Donation to Taiwan Social Welfare League	10	Rong-Guang Social Welfare Institution – Scholarship for the children
10	MEAN WELL Youth Scholarship	10	MEAN WELL Youth Scholarship
10	Rong-Guang Social Welfare Institution – Scholarship for the children	7	Donation to The Bleinders
9	Hondao Senior Citizen’s Welfare Foundation (Senior’s day luncheon)	6	Donation to Chung Yi Preschool
5	The Garden of Hope Foundation	5	Taiwan Fund for Children and Families – child adoption
5	Taiwan Fund for Children and Families – child adoption	5	Donation to the Environmental Education Regional Center
4	Donation to the Environmental Education Regional Center	5	Donation to School Campus Environmental Protection Promotion Foundation
4	Donation to Tamsui Culture Foundation	4	Donation to Charity River Queen
4	Donation to School Campus Environmental Protection Promotion Foundation	4	Agape Children’s Home – Scholarship for the children
4	Donation to Teco Technology Foundation	4	Guandu Nature Park – Adoption of constructed field
4	Donation to Takekan Creek Association	3	Rong-Guang Social Welfare Institution – Scholarship for the children
4	Donation to Bamboo Curtain Studio		
4	Rong-Guang Social Welfare Institution – Scholarship for the children		
2	Zhishan Cultural and Ecological Garden		

GRI G4 Index

General Standard Disclosures				
	Indicator	Description	Corresponding Chapter	Page no.
Strategy and Analysis	G4-1	statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability	Statement from the Management	3
Organizational Profile	G4-3	Name of the organization	About MEAN WELL	5
	G4-4	Primary brands, products and services	Products and Applications	7-8
	G4-5	Location of the organization's headquarters	About MEAN WELL	5
	G4-6	Number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report	About MEAN WELL	5-6
	G4-7	Nature of ownership and legal form	About MEAN WELL	5-6
	G4-8	Market served	Products and Applications	7-8
	G4-9	Scale of organization	About MEAN WELL	5-6
	G4-10	Breakdown of workforce	Employee Status	33-34
	G4-11	Percentage of total employees covered by collective bargaining agreements	Employee Status	33
	G4-12	Describe the organization's supply chain	Supplier Management	29-31
	G4-13	Significant changes during the reporting period	Awards	17
	G4-14	Report whether or not and how the precautionary approach or principle is addressed by the organization	Company Governance	11
	G4-15	List externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes to or which it endorses	Company Governance	11
	G4-16	Membership in associations	About MEAN WELL	5

General Standard Disclosures				
	Indicator	Description	Corresponding Chapter	Page no.
Identified Materials Aspects and Boundaries	G4-17	Report coverage of the entities in the consolidated financial statement	Editorial Policy	2
	G4-18	Process for defining the report content and the aspect boundaries	Stakeholders	13-16
	G4-19	List all the materials aspects identified in the process for defining report content.		
	G4-20	For each material aspect, report the aspect boundary within the organization		
	G4-21	For each material aspect, report the aspect boundary outside the organization		
	G4-22	Report the effect of any re-statements of information provided in previous reports and the reasons for such re-statements	Editorial Policy	2
	G4-23	Report significant changes from previous reporting periods in the scope and aspect boundaries.		
Stakeholder Engagement	G4-24	Stakeholder groups engaged by the organization	Stakeholders	13-16
	G4-25	Report the basis for identification and selection of stakeholders with whom to engage.		
	G4-26	Approaches to stakeholder engagement		
	G4-27	Response to key topics and concerns raised		

General Standard Disclosures				
	Indicator	Description	Corresponding Chapter	Page no.
Report Profile	G4-28	Reporting period	Editorial Policy	2
	G4-29	Date of most recent previous report		
	G4-30	Reporting cycle		
	G4-31	Contact point for questions		
	G4-32	a. In accordance' option, b. the GRI content index and external assurance		
	G4-33	Policy and current practice regarding external assurance		
Governance	G4-34	Governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making, environmental and social impacts.	Company Governance	9-10
Business Ethics and Integrity	G4-56	Values, principles, standards and norms of behavior such as codes of conduct and codes of ethics	Company Governance	11

Specific Standard Disclosures

General management guideline disclosure

Indicator	Description	Corresponding Chapter
DMA EC	Economic performance	Employee Benefits
	Market presence	Employee Benefits
	Indirect economic impacts	To Society
	Procurement practices	Supplier Management
DMA EN	Energy	Energy Management
	Water	Water Resource Management
	Effluent and waste	Waste Management
	Products and services	Manufacturing System
	Supplier environmental assessment	Supplier Management
DMA LA	Labor/management relations	Employee Benefits
	Occupational health and safety	Health and Safety
	Training and education	Employee Development
DMA HR	Non-discrimination	Company Governance
	Freedom of association and collective bargaining	Employee Benefits
	Child labor	Company Governance
DMA SO	Anti-corruption	Employee Status
DMA PR	Product and service labeling	Customer Relationship

Specific Standard Disclosures

Category: Economic

Indicat or	Description	Corresponding Chapter	Page no.
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Aspect: Economic Performance

EC3	Coverage of defined benefit plan obligation	Employee Benefits	37
-----	---	----------------------	----

Aspect: Market Presence

EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	Employee Benefits	37
-----	--	----------------------	----

Aspect: Indirect Economic Impacts

EC7	Development and impact of infrastructure investments and services supported	To Society	46-51
-----	---	------------	-------

Aspect: Procurement Practices

EC9	Proportion of spending on local suppliers at significant locations of operations	Supplier Management	29
-----	--	------------------------	----

Specific Standard Disclosures			
Category: Environmental			
Indicator	Description	Corresponding Chapter	Page no.
Aspect: Energy			
EN3	Energy consumption within the organization	Energy Management	42
EN6	Percentage of local residents employed as high-level management at significant locations of operations	Energy Management	42
EN7	Reductions in energy requirements of products and services	Innovative R&D	19-20
Aspect: Water			
EN8	Total water withdrawal by source	Water Resource Management	43
Aspect: Discharge of Effluent and Waste			
EN23	Total weight of waste by type and disposal method	Waste Management	44
Aspect: Products and Services			
EN27	Mitigation of environmental impact of products and services	Manufacturing System	25-28
Aspect: Supplier Environmental Assessment			
EN33	Significant actual and potential negative environmental impacts in the supply chain	Supplier Management	29-31

Specific Standard Disclosures

Category: Social

Indicator	Description	Corresponding Chapter	Page no.
Aspect: Labor/Management Relations			
LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Benefits	37
Aspect: Occupational Health and Safety			
LA5	Percentage of workforce represented in formal joint management worker health and safety committees	Health and Safety	38
LA7	Workers with high incidence or high risk of diseases related to their occupation	Health and Safety	38
Aspect: Training and Education			
LA9	Average hours of training per year per employee by gender, and by employee category	Employee Development	36
LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Employee Development	35
Aspect: Non-discrimination			
HR3	Actions taken in incidents of discrimination	Company Governance	11
Aspect: Freedom of Association and Collective Bargaining			
HR4	Supporting the right to freedom of association and collective bargaining in risk areas	Employee Benefits	37
Aspect: Child Labor			
HR5	Measures taken to eliminate child labor in risk areas	Company Governance	11
Aspect: Anti-corruption			
SO4	Communication and training on anti-corruption policies and procedures	Employee Status	11.34
Aspect: Product and Service Labeling			
PR5	Results of surveys measuring customer satisfaction	Customer Relationship	23



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