

📍 **Taipei Main Office**

4F, No. 39, Lane 15, Sec. 6, Minquan E. Road,
Neihu District, Taipei, Taiwan 114067
+886-2-8792-6000

📍 **Taichung Office**

10-1F, No. 360, Section 2, Taiwan Boulevard,
North District, Taichung, Taiwan 404302
+886-4-2310-1889


📍 **Kaohsiung Office**

4F and 8F, No. 693, Mingcheng 3 Road,
Gushan District, Kaohsiung, Taiwan 804613
+886-7-555-9378



2024

**TBMS International Corporation
ESG Performance Report**



TBMS 博而美國際股份有限公司

Content

About the Report	02
Message from the Chairman	03
About TBMS	04
01 Sustainable Governance	05
1-1 Corporate Governance	07
1-2 Risk Management and Control	10
1-3 Regulatory Compliance and Compliance	11
1-4 Participation of Domestic and International	12
1-5 Inventory of Material Topics	12
02 Products and Customer	15
2-1 Product Innovation and Quality Management	17
2-2 Supplier Management	26
2-3 Customer Relations and Services	27
2-4 Information Security and Customer Privacy	30
03 Happy Workplace and Education and Training	31
3-1 Workplace Safety and Care	33
3-2 Talent Development and Nurturing	34
3-3 Employee Care	41
04 Environmental Care and Social Welfare	43
4-1 Environmental Care	45
4-2 Social Welfare	46
Appendix	51

About the Report

TBMS International Corporation (referred to as TBMS) is dedicated to the mission of "Serving Life" and has long been concerned with corporate sustainability issues. The company voluntarily publishes an ESG performance report to respond to international sustainable development trends and to inform various stakeholders about TBMS's commitments and achievements. This report was prepared with reference to the GRI Global Reporting Standards published by the Global Reporting Initiative (GRI). Data on environmental and social aspects are based on relevant information occurring at the operating locations listed in the table below.

Reporting Period and Cycle

The information disclosed in this report covers the period from January 1, 2024, to December 31, 2024, detailing TBMS's specific actions and performance data in the economic, environmental, and social dimensions. The content has been reviewed and approved by the Sustainable Management Committee and verified by the Board of Directors. This report is the Third report published by TBMS, and it will continue to be issued annually. The report can be downloaded from TBMS's official website. Previous edition release date: December 2024 (disclosure period: July 1, 2022, to December 31, 2023)

Report Boundaries and Scope

The boundaries of this report consider financial materiality and industry relevance, covering TBMS and its affiliated company, TBM International Co., Ltd. The financial data regarding operational performance is sourced from the audited consolidated financial reports of TBMS and its affiliates, with all amounts expressed in New Taiwan Dollars. The data disclosed in this report comes from self-statistics and surveys, presented in commonly used numerical descriptions.

Operating Location	Address
Minquan Office No. 1 in Taipei	4F, No. 39, Lane 15, Sec. 6, Minquan E. Road, Neihu District, Taipei
Minquan Office No. 2 in Taipei	5F, No. 25, Lane 15, Sec. 6, Minquan E. Road, Neihu District, Taipei
Ruiguang Road Office in Taipei	3F and 4F, No. 8, Alley 30, Lane 358, Ruiguang Road, Neihu District, Taipei
Taichung Office	10-1F, No. 360, Section 2, Taiwan Boulevard, North District, Taichung
Kaohsiung Office	4F and 8F, No. 693, Mingcheng 3 Road, Gushan District, Kaohsiung

Contact Information

For any suggestions or inquiries regarding this report, please feel free to contact us:
TBMS International Corporation – ESG Office
Website: <https://www.tbms.com.tw/zh-tw/>
Contact Us: <https://www.tbms.com.tw/zh-tw/contact.php>
Phone: (02) 8792-6000
Email: esg@tbms.com.tw

Message from the Chairman

On the happy occasion of the release of TBMS International Corporation's third ESG Performance Report, I would like to express my sincere gratitude on behalf of the Company to our partners who have expressed long-term care and support for us.

Since its establishment in 1984, TBMS has consistently adhered to the corporate mission of "Serving Life." We are dedicated to introducing high-quality medical devices to Taiwan, thereby elevating domestic healthcare quality as well as domestic healthcare industry standards. As a distributor of medical devices and equipment, we recognize that our role extends beyond mere product supply. We are also committed to roles in professional consultation, market promotion, and comprehensive customer services. Over the past four decades, we have continued to serve as a crucial bridge between manufacturers, medical institutions, and clinical healthcare professionals, and also cultivated a platform for domestic and international medical professionals to engage in exchange, fostering medical education and technological advancement.

TBMS is rooted in Confucianism and upholds the five core values of our company culture: professionalism, integrity, commitment, teamwork, and sustainable growth. These values are integrated into our daily operations and is deeply reflected in our ESG strategy blueprint. After the incorporation of ESG concepts in 2020, we published our first ESG performance report in 2022, marking the starting point of corporate governance in TBMS. The publication of our second ESG performance report in 2023 shared the deepening of our sustainable initiatives; and the publication of our third report in 2024 further demonstrated TBMS's continued improvement and determination to fulfill its sustainability commitments through action.

Looking back on 2022-2024, we have made substantial progress in both operational performance and sustainability. The Company has achieved record annual revenues for two consecutive years, with the Group's revenue exceeding NT\$2 billion for the first time in 2023. Our workforce has surpassed 200 employees, reflecting steady growth momentum. At the same time, the establishment of the Oncology Medical Channel Department and the Radiological Diagnosis Channel Department completed our product line and expanded our service range, thereby enhancing clinical care options for clients and patients.

In 2024, building on momentum accumulated over previous years, we achieved more substantial results in social care, employee benefits, education and training, and cultural development. For the first time, we also introduced a "social impact competition" that combined philanthropic initiatives with business operations. Through this innovative approach, employees implement sustainability principles in their daily work, thereby closely linking social value with professional engagement.

In our ESG practices, we continue to adhere to the "Five Sustainability Principles" strategic blueprint, driving diverse and systematic sustainable actions through Corporate Governance, Customer Service, Education and Training, Environmental Care, and Social Welfare.

In terms of Corporate Governance, we continuously optimize our quality management system and strengthen cyber security protection. In an era of mounting hacker attacks and information security threats, the issue of information security became a key sustainability theme for TBMS in 2024. From 2022 to 2024, TBMS obtained the Medical Device GDP certification and Pharmaceutical GDP Certification, further demonstrating our commitment to excellence in quality and rigorous management.

Customer service has always been our core priority. The Company's internal professional training system has been highly regarded by our partners, continuously cultivating professionals capable of responding promptly to customer needs. We have also invested significant resources in supporting medical education and clinical exchanges, as well as implementing digital customer satisfaction surveys during system upgrades to increase feedback timeliness and service improvement efficiency.

In Education and Training, the "Living Water Program" delivered outstanding results: employee stock ownership increased from 6.98% in 2020 to 14.74% at the end of 2024, implementing the philosophy of "collaborative governance and shared prosperity", enabling employees to grow together with the Company and take part in achievements.

In Environmental Care, we have implemented additional energy-saving measures internally, promoted various digital workflows to reduce paper consumption, and encouraged employees to adopt environmentally friendly behaviors in their daily activities. Social Participation remained centered on "Care for life." The series of activities this year for the 39th anniversary included not only continued public blood donation, but also incorporated a corporate family day, marine environmental care initiatives, the promotion of eco-friendly tableware and shopping bags, DEI initiatives, and other sustainability actions that were well-received by employees, partners, and the community.

These results demonstrate that sustainable development has become deeply ingrained in TBMS' corporate DNA and has become a significant driving force behind our advancement.

Looking ahead, TBMS will continue to uphold its corporate culture of "Confucian Entrepreneurs", deepening its ESG strategic framework and further integrating sustainability principles more closely into our business operations. We aim to create greater value for the sustainable development of Taiwan's medical industry alongside the Company's growth.

Finally, I would like to express my sincere gratitude to all our colleagues, clients, partners, and members of the community for their support and trust. Let us work together to create a healthy, prosperous future.

TBMS International Corporation
Chairman **Teng Hsien-Yi**




About TBMS

With the mission of "Serving Life," TBMS has been dedicated to introducing advanced medical technology and equipment globally for 40 years, helping to elevate Taiwan's medical standards. Through these sustained efforts, TBMS has established itself as a highly regarded medical device and equipment importer and agent in Taiwan.



Basic Information

Company Name	TBMS International Corporation	Industry	Retail sale/wholesale of medical equipment and devices; for primary brands, refer to the official website
Chairman	TENG Hsien-Yi	HQ Address	4F, No. 39, Lane 15, Section 6, Minquan East Road, Neihu District, Taipei City
Capital Size	\$325 million		

Operational Business Revenue Proportion (Items / Ratio)				
Medical Practice Business Group	Surgical Operation Solutions Business Division	Imaging / Vascular / Diagnostic Radiology Solutions Business Group	Critical Care Business Group	Customer Service Department
30%	12.5%	29.5%	22%	6%

Core Values

TBMS Group's foundation is deeply rooted in Confucian philosophy, integrated with modern management science to form the "Four-Fold Theory of Sustainable Confucian Commerce," encompassing "Business Management," "Confucian Thought," "Education and Learning," and the "Living Water Program." These four dimensions establish a framework for sustainable operations. Through comprehensive discussions, the management team has identified five core values—Professionalism, Integrity, Commitment, Teamwork, and Sustainable Growth—that align with the Confucian virtues of Benevolence, Righteousness, Propriety, Wisdom, and Trust, serving as daily guiding principles for TBMS employees to fulfill the mission of "Serving Life."

Professionalism

We deeply understand that every piece of medical equipment is ultimately entrusted with "life." Therefore, our expertise is rooted not only in the careful selection of each medical system but, more importantly, in the professional training and competence of our personnel. Achieving the perfect integration between people and equipment is our highest principle in providing the medical field with the most efficient and comprehensive service quality.

Teamwork

Our family-like team structure allows us to both divide tasks and collaborate seamlessly. Every service we provide to medical institutions and every solution we offer is the result of strong teamwork. So, no matter where you are, the "TBMS" team is right there with you.

Commitment

In addition to actively providing advanced medical equipment and devices from around the world, we are deeply committed to supporting the growth of the medical industry. "What we promise, we deliver; what you haven't thought of, we anticipate for you." This is our corporate commitment.

Integrity

Integrity and customer-first. With patience, diligence, and a willingness to go the extra mile, we strive to fulfill client needs promptly, offering high-quality medical equipment and continuous after-sales service. This is our comprehensive and consistent service standard for our clients.

Sustainable Growth

From staying attuned to new trends in medical equipment advancements to enhancing personnel expertise and expanding business operations, the TBMS team strives for well-rounded corporate growth, creating a vibrant community where products, people, and the company evolve in harmony.



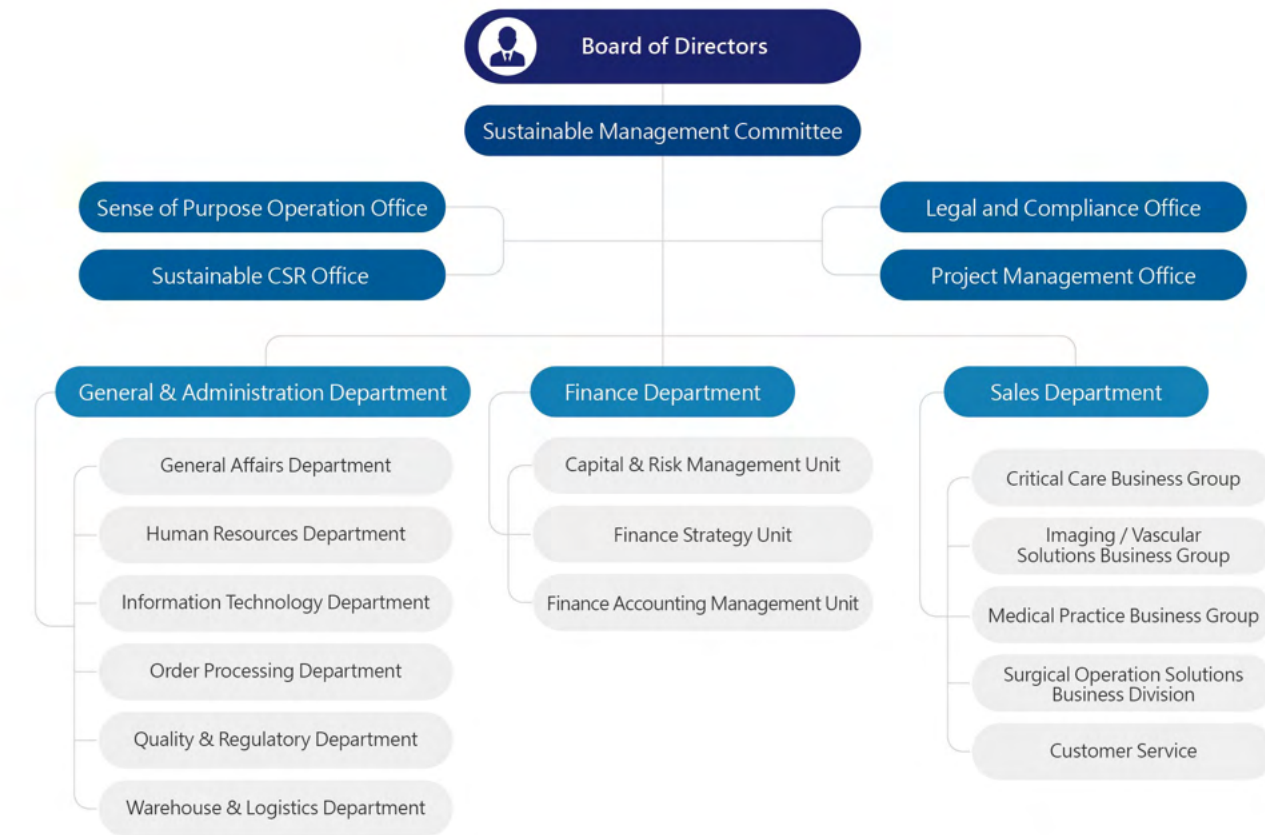
Chapter

01

Sustainable Governance

1-1 Corporate Governance

The Company's governance is centered on the Board of Directors, which serves as the highest governing body responsible for guiding the Company's operational strategy and overseeing its performance. A Sustainable Management Committee is established under the Board of Directors to serve as the driving force for the Company's sustainability initiatives.



1-1-1 Board of Directors

The members of the Company's Board of Directors include Chairman Mr. Moses Teng, Director Ms. Teng Lin Hsueh-Hui, Director Mr. Chuang Cheng-Sung, and Supervisor Mr. Fan Rui-Ying. The term for directors and supervisors is three years, and they may be reelected for consecutive terms. The Board of Directors meets at least twice a year, during which the Chief Financial Officer and a representative from the Sustainable Management Committee report on the Company's financial performance, operational results, and administrative governance. In addition, significant investments, major project progress, and senior personnel changes are also reported to the Board of Directors.

1-1-2 Sustainable Management Committee

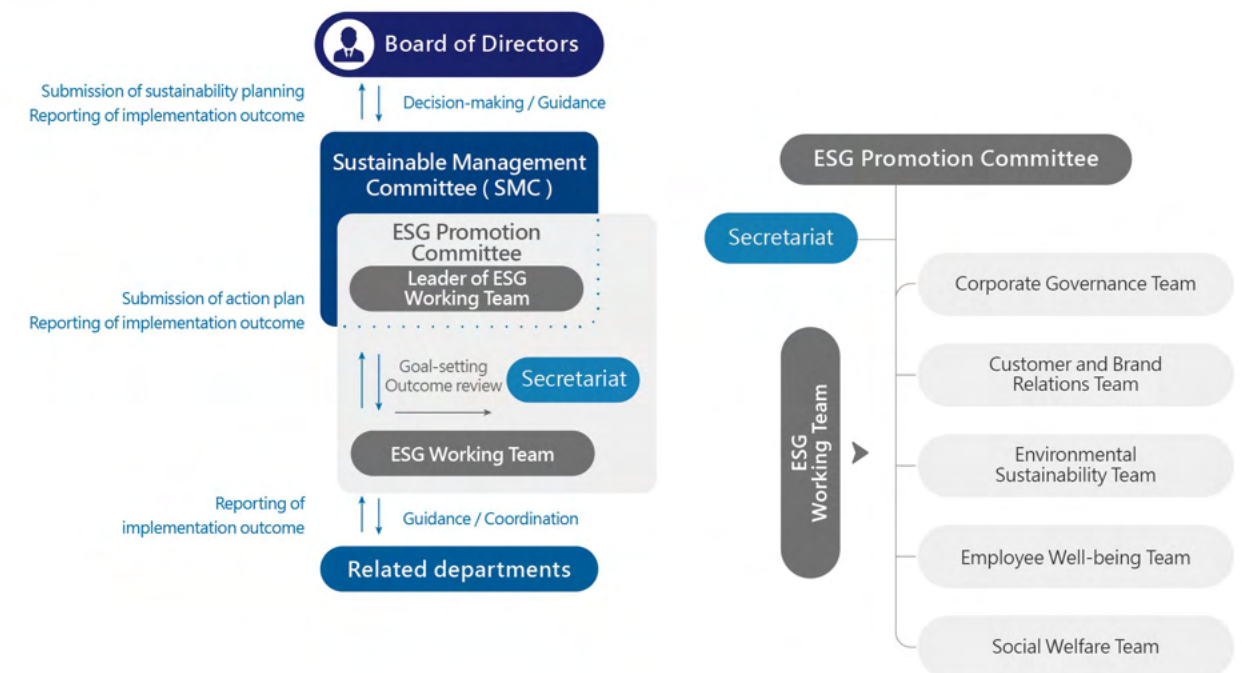
The Company designates the Sustainable Management Committee as the highest operational execution unit. Under its supervision, the ESG Promotion Committee continues to advance our ESG strategy blueprint, Five Core Values of TBMS, which includes five main pillars: Corporate Governance, Customer Service, Environmental Sustainability, Happy Workplace, and Social Welfare. Each team is responsible for promoting action plans related to its respective area.

Aspects of Sustainability Strategy	Reporting Procedure to the Board of Directors
Corporate Governance	Meetings were convened semiannually in 2023 and quarterly in 2024. Each responsible department reported the progress of sustainability projects to the Sustainable Management Committee ; the Sustainable Management Committee reports on each team's key achievements,goals, and budget during the biannual Board of Directors meetings.
Customer Service	
Happy Workplace	
Social Welfare	
Environmental Sustainability Team	

Table : ESG Promotion Committee Practices

The Sustainable Management Committee regularly reports important matters related to the Company's operations to the Board of Directors, and the Board of Directors is responsible for overseeing the governance performance of the Management Committee. The Chairman serves as the Chairperson of the Sustainable Management Committee and convenes and presides over committee meetings (at least once a month) for important company decisions. All six committee members collectively make decisions and ensure that The Five Core Values of our Company Culture are fully implemented and reflected on operational performance, shareholder equity, and sustainable succession.

For major critical events, preliminary data compilation and evaluation are conducted by the authority units according to their nature. The opportunities, risks, and proposed actions are then reported to the Management Committee for discussion and joint decision-making by the members of the committee. The authority units implement the decisions of the Management Committee and report the results back to the committee. Variations in major business decisions are reported to the annual Board of Directors meeting by the Management Committee for approval before execution. Key discussion matters in the past two years have included Key Talent Equity Grant Program, Subsidized Employee Stock Ownership Plan, ESG action plan, the consolidation and establishment of the Sales Department, the acquisition of office property, and the optimization of information systems and cyber security protection.



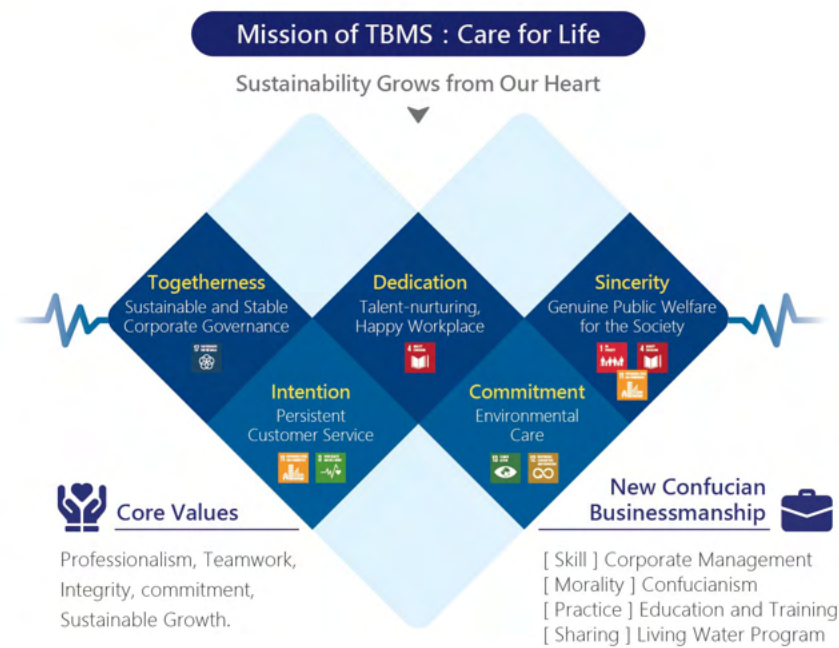
Blueprint of Sustainability Strategy

According to Mr. Moses Teng, the founder of TBMS, the consideration in the process of business operation and wealth creation should not only be based on immediate benefits. TBMS, guided by the mission of "serving life," endeavors to provide services that not only help solve medical problems but also create value in the face of the profound meaning of life. Driven by the principle of goodness, we at TBMS are committed to fulfilling corporate responsibility with all employees.

Since 2019, TBMS, under the counseling of KPMG Sustainability Consulting Co., Ltd., has begun establishing an ESG implementation framework and has progressively refined it in recent years. The Company systematically reviewed the material issues and potential impacts at its operating locations and used that as a basis to develop the Five Core Values of Our Company of the Blueprint of Sustainability Strategy as the core policy for its sustainability management.

The main pillars of the strategy include Sustainable and Stable Corporate Governance, Persistent Customer Service, Talent-nurturing, Happy Workplace, Environmental Care, and Genuine Public Welfare for the Society, aligning with the United Nations Sustainable Development Goals (SDGs) of SDG 1, SDG 3, SDG 4, SDG 11, SDG 12, SDG 13, and SDG 17, as well as the spirit of the GRI Standards. The Company is coordinated and supervised by the Sustainability Management Committee, which has continued to deepen sustainability actions and to strengthen strategy implementation and improvement of outcomes.

Five Approaches



The heart is the first organ that functions and represents the planning and implementation of TBMS's sustainability blueprint strategy.

A normal functioning heart is crucial to life, underpinning views of the critical importance of sustainable strategy.

Each approach are heartbeats driving TBMS ESG positively and towards a better future.

TBMS' ESG Action Plans

Aspects of Sustainability Strategy	Action Plan
Corporate Governance	Succession framework of sustainable operation, shared outcomes Living Water Program, continuous optimization of quality management system, establishment of compliant supply chain, strengthening of information security protections
Customer Service	Regular supplier evaluations of original equipment manufacturer and customer satisfaction survey
Environmental Sustainability Team	Waste reduction, electricity conservation program, employee electric vehicle subsidy, reduction in packaging material use and resource recycling and reusing, reduction plan of single-use disposable tableware, paper-saving plan, refurbishment and reuse of medical equipment
Happy Workplace	Future Career Experience Program (Internship Program), Corporate Family Day, DEI Workshop
Social Welfare Team	Care for Sick Children, Health Education and Promotion, medical equipment donation, USR collaboration with Chung Yuan Christian University

1-2 Risk Management and Control

TBMS is well aware that the medical device industry, with the development of technology and the pursuit of life quality by human, has a promising future but also faces various unexpected and unpredictable risks. In order to strengthen the Company's ability to respond to risks, the Company has established authority units for four major risk categories: Quality Risk – Quality and Regulatory Department, Financial Risk - Finance Department, Information Security Risk - Department of Artificial Intelligence Information Management, and Agency Business Administrative Risk - Order Processing Department. Each responsible department reports to the Management Committee on the implementation status and effectiveness of the internal risk control system on a monthly basis, and issues warnings periodically in response to changes in external risks, in order to achieve early preparation and reduce operational risks.

Risk Type	Quality Risk	Financial Risk Management	Information Security Risk Management	Risk Management for Order Processing Department
Authority unit	Department of Quality & Regulatory	Finance Department	Department of Artificial Intelligence Information Management	Order Processing Department
Key control items	<ul style="list-style-type: none"> Effectiveness of quality system processes Regulatory trends monitoring Warning notice for license expiry Control of medical device storage and transportation conditions Medical device source and flow records 	<ul style="list-style-type: none"> Management of risks related to import exchange rates Management of operational risk diversification across multiple product line Management of operating cash flow risk Management of operational efficiency for the Company and product lines 	<ul style="list-style-type: none"> Information Security Risk Management Organization Information Security Policy and Procedures Safety standards and risk assessment Safety awareness and education training Internal control and audit of information security 	<ul style="list-style-type: none"> Management of inventory turnover rate Management of obsolete / expiring inventory Audit and control of internal administrative operations

1-2-1 Quality risk management

TBMS establishes a review procedure of quality management, which is conducted annually to comprehensively audit the operation of the quality management system, including the results of internal and external audits, the effectiveness of processes, the progress of corrective and preventive measures, the latest trends in medical device regulations, and the achievement rate of annual quality objectives. It also evaluates whether the annual quality policy needs to be revised.

In addition, a risk management procedure has been established for quality management. Every year, feedback information on product launch is collected, including analysis of finished product inspection with Chinese labels, customer satisfaction, complaint handling, adverse events of similar products, and the impact of new regulations on product sales. This information is compiled in the "Annual Risk Management Review Report." In addition, an electronic warning notification system has been implemented for medical device licenses and manufacturing licenses (QSD/GMP). Between six months and one year before the license expires, the system automatically sends an email to the product specialist to remind them to initiate an extension plan. For products with expired licenses, the electronic system automatically imposes purchasing restrictions to prevent the company from purchasing medical devices without government approval.

1-3 Regulatory Compliance and Compliance

TBMS values Ethical Practice Principles and has established a "Employees' Code of Conduct." All new employees receive a briefing on the content of the code of conduct from the Company's legal department on their first day of work and sign an 'Acknowledgement and Agreement Form for Employees' Code of Conduct.' Furthermore, communication and training on anti-corruption are conducted for directors, employees, and business partners. In 2023, there were no incidents of corruption, violations of anticompetitive behavior, anti-trust and monopoly practice, or any illegal activities related to environmental protection and socio-economic issues.

In the future, TBMS hopes to establish an effective risk management mechanism, starting with employee awareness and behavior to internal mechanisms and processes, and extending external supply and sales chains. The goal is to establish a model of responsible corporate governance. In the short term, we will train key employees who have a thorough understanding of compliance requirements. In the medium to long term, we will develop a comprehensive internal control system.

Results of Anti-Corruption Training Over the Years

Targets of training	2022			2023			2024		
	Number of people who should receive training	Number of people who actually received training	Training completion ratio	Number of people who should receive training	Number of people who actually received training	Training completion ratio	Number of people who should receive training	Number of people who actually received training	Training completion ratio
Director/Supervisor	4	3	75%	4	3	75%	4	3	75%
Management staff	58	58	100%	48	40	83%	56	48	85%
Nonmanagement staff	143	134	95%	167	134	80%	161	137	85%

1-4 Participation of Domestic and International Organizations

Participating Organizations or Associations	
	Taipei Medical Instruments Commercial Association
	Taipei Pharmaceutical Business Association
	Importers and Exporters Association of Taipei

1-5 Inventory of Material Topics

TBMS values stakeholder feedback and engages in communication with our customers, employees, government agencies, suppliers, and the general public to identify and evaluate material topics of the Company.

The evaluation process and identified material topics are as follows:

- Identification: After data compilation, 13 sustainability topics were selected with reference to TBMS' 2023 material topics and considering the Company's organizational context, as well as common issues in the domestic and international medical device industries.
- Analysis: An inventory of positive and negative impacts for the aforementioned 13 sustainability topics was compiled according to the Company's organizational context. Colleagues from various departments of the Company and stakeholders were then invited to participate in a material topic identification questionnaire. Stakeholders were invited to score, for each topic, the impact level, likelihood, and level of concern from the environmental (E), social (S), and corporate governance (G) dimensions.
- Sorting and Confirmation: The impact level scores and likelihood scores were summed for each topic's positive and negative impacts. The total scores were then ranked, and topics with both positive and negative impact rankings in the top one-third were designated as the material topics of the Company.

1-5-1 Material Topics and Impact Boundaries

Material topics	Importance to TBMS	GRI-specific topics	Corresponding Chapter
Product Quality and Labeling	Medical device products are directly related to patient health and safety. Clear product labeling and quality management ensure that the products comply with regulatory standards. Providing medical device products with regulatory labeling helps enhance customer trust and the reputation of TBMS, and also contributes to maintaining the wellness of the medical device market and the competitiveness of the Company.	GRI 417 Marketing and Labeling	CH2
Regulatory Compliance and Regulations	The medical device industry is highly regulation-driven. Regulatory compliance is therefore not only a basic operational requirement, but is also critical to obtaining product marketing authorizations and maintaining business operations. Strict adherence to applicable laws, medical device standards, and the market entry requirements of each country can reduce legal and compliance risks and prevent penalties and reputational damage. It is therefore necessary to continuously strengthen internal compliance management systems and ensure the Company's sustainable development.	GRI 2-27 Compliance with laws and regulations	CH1
Waste Reduction	The medical device manufacturing process involves a variety of raw materials and packaging materials. Improper waste management results in environmental burden and increases operating costs. Effective waste management helps to increase resource-use efficiency, reduce environmental impact, and comply with applicable environmental regulations. The promotion of waste reduction, waste sorting and reuse, and recycling resources not only reduces operational risk but also demonstrates TBMS' commitment to environmental protection and sustainability responsibilities.	GRI 306 Waste	CH4
Information Security and Customer Privacy	Following the trends of smart and digital medical devices, information security and customer privacy protection have become critical issues for corporate sustainable operation. Medical device products involve sensitive medical information and personal data; improper protection of this information could result in legal liability, reputational loss, and reduced customer trust. TBMS is continuing to strengthen its information security management system and data protection measures to safeguard the data of customers and partners, demonstrating our commitment to protecting patients' rights and privacy.	GRI 418 Customer Privacy	CH2

1-5-2 Management Policy for Material Topics

Material topics	Commitment	Management measures	Responsible unit	Communication channel
Product Quality and Labeling	TBMS commits to provide customers with compliant and legal products, and to provide reliable and satisfactory services while respecting customer needs.	Establish quality activity monitoring indicators and ensure that monitoring results meet target values. Any deviations will prompt the implementation of corrective measures. Since 2021, the Company has adopted standard processes for the import, storage, transportation, and sales of medical devices in accordance with the "Regulations of Medical Device Good Distribution Practice." In 2022, we obtained the certification of Medical Device Good Distribution Practice (GDP), and we will continue to undergo audits every three years.	Customer Service Department, Quality and Law Department, Warehouse & Logistics Department	Quality and Law Department : qrteam@tbms.com.tw
Regulatory Compliance and Regulations	TBMS is committed to complying rigorously with domestic and international regulations and standards, continuing to strengthen internal compliance management, ensuring that operations are lawful and compliant, and safeguarding our corporate reputation and sustainable development.	Establishment of a corporate and employee code of conduct, healthcare compliance guidelines, and workplace rules and a strict requirement for employee compliance, as well as implementation of a pre-expenditure review and control mechanism to ensure the compliance of all types of commercial activities with applicable laws and regulations; proactive alignment with suppliers' compliance standards and implementation of regulatory education and training.	Quality and Law Department	Quality and Law Department : Legal@tbms.com.tw
Waste Reduction	TBMS is committed to implementing waste reduction, sorting, and recycling; to continuously increasing resource-use efficiency; and to waste management that is compliant with environmental protection regulations, thereby reducing environmental impact and contributing to a sustainable future.	Asset management regulations and systems were implemented to improve asset utilization efficiency and the mechanism for replacing or donating obsolete items. Legally compliant waste disposal contractors were engaged to lawfully handle medical and general waste.	General Affairs Department, Warehouse & Logistics Department	General Affairs Department : GA@tbms.com.tw
Information Security and Customer Privacy	TBMS is committed to strengthening information security management and data protection, to rigorously safeguard the privacy of its customers and partners, to ensure information security, and to establish trustworthy collaborative relationships.	TBMS' information security guidelines are primarily based on the ISO 27001 and NIST frameworks and ensure the confidentiality, comprehensiveness, and usability of information.	Department of Artificial Intelligence Information Management	Department of Artificial Intelligence Information Management : it.external@tbms.com.tw



Chapter

02

Products and
Customer Service

2-1 Product Innovation and Quality Management

2-1-1 Health Care Technology Innovation

TBMS has been in business for 40 years since its establishment in 1985, dedicating to introducing global medical equipment and devices with advanced technology. This not only enhances the domestic healthcare standards but also makes TBMS a prominent medical equipment and devices importer and distributor in the country. With an extensive extension into various medical fields, professional training personnel and clinical staff, and years of specialized experience, TBMS integrates cross-disciplinary expertise to maximize comprehensive effectiveness of medical professionalism. The vision and principles for technology innovation in the Company's operational departments are as follows:



Imaging / Vascular / Diagnostic Radiology Solutions Business Group

The vision and principles for Health Care Technology Innovation

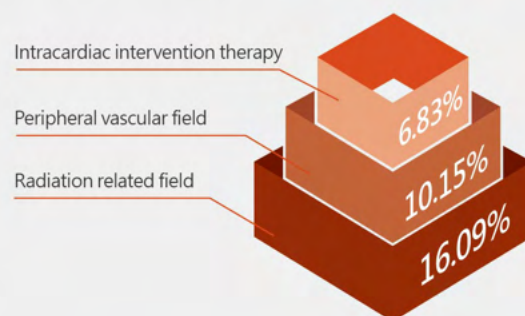
The business group has always strived for the comprehensiveness of vascular interventional therapy. Initially, the business group only had the procedure for cerebral vascular stroke in the Radiology Department. It has gradually expanded to include procedures in the Cardiology Department, such as cardiovascular stenosis and arrhythmia, and in the Peripheral Vascular Department, such as peripheral vascular stenosis and venous embolism. This allows the business group to provide patients and clients with more comprehensive services in the field of interventional therapy. In addition to expanding the breadth of the interventional field, the business group also focuses on in-depth promotion. We not only provide products and services for the main procedures, but also continuously seek products that can help patients and doctors during surgery to increase the precision of therapy and the comfort of patients.

Furthermore, the business group actively expanded its business scope by establishing the Department of Oncology and the Diagnostic Radiology Department in 2023 and actively expanded its product line, aiming to serve hospitals of all levels across Taiwan through a channel-based operation model and benefiting more patients in need.

Key Development

We have continuously introduced therapy such as BIOTRONIK peripheral vascular stenosis therapy, Argon peripheral vascular thrombectomy therapy, and Merit drug-eluting beads tumor embolization therapy.

We are committed to increasing the market share and penetration of these products. The following estimates the market share in Taiwan based on TBMS's sales revenue:



Global Agency Brand List



Dental Business Division

The vision and principles for Health Care Technology Innovation

We were the first to introduce the innovative concept of DENTAL SPA to the dental market in Taiwan with "O'Fine Dental" as our core brand, breaking away from the traditional idea of dental clinics being limited to oral treatment. By integrating dental expertise with aesthetic medicine techniques, we provide patients with comprehensive aesthetic enhancement services that extend from the teeth to facial features. We believe that beauty goes beyond surface-level adjustments and stems from the holistic harmony of skeletal structure, bite alignment, dental arrangement, muscles, and facial expressions. Therefore, O'Fine Dental emphasizes an overall, "inside-out" improvement that enables procedures such as orthodontics, restorative treatments, or implants to also enhance facial harmony and patients' overall confidence.

This cross-disciplinary, integrated model of dental aesthetic care combines the precision of medical expertise with the comfort of aesthetic-medicine treatments, delivering safer, more effective, and longer-lasting results for patients, while enabling clinics to offer high-value, differentiated services. Through promoting O' Fine Dental, we aspire to become a leader in the integration of dental aesthetics and aesthetic medicine, elevating Taiwan's dental industry to a higher level. We aim to advance smile aesthetics 2.0 as the new industry standard, realizing a future where health and beauty coexist.

Key Development

On the technical front, we have introduced multifunctional aesthetic-medicine equipment and treatments, incorporating advanced technologies such as the V-Series V20 system into dental clinics. By integrating functions including radiofrequency and pulsed light, we not only reduce space and cost requirements but also shorten the learning curve, enhancing treatment safety and operational efficiency. These technological innovations enable dentists to master combined treatments more rapidly, seamlessly connecting dental care with facial aesthetic treatments to deliver a new experience for patients that upgrades clinic value along with patients' holistic health and beauty.

In terms of services, we adopted a comprehensive 360-degree structural design approach that incorporates comprehensive planning of bite alignment, dental arrangement, facial muscle tension, and expression lines, thereby empowering dentists to define what aesthetic enhancement means. This enables clinics to carry out orthodontics, restorative treatments, implants, teeth whitening, and facial rejuvenation concurrently, creating differentiated advantages and long-term competitiveness. At the same time, we emphasize patient experience by providing a more relaxing and comfortable treatment environment.

Global Agency Brand List



Aesthetic Business Division

The vision and principles for Health Care Technology Innovation

In terms of Health Care Technology Innovation, the department focuses mainly on equipment used in dermatology and plastic surgery. We are reviewing the coverage of our existing product line and equipment.

We will be reaching out and negotiating with suppliers of products that have been approved by EU CE and US FDA, through international exhibitions, online searches, and recommendations by foreign doctors.

Key Development

Introducing the Potenza microneedling device from the original manufacturer Cynosure & Lutronic, we are moving towards the role of a comprehensive supplier in the aesthetics field, providing microneedling for use by aesthetics physicians (in various departments such as dermatology, plastic surgery, gynecology, and rehabilitation) to improve the skin quality of patients. Over 50 units have been sold since 2022.

Global Agency Brand List



Surgical Business Division

The vision and principles for Health Care Technology Innovation

The long-term goal of the Surgical Access Business Group is to establish a surgical access platform. The department is dedicated to providing high-quality medical devices for surgery. In addition to neurosurgical products, we are also actively developing spinal, surgical, and overall surgical-related equipment and devices. We aim to expand our product line to include supplies and equipment for the entire operating room, offering high-quality products and services. Through systematic talent development and training, as well as the introduction and development of new products, we strive to become the most trusted partner in the surgery field, jointly creating a high-quality medical environment and achieving continuous growth and sustainable development.

Key Development

Integra electrosurgical units, KLS Martin craniofacial bone screws and plates, and Merit spinal-related product line have been successively introduced, continuously increasing the market share of products.

And we collaborate with ZEISS to develop surgical microscopes for the neurosurgery and plastic surgery markets in central and southern Taiwan.

Global Agency Brand List



Medical Supplies Business Division

The vision and principles for Health Care Technology Innovation

The Medical Supplies Business Division primarily serves hospital intensive care units, including emergency departments and anesthesia departments. The products are consumables required by clinical patients on a daily basis. The department's future development will focus on self-pay intensive care products and preventive consumable products for intensive care. Examples include preventive products for pressure injuries and self-pay products for difficult wounds. This will allow the department and team to introduce a greater variety of products to customers in the intensive care channel.

Key Development

The Medical Supplies Business Division plans to introduce Mölnlycke's advanced dressings in 2024. These advanced dressings include special processes and innovative treatment applications, allowing patients to move freely and providing excellent waterproofing. They also allow difficult wounds to receive oxygen therapy from the outside. Acting as a distributor for Mölnlycke's advanced dressings will contribute to the development of high-end medical materials in the medical supplies department and help establish a higher level of trust with customers.

Global Agency Brand List



Intelligent Medical Integration Division

The vision and principles for Health Care Technology Innovation

The Intelligent Medical Integration Division focuses on selling products needed by hospital intensive care units, including physiological monitors and ultrasound machines. The future direction of product development will focus on intelligent assistance devices, such as the artificial intelligence software developed by Konica and the Kosmos AI ultrasound software, which are expected to help busy intensive care units improve medical decision-making efficiency.

Key Development

The Intelligent Medical Integration Division will continue to develop and introduce innovative artificial intelligence products to expand its professional sales customer base. Artificial intelligence technology helps shorten the decision-making time for clinical personnel, enabling better clinical interpretation in a limited resource environment. It also contributes to the development of business areas with more professional competitiveness in this department.

Global Agency Brand List



Customer Service Division

The vision and principles for Health Care Technology Innovation

The digitization of medical reports is currently the main focus of development, with the goal of achieving real-time transmission of maintenance reports to customers while improving the convenience of file collection.

The Customer Service Division has set a target utilization rate for electronic work orders, aiming to reach 96% by 2024 and 98% by 2025.

Key Development

The medical report contains a lot of maintenance information. Through the electronic work order platform, the maintenance information will be further integrated and a customer service report will be generated.

Supervisors will be able to grasp the service situation through the report and use it as a basis for quantitative management.

2-1-2 Quality Management

The quality stability of medical instruments and equipment is closely related to patient health and safety. The Company provides clear product labeling and quality management to ensure that the products comply with regulatory standards. Providing medical device products with regulatory labeling helps enhance customer trust and the reputation of TBMS, while also maintaining the wellness of the medical device market and the competitiveness of the Company.

During the reporting period of this report, the Company did not incur any incidents of non-compliance with regulations related to product and service information and labeling, nor were there any violations of laws regarding marketing communication.

Quality Policy and Objectives

In order to fulfill our commitment to an effective quality system and uphold our corporate philosophy of professionalism, teamwork, commitment, integrity, and continuous growth and progress, we at TBMS have established a quality policy with an emphasis on "quality beyond standards" and "customer satisfaction" as the framework for setting and reviewing quality objectives. In terms of quality beyond standards, our employees are required to stay updated on quality trends, adhere to regulations and standards, and strive for quality that exceeds standards. In terms of customer satisfaction, we expect our employees to prioritize customer needs and provide exceptional products and services to ensure that customers feel at ease and satisfied. TBMS conducts annual reviews to assess the continued applicability of our quality policy and objectives.



According to our quality policy framework, the Company has clearly defined various quality activity monitoring indicators in relevant quality management documents. These indicators include on-time delivery rate, incoming material yield rate, production yield rate, shipment yield rate, environmental transportation monitoring, audit improvement, safety quality alerts, customer satisfaction, and customer complaints. The monitoring results are reviewed in the annual management review to confirm that they meet target values. Any deviations will prompt the implementation of corrective measures within the quality system.

Quality Management System

To ensure that our sales products meet the requirements of the original manufacturer and Taiwanese regulations, the Company established a Quality Management system in 2018 based on the "Part 3 Good Manufacturing Practices for Medical Devices of the "Pharmaceutical Good Manufacturing Practice Regulations." This system standardizes and controls processes such as incoming medical device materials, labeling and Chinese instruction insertion, processing, factory environment, internal personnel education and training, abnormal handling, and system operation monitoring. In September 2018, we obtained the Good Manufacturing Practice (GMP) certification for medical devices issued by the Ministry of Health and Welfare, and we will continue to undergo audits every three years.

The "Medical Devices Act" of the Ministry of Health and Welfare was implemented on May 1, 2021. At the same time, the subsidiary regulation "Regulations of Medical Device Good Distribution Practice" was also implemented to strengthen the management of medical device distributors. In response to this, the Company's Quality and Regulatory Affairs team has assisted various departments in implementing the standard processes for importing, storing, transporting, and selling medical devices in accordance with the "Regulations of Medical Device Good Distribution Practice." This is to optimize the quality management system in operation and improve control over suppliers, product storage and transportation conditions, and warehouse environment in distribution activities. In 2022, the Company passed the audit conducted by the commissioned organization of the Ministry of Health and Welfare and obtained the Good Distribution Practice (GDP) certification for medical devices, and we will continue to undergo audits every three years.

Annual Key Performance Indicators for Quality Management

Good distribution practice (GDP) & Quality Management System (QMS)

Medical Device GMP Transition and QMS Renewal Certification



Optimization of labeling and procedures of instruction insertion procedures, digitization of inspection processes, introduction of automatic notification of medical device license expiration, optimization of quality system according to the Medical Device Quality Management System Regulations (QMS), submission of a transition renewal application and obtain QMS accreditation registration on March 2024, with the registration number QMS 1513.

Medical Device GDP Certification



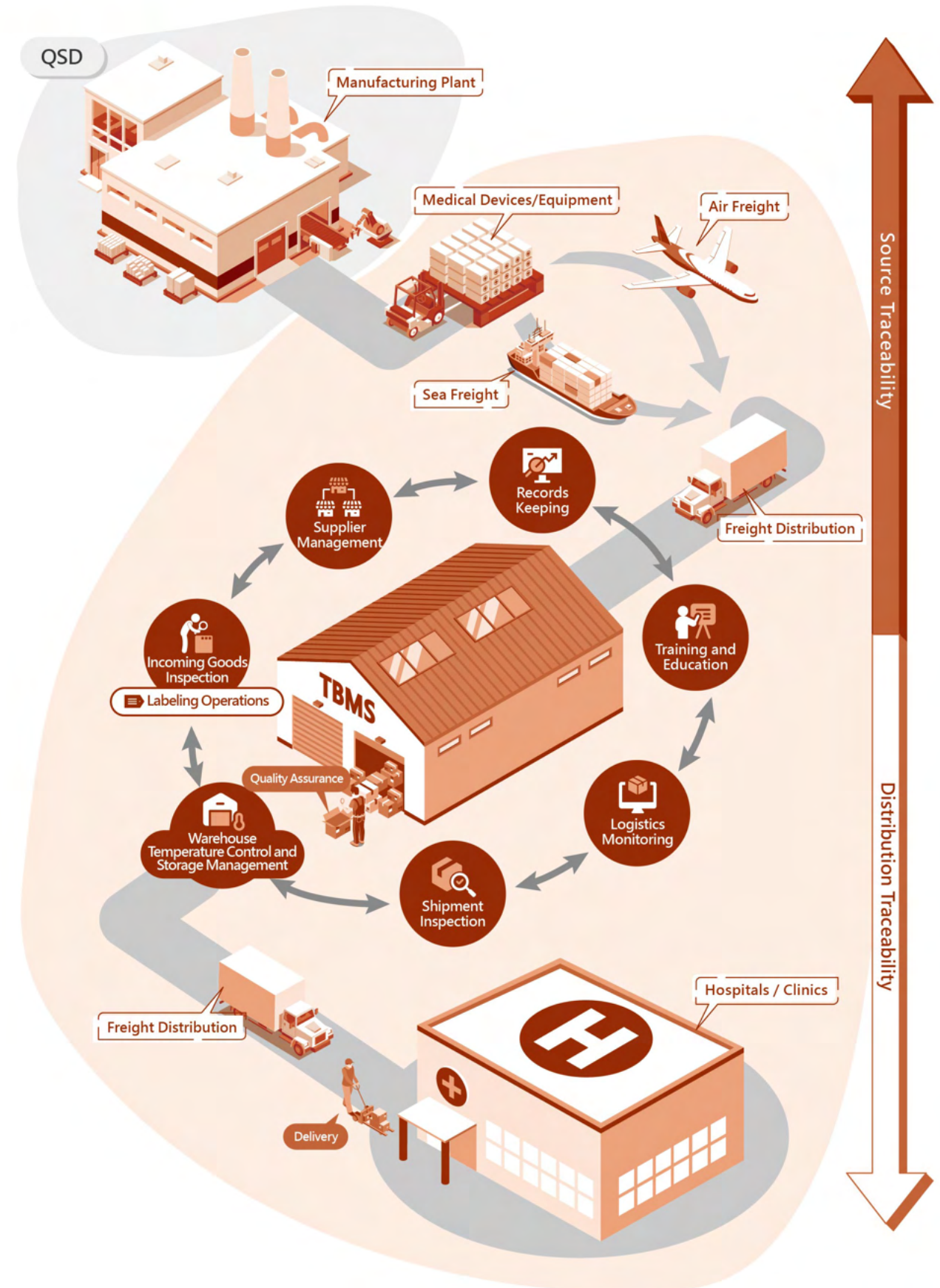
Plan three distinct temperature-controlled storage areas for different products and implement warehouse temperature mapping, systematic storage location management, storage and transportation condition management, introduction of wireless temperature / humidity monitoring system and automatic alert notification, formulation of product handling procedures, management and preservation of product origins and flow records, and signing quality agreements with key suppliers (including original manufacturers and logistics providers). These measures ensure that the product distribution process is conducted in a controlled environment, safeguarding product safety and efficacy.

GDP Certification for Pharmaceuticals



According to the Enforcement of Pharmaceuticals and the Types of Pharmaceutical Firms, Requirements, Methods and Schedules Regulated Under 'Western Pharmaceuticals Good Distribution Practice Regulations' announced on July 26, 2023, the Company, as a pharmaceutical importer authorized by the drug license, should obtain the Western Medicine Good Distribution Practice (GDP) certification by June 30, 2024. The Company has updated its quality management system in accordance with the "Western Pharmaceuticals Good Distribution Practice Regulation s" and obtained the Drug GDP Certification on November 23, 2023, with the registration number DB1077.

Quality Management Process



Product Marketing Labeling

According to Article 57 of the Pharmaceutical Affairs Act, Article 3 of the Pharmaceutical Good Manufacturing Practice Regulations, and Article 2 of the Regulations of Medicament Manufacturer Inspection, the manufacturing, processing, repackaging, labeling, storage, and distribution of pharmaceuticals must comply with GMP standards. The Company established a Quality Management system in 2018 based on the "Part 3 Good Manufacturing Practices for Medical Devices" of the "Pharmaceutical Good Manufacturing Practice Regulations" (GMP) to standardize and control processes such as incoming medical device materials, labeling and Chinese instruction insertion, processing, factory environment, internal personnel education and training, abnormal handling, and system operation monitoring. In the same year, we obtained the Good Manufacturing Practice (GMP) certification for medical devices issued by the Ministry of Health and Welfare (Certificate Number: GMP1513).

In view of the diversification of the development and variety of medical device products and the rapid changes in international medical device regulatory trends, the management of medical devices has been separated from the Pharmaceutical Affairs Act and legislated independently as the Medical Devices Act, effective May 1, 2021. The quality management system for medical devices has also been updated to the Medical Device Quality Management System Regulations (QMS). According to the Ministry of Health and Welfare's announcement, medical device manufacturers who have obtained drug manufacturing permits and comply with Pharmaceutical Good Manufacturing Practice Regulations (GMP) are required to obtain manufacturing licenses that meet QMS standards by April 30, 2024. The Company completed the on-site audit for the updated QMS on March, 2024.

To protect customer rights and promote employees' awareness of the applicable regulations for medical devices, the Company has implemented internal QMS/GMP training for new employees. After the training course, an assessment is conducted to ensure that our colleagues have a good understanding of the medical device regulations.



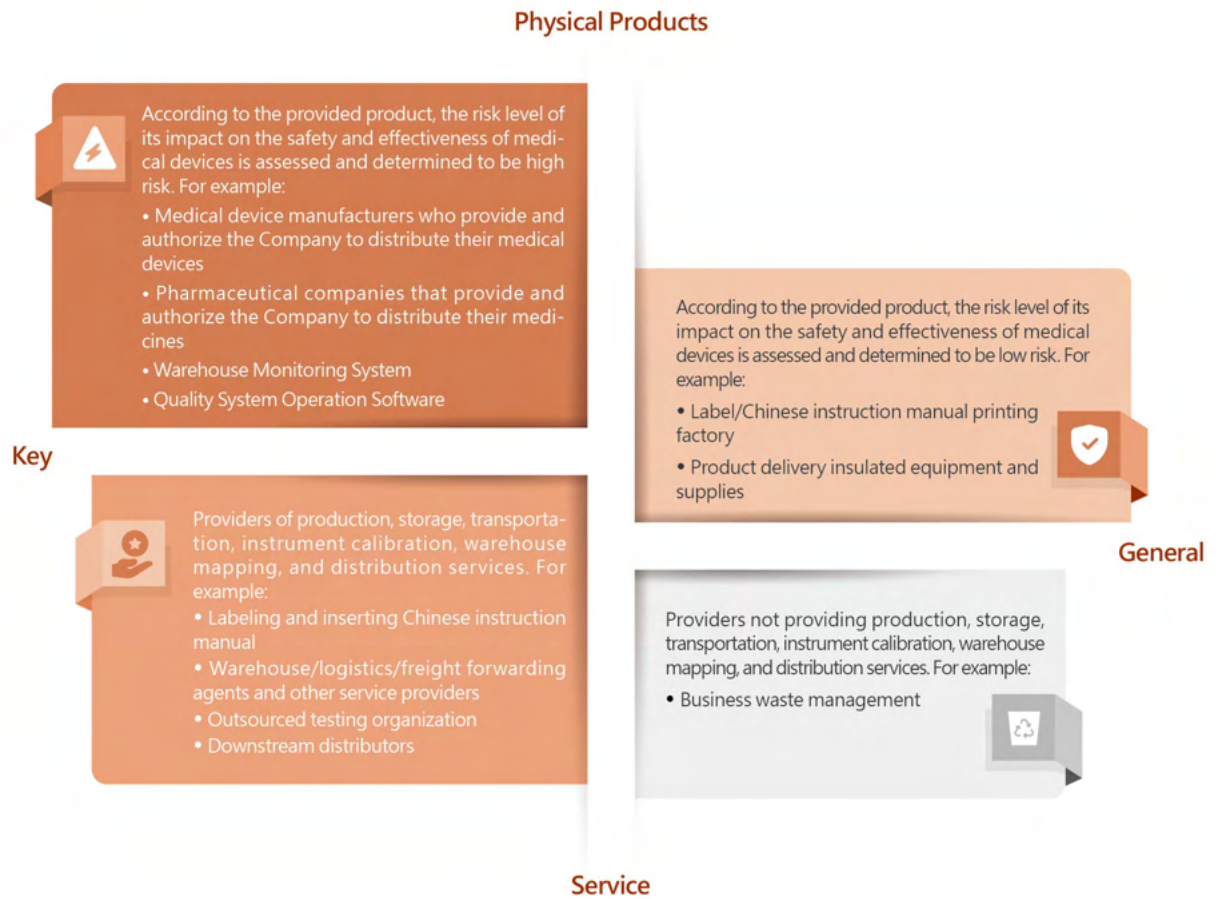
The Company places great importance on regulatory compliance and ethical practice principles, continuing to strengthen internal management and training and awareness programs to ensure that business operations comply with applicable laws and regulations. In 2024, the Company did not incur any violations or penalties.

2-2 Supplier Management

To ensure the stability and quality of the medical device, raw materials, and outsourced services purchased by the Company, and to meet the requirements of the Company and applicable regulatory standards, we have established supplier management standards within our quality management system. Suppliers providing physical products or services are included in the evaluation process. Evaluation standards are set based on the risk levels associated with the products or services provided by each supplier, with initial and annual evaluation criteria tailored to match these risk levels.

By the end of 2024, a total of 75 suppliers have completed the evaluation and registration. In response to the implementation of the Quality System for Drug GDP and Customer Service Operations Management, the Company continues to plan and expand the scope of supplier evaluation. This includes the inclusion of medical device manufacturers, pharmaceutical manufacturers, providers of warehouse, logistics and freight forwarding services, and calibration services in the evaluation. From Q1 to Q4 of 2024, 1 qualified suppliers have been added, bringing the total number of qualified suppliers to 75.

Key Partner Suppliers



Supplier Evaluation

Evaluation Type	Evaluation Target	Number of Evaluators	Evaluation Content
Initial evaluation	General supplier	1	Completeness of company basic information, service attitude, and conformity of products or services to requirements.
	Key supplier	9	Review of professional competency documents: <ul style="list-style-type: none"> Medical device manufacturing: Should provide government-approved licenses, such as GMP, QMS, QSD, and sign a quality agreement with the Company. Service providers responsible for labeling and inserting Chinese instruction manuals: Should provide government-approved licenses, such as GMP and QMS, and sign a quality agreement with the Company. Freight forwarding agent, warehouse and logistics service providers: Should provide government-approved licenses or equivalent certificates, such as GDP, and sign a quality agreement with the Company. Contract testing/calibration organizations: Should provide evaluation reports that meet international standards, such as ISO certificates. Downstream distributors: Should provide a medical device sales license issued by the local health competent authority and sign a quality agreement with the Company.
Annual Evaluation	Supplier with whom transactions occurred that year	65	Depending on the type of supplier, different items are evaluated, such as product quality, regulatory compliance certification, customer complaint rating, temperature monitoring records, proof of professional competence, proof of service capability. In the case of unsatisfactory suppliers, they will be given a deadline to improve or be replaced.

2-3 Customer Relations and Services

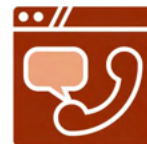
Since 2018, TBMS has consistently met the monthly customer complaint indicators in accordance with the annual quality objectives, and all customer complaint incidents have been handled in accordance with the Customer Feedback and Complaint Management Procedure. All products sold by TBMS and all equipment providing warranty and maintenance services are labeled with the 0800 service hotline, providing immediate repair and complaint channels.

TBMS uses customer feedback and customer satisfaction surveys to analyze and guide the continuous improvement and effective operation of the Company's quality management system. The Company's communication with customers is primarily divided into two main categories:



Direct contact with customers and collection of customer feedback before and after sales

Related activities include routine visits by sales personnel to clients, hosting user meetings for medical device training, product launch events, medical seminars, and other activities to directly communicate and interact with customers before and after sales, and conduct satisfaction surveys according to different departments.

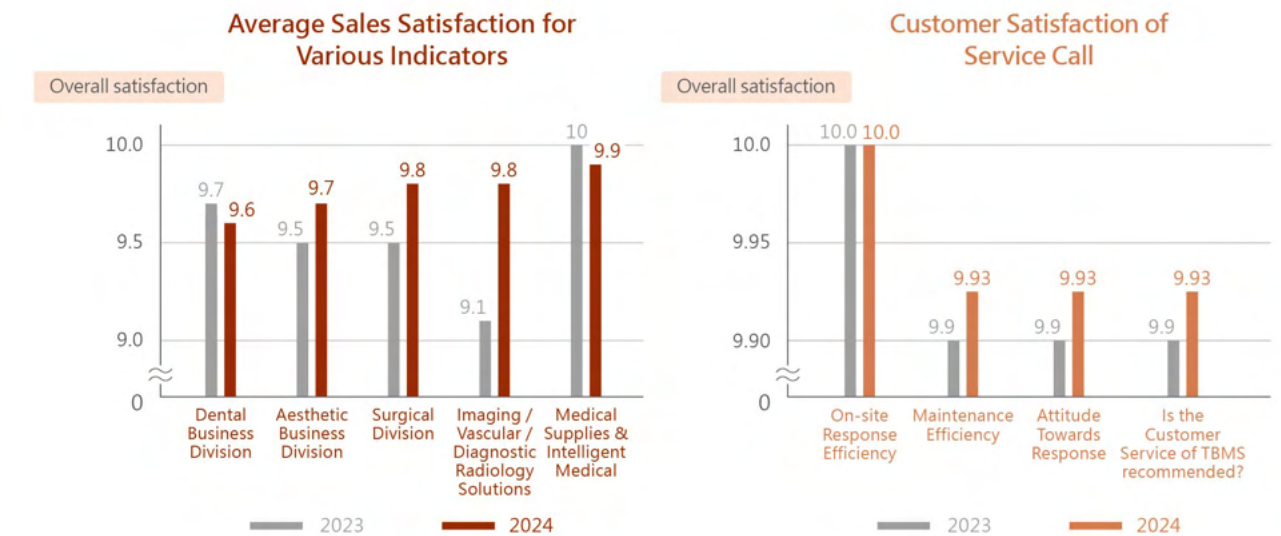


Customer consultation and feedback through contact channels

These channels include contact form on the Company's website, the 0800-customer service hotline for products sold, and communication channels with sales personnel

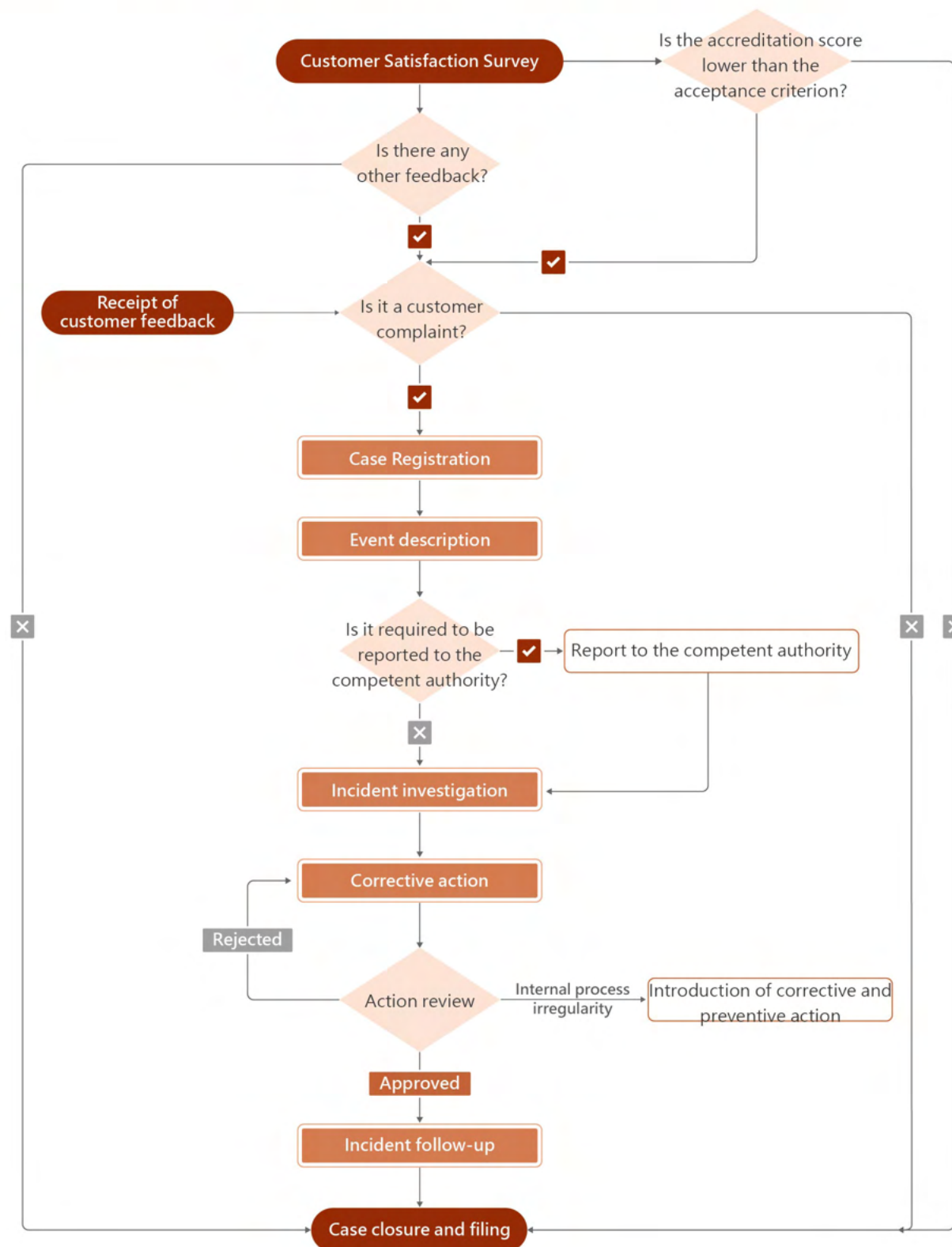
For the medical equipment sold, the Customer Service Division provides on-site inspections, space planning, installation, maintenance, and repair services. The goal is to ensure that customers can use the equipment with confidence. If customers report issues with the purchased equipment, the service includes immediate activation of the original manufacturer's warranty, providing comprehensive repair services and backup equipment support, with a commitment to resolve the issue as quickly as possible.

Starting from 2021, the Company has implemented an annual customer satisfaction survey for medical device sales to understand and analyze customer evaluations of the medical device quality, packaging protection, delivery speed, and the professionalism of our sales personnel. Beginning in 2022, we introduced an additional survey to gauge customer satisfaction with each service call. This allows us to gain deeper insights into customer needs regarding Customer Service. Through these satisfaction surveys and customer feedback, we aim to strengthen customer relationships and enhance the overall quality and efficiency of the sales chain.



* The survey items for customer satisfaction include : whether the product meets the requirements, product stability, product packaging protection, product labeling and cleanliness, product delivery speed and accuracy, salesperson service attitude, professionalism and satisfaction of product education and training, order or product problem support, and overall evaluation of TBMS.

Customer Satisfaction Survey and Complaint Management Process Diagram



2-4 Information Security and Customer Privacy

Personal Data Protection Policy

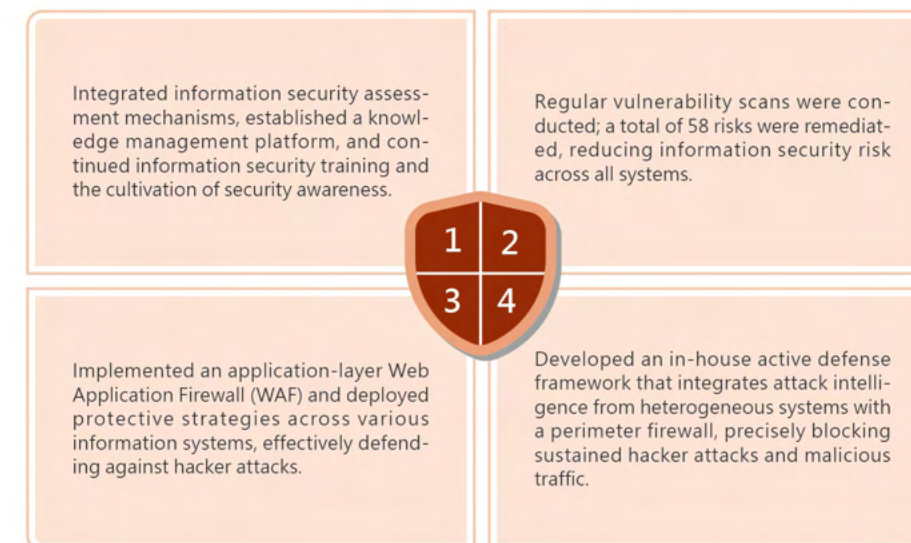
TBMS prioritizes personal data protection, has established related operating procedures, and requires all employees, upon onboarding, to reach a full understanding of the personal data regulations and to sign a consent form. The Company explicitly lists the purposes of collection, personal data categories, retention periods, geographic scope, audience and methods, thereby meeting the basic disclosure elements required by Article 8 of the Personal Data Protection Act. When accessing information systems or exporting data (including the sending of system-generated emails), the Company displays a "personal data protection notice" and a "sensitive corporate data protection" reminder, requiring employees to comply with standards and to assume liability for any data breaches, in order to realize internal management expectations.

Information Security Management Mechanism

TBMS referenced ISO 27001 and adopted standards from the NIST SP-800 Series, promoting information security management measures and incident response procedures, and established mechanisms such as vulnerability management and vulnerability scanning to manage system risk. The Company also implemented backup mechanisms to ensure business continuity. In 2024, TBMS did not experience any major information security incidents that affected operations, and system vulnerabilities were independently detected and remediated, all outcomes that demonstrate that TBMS' information security protections and management processes met expectations.

Mechanism for Enhancing Internal Information Security

TBMS planned three phases of improvements for information security infrastructure: short-term (2021–2022), mid-term (2023–2024), and long-term (2025–2026). The following information security enhancements were completed in 2024:



Improvements entered the third phase in 2025 (long-term, 2025–2026). TBMS will continue to promote information security management, construct a platform and dashboard for security information and event management (SIEM) and implement comprehensive information security audits and risk controls, and increase overall information security awareness to support long-term sustainable development goals.



Chapter

03

Happy Workplace and
Education and Training

3-1 Workplace Safety and Care

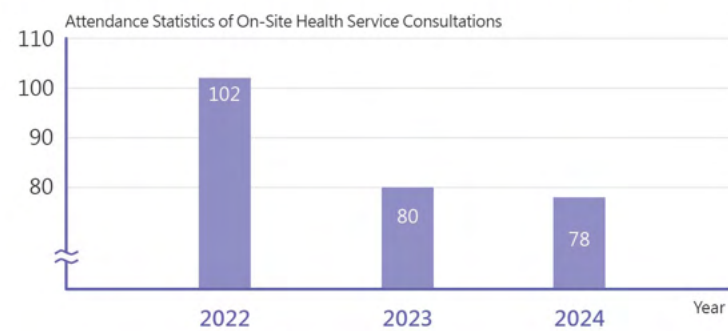
TBMS follows a people-oriented corporate philosophy committed to creating a safe, diverse, fair, and inclusive workplace environment where everyone, regardless of age or gender, has equal opportunities to excel. A safe and healthy workplace is crucial for the sustainable development of talent, and the Company strives to reduce the likelihood of occupational injuries through comprehensive management policies, making TBMS a reassuring and friendly workplace.

Occupational Safety and Health

According to the Occupational Safety and Health Act, TBMS has appointed one occupational safety and health manager. The Company provides healthcare that exceeds legal requirements, regardless of age, position, or department. All employees are entitled to an annual health check-up every year. Additionally, TBMS promotes on-site health services by arranging annual consultations between employees and doctors, offering employee health consultations and health and hygiene education concepts, and follow-up health management and care tracking will be conducted by a nurse practitioner, with consultation topics cover ergonomics prevention and improvement, maternal worker health protection, prevention of overload-related illnesses, and personal medical and disease consultation.

Based on health check-up reports and questionnaire analyses, physicians and nurses continuously provide regular care, nursing education, and guidance to employees identified as high-risk for health issues, abnormal work load-related diseases, and ergonomics-related diseases. TBMS continues to plan and conduct employee health seminars and provides timely Health Education and Promotion to remind employees to pay attention to their health protection.

Usage status of on-site health consultation services in the past three years



2024 Health Seminars		
Date	Seminar Topic	Lecturer
2024/5/9	Experiential Workshop: Building a Competitive Advantage through Happiness — "Choose Happiness @Work"1	HR / Jerry SHEN
2024/9/11	Human Factors Risk Prevention	Dr. Huang Chang-ting

In recent years, there have been changes in the domestic industry structure and work patterns. In addition to the traditional work-related hazard, employees also face health hazards such as performance pressure, excessive working hours, and psychological stress in the workplace. To address the increasing incidence of occupational diseases such as cardiovascular diseases and musculoskeletal disorders, TBMS has hired health consultants since 2020 to provide on-site health consultation services to employees on a monthly basis, in order to maintain their physical and mental wellness.

Moreover, in addition to promoting office safety for new employees, TBMS also requires new recruits to take courses on the learning platform of the Ministry of Labor's website. General employees are required to complete two courses: "General Occupational Safety and Health Education and Training - Part 1 and Part 2." However, personnel in the Customer Service Division are also required to take the course "Occupational Safety and Health In-Service Education and Training for Personal and Household Appliance Repair Industry."

To ensure comprehensive protection of employee workplace health and safety, TBMS has established four plans of its on-site health operation, including the TBMS' Management Measures for Dealing with Unlawful Violations, TBMS Measures for Preventing Overwork, TBMS' Management Measures for Preventing Ergonomic Hazards, TBMS Measures for Maternity Protection. Additionally, to protect employees from sexual harassment in the workplace, TBMS has developed the TBMS' Sexual Harassment Prevention, Grievance, and Disciplinary Procedure in accordance with the Gender Equality in Employment Act and the Ministry of Labor's Amendments to the Regulations for Establishing Measures on Prevention of Sexual Harassment in the Workplace to implement appropriate preventive, corrective, disciplinary, and handling measures while safeguarding the rights and privacy of the individuals involved.

3-2 Talent Development and Nurturing

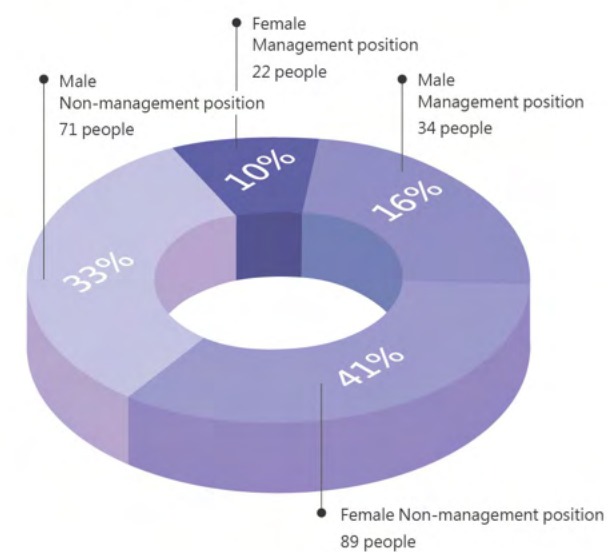
"People are the most important assets in an organization" is the business philosophy upheld by TBMS. To ensure TBMS's commitment to corporate social responsibility, we have never ceased our training of our work partners. Continuous learning and self-improvement have become an integral part of the daily work of all TBMS employees. We believe that the Company's pursuit of excellence and employees' pursuit of growth are the fundamental ways to enhance competitiveness and achieve sustainable operation.

TBMS has established an Education and Training Center, hiring professional external and internal instructors to provide professional functional training based on job categories. Through diverse learning resources and approaches, we establish a comprehensive career development path for our employees.

Talent Appointment

TBMS had a total of 216 employees in 2024, with a roughly equal gender ratio. All employees are full-time and there are no contract employees. TBMS strictly adheres to labor laws and follows the principle of equal opportunity. Employees are recruited through an open selection process, in compliance with the Employment Service Act. Recruitment decisions are not based on factors unrelated to job performance, such as race, class, language, ideology, age, religion, birthplace, marital status, gender, sexual orientation, appearance, facial features, disabilities, or political stance. TBMS always strives to match talents with suitable positions and recruits diverse and like-minded talents. Competitive Compensation & Benefits, humane management, and a sound promotion and development system are provided.

Total Number of Employees Classified by Gender and Job Function



Classified by Gender and Employment Contract Type (excluding part-time workers)

	Full-time	Temporary
Male	105 people	0 people
Female	111 people	0 people

Total Number of Employees Classified by Gender and Employment Type

	Full-time	Temporary
Male	105 people	0 people
Female	111 people	0 people

(Note: Management positions refer to those who have departmental management responsibilities and decision-making authority over internal matters within the department)

Statistics of Full-time Employees and New Employees in the Past Three

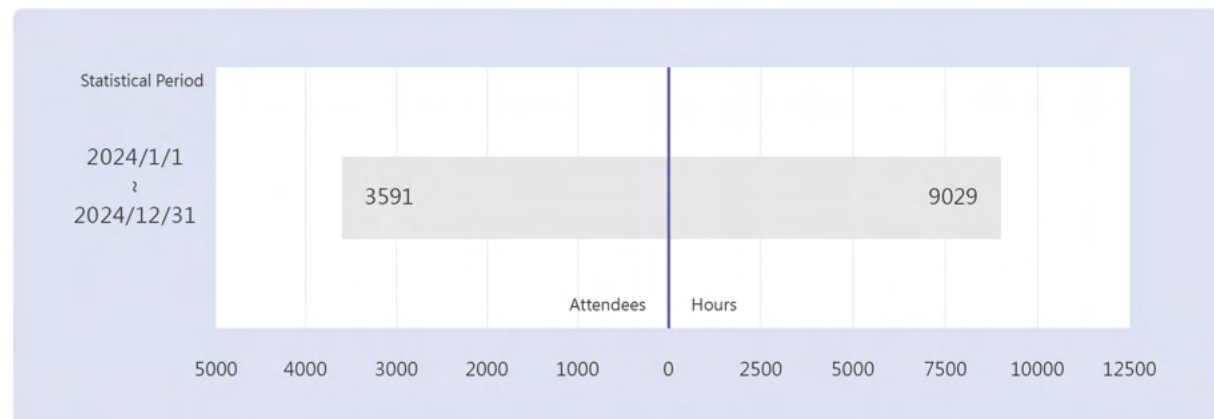
Category	Male employees			Total number of males	Female employees			Total number of females	Total number of new employees	Total number of employees	Percentage of new employees
	Under 30 years old	30-50 years old	51 years old and above		Under 30 years old	30-50 years old	51 years old and above				
2022	16	76	11	103	21	65	12	98	25	201	12.40%
2023	15	81	13	109	28	64	13	105	44	214	20.60%
2024	7	85	13	105	23	76	12	111	32	216	14.75%

(The statistics of employee turnover include the situation of new employees leaving in the same year, which may distort the numbers and will not be disclosed.)

Career Development

In addition to creating a happy and secure working environment, TBMS actively enhances the effectiveness of individuals and organizations through a variety of internal and external training programs. These programs are tailored to different job roles and focus on professional development and specialization. This approach also aims to strengthen the Company's human capital and foster growth alongside our work partners.

Total training hours for employees from 2024/1~2024/12



Employee Training Outcomes from 2024/1~2024/12

Course Category	Session	Attendance Count	Total hours
Humanities courses	40	1272	2684
Regulatory and promotional courses	6	383	346.5
Management courses	7	106	971
General and professional courses	88	1830	5027.5
Total	141	3591	9029

Course content of employee education and training

Course Type	Course Name
New Employee Onboarding Training	Employee Code of Conduct, Personal Data Protection Act, and Expense Compliance Awareness Training
	Quality Management System Awareness Training
	Process Standards and System Applications of Administrative Departments
Internal Training Course	Management Course (Subordinate Guidance and Performance Management · Communication and Negotiation with the Original Manufacturer · Strategic Planning and Organizational Development · intermediate finance course, "know yourself and your opponent: management for success — ensuring more effective management", interview techniques)
	Regulatory Courses (Anti-Bribery and Anti-Corruption, Healthcare Compliance, Government Procurement Law · ISO management procedures and pharmaceutical-related standard operating procedures (SOPs))
	Introduction to information security
	Professional and Sales General Education Courses (Presentation Skills, Marketing Course, Communication and Negotiation Skills, Sales Skills, Social Style, Sales Fundamental Training · communication techniques for exerting influence, the seven habits of highly effective people, an appointment with success, 2024 ESG sustainability education and training... etc.)
	Study Group
	Confucian business course, the spiritual values and ideals of new confucian businessmanship
Outside the Company_ Domestic Training Courses	2024 ESG sustainability education training, medical device risk management training course, and pharmaceutical GDP courses
Outside the Company_ Overseas Training and Study Programs	Original Manufacturer Training (Maintenance Training Courses for Agent Products)

Establishment of Key Talent Pool

TBMS is a people-oriented medical device agency company. In the face of increasingly severe challenges, only talent can help the organization achieve its sustainable business goals. In 2023, TBMS launched the "Key Talent Pool" construction project to ensure that the Company has the capabilities needed for the future.

Through objective and fair evaluation (key talent indicators include: performance, potential, readiness, etc.) and a comprehensive nomination and selection process, the current number of people included in the Key Talent Pool accounts for approximately 22% of the total company headcount, in line with the 80/20 rule. The talent pool will also be continuously updated annually based on the situation.

The Employee Well-Being department conducts one-on-one development needs interviews for key talents, and plans comprehensive and tailored development activities. It invests abundant resources in the cultivation, development, and retention of these key talents, with the aim of achieving a solid human capital.

Performance Evaluation System and Incentive Measures

All employees of TBMS implement annual Performance Evaluation and quarterly Key Successful Objective (KSO) evaluations. Prior to the start of the year, supervisors and subordinates engage in one-on-one goal setting and performance discussions to assist colleagues at all levels in effectively aligning their performance goals with the organization's competitive strategy and annual operational policies. This process ensures a clear understanding of role positioning and responsibilities, recognizes the importance of individual contributions to team and organizational performance, and facilitates communication and planning for skill enhancement and future career development.

The Company calculates and distributes bonuses based on individual Key Success Objectives (KSO) assessment results each quarter, providing immediate recognition and incentives for colleagues' work input and performance contributions. The annual performance assessment results are also used for annual promotions, salary adjustments, key talent development, and talent retention programs.

Target Audience	Quarterly KSO Assessment
<p>Annual Performance Evaluation</p> <p>All colleagues</p> <p>Assessment Content</p> <ul style="list-style-type: none"> Feedback and evaluation on the achievement of annual work goals, performance results, and learning outcomes, and planning for salary adjustments, promotions, and training for the next year based on the evaluation results. Through one-on-one meetings between supervisors and colleagues, work vision, expectations, and development plans were discussed and finalized, launching the work and training plans for the next year and begin implementation 	<p>Annual Performance Evaluation</p> <ul style="list-style-type: none"> Business Unit: Business supervisors with management responsibilities, marketing and clinical colleagues, and all after-sales service engineers. All colleagues in the General Administration Department. <p>Assessment Content</p> <ul style="list-style-type: none"> At the end of each quarter, a KSO assessment is conducted through one-on-one meetings between the immediate supervisor and colleagues who are subject to KSO. <p>The assessment includes the following items: responsibility for the Sense of Mission Movement of the Company and ESG promotion, training corporate trainers and supervisors at all levels, familiarity with various regulations and GMP/GDP standards, as well as company governance concepts and execution of corporate policies. Each item is clearly linked to ESG, and the evaluation scores are also tied to quarterly bonuses.</p>

Remuneration Policies

TBMS' salary policy adopts a PR 75 salary level in the fixed remuneration structure (which is the top 25% of market salary levels). The Company believes that competitive remuneration can attract high-quality talent. At the same time, we promise to guarantee a 13-month salary (with the 13th month paid as a fixed bonus). In addition, based on performance, there is a quarterly bonus and annual excellence bonus system, along with monetary gifts for Dragon Boat Festival, Mid-Autumn Festival, and birthdays.

In addition, the Employee Well-being department regularly collects market salary information and develops corresponding salary curve based on different positions and levels. These ranges serve as important reference basis for recruitment, promotion, and salary adjustments. Furthermore, the department periodically reviews the salaries of employees and provides appropriate adjustment recommendations to maintain internal fairness and external competitiveness of the salary structure, ensuring peace of mind for all colleagues.

Living Water Program

The purpose of TBMS' Living Water Program is "profit sharing and mutual benefit," while attracting and retaining talent, and cultivating a pillar for the company's sustainable operation. The Company has hired lawyers and accountants from KPMG Law Firm to discuss and design a system that aims to achieve "joint operation, shared benefits," with the goal of establishing the Company as a Sustainable Management Platform for Generations of Professional Partners. During the fiscal years of 2023 and 2024, retention bonuses paid through share releases approved by the Board of Directors totaled NT\$3.2 million, and subsidies for share subscriptions exceeded NT\$10.38 million. The employee shareholding ratio increased from 6.98% when the plan was reinstated in 2020 to 14.74% at the end of 2024, and has continued progressing toward the target of 20% employee ownership set for 2025.

Retirement Guarantee and Severance System

The Company strives to establish a friendly employer-employee relationship, providing measures that go beyond legal requirements to assist employees in career planning.

To encourage employees to save for the long term and plan for retirement in advance, the Company allocates full coverage to the retirement reserve fund of Taiwan Bank in accordance with the Labor Standards Act and follows the Labor Pension Act, which has been in effect since July 1, 2005, and adopts the defined contribution plan. In addition, as long as employees meet one of the following conditions (25 years of service or 15 years of service and at least 55 years old), the Company will settle and pay the retirement benefits based on the old system's years of service, which is more favorable than the legal requirements.

If there are reasons under Article 11 of the Labor Standards Act that require termination of the employment contract, especially when colleagues are unable to perform their assigned tasks, the reasons for their inability to perform will be thoroughly confirmed (such as initiating a performance improvement plan). If it is necessary to lay off employees, the legal requirements for advance notice and severance pay will be followed, and assistance will be provided for applying for unemployment benefits and job transition, in order to maintain a good labor-management relationship.

Employee Communication

TBMS holds labor-management meetings every quarter to protect the legal rights and interests of employees, and to discuss and negotiate issues related to labor-management relationship, promoting labor-management cooperation, employee salary and benefits, and labor safety. In 2023, four labor-management meetings were held, and in 2024, four labor-management meetings were held. Meanwhile, to ensure that all employees are protected from physical or mental harm and the resulting psychological illnesses, TBMS has issued a statement on preventing workplace violence, as well as measures for preventing and addressing sexual harassment, and procedures for grievance and disciplinary actions. An anonymous and accessible channel for expressing opinions and grievance is also provided. There were no grievance filed in 2023-2024.

Employee Grievance Channel	
<p>TBMS</p> <p>Email: HR.Notice@tbms.com.tw</p> <p>Grievance hotline: (02) 8792-6000 ext. 616</p>	<p>PO HSUAN-NING</p> <p>Email: HR.NoticeTm@tmsc.com.tw</p> <p>Grievance hotline: (02) 8792-5666 ext. 616</p>

Discussion for Labor-Management Meetings in 2023~2024			
<p>20230322</p> <p>COVID-19 Promotion of COVID-19 Prevention Measures Reminder and Talent Recommendation</p>	<p>20230620</p> <p>Sexual Harassment Prevention Awareness</p>	<p>20230922</p> <p>Explanation of 2024 Calendar and National Holidays</p>	<p>20231221</p> <p>Explanation of the Adjustment of Employee Meal Allowance in 2024</p>
<p>20240327</p> <p>Re-election of Labor Representatives at Labor-Management Meeting</p>	<p>20240626</p> <p>Labor-Management Meeting Representative List and Addition of Birthday Leave</p>	<p>20240925</p> <p>Explanation of 2025 Calendar and National Holidays</p>	<p>20241225</p> <p>Management Measures for Performance Review and Employee Rewards and Disciplinary Action</p>

We are family! Project

TBMS launched the "We are family 2.0!" project in 2024 in hopes of extending the concept of "family" to employees, their families, and TBMS' corporate culture as a whole through a Corporate Family Day and MBTI & DEI Workshop. The project's aim is to promote understanding of the essence of Confucian business culture and the practical implementation of the Group's five core values; to enhance understanding of differences and to foster inclusion and collaboration; to provide a more comprehensive understanding of the Company's vision and mission; and to strengthen family support and employee engagement.



Dream High Internship Program

To promote the TBMS brand and cultivate talent, the Company has launched the "Dream High Internship Program." We provide program explanations and industry overviews to students in relevant departments of colleges and universities, allowing them to gain early workplace experience and understand the nature of work in the medical device industry and the skills and attitudes required for future employment. This program also enhances TBMS' brand image and visibility in related departments. Since 2020, a total of 22 interns have participated in the program, gaining valuable insights into their future careers, and two interns has been hired as a full-time employee. In 2022, we expanded our collaboration with more colleges and departments, and continued to develop long-term plans for the internship program, offered extended internship opportunities or project collaborations to further enhance understanding of internship position.



2023~2024 Internship Collaboration Content



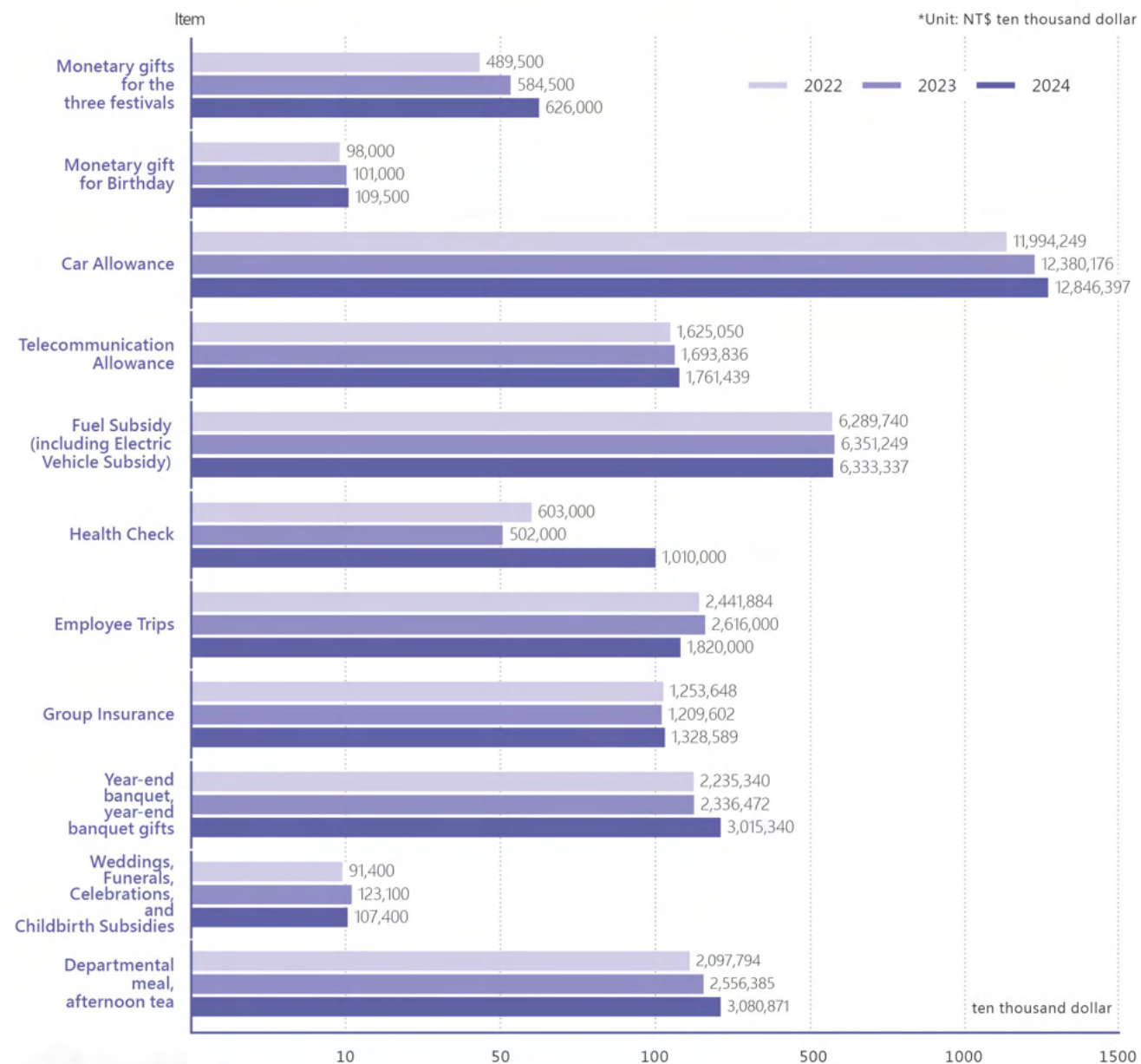
3-3 Employee Care

TBMS is committed to providing an equal and diverse working environment. We have established multiple transparent mechanisms and regulations for employee care to ensure that our colleagues receive a competitive and comprehensive salary structure. Additionally, we actively maintain a good employer-employee relationship through various non-monetary employee benefits, which enhances the Company's competitiveness and helps retain and attract talent.

Benefit System

TBMS values the quality of employee benefit and ensures employees' physical and mental well-being through a comprehensive benefit system. Employees also received monetary gifts and subsidies for the three festivals, birthdays, weddings, childbirth, funerals, transportation allowances, and red envelopes for the start of work. There are also various benefits such as employee stock options, thanksgiving dinners, year-end banquet, start-of-work spring banquet, annual health check-ups, domestic and international employee trips, regular quarterly KSO meals, birthday leave, and a senior-employee reward system. Furthermore, the standard benefit for full-time employees are consistent across all operating locations.

Benefit Expenditure in the Past Three Years



2024/1~2024/12

Employee Return and Retention Rates Following Parental Leave from

Item	Female	Male	Total
Employee Return and Retention Rates Following Parental Leave from	5	2	7
The total number of employees (A) who should return to work after parental leave in 2024.	2	0	2
The total number of employees (B) who actually returned to work after parental leave in 2024	2	0	2
Return to Work Rate (%) (B/A*100)	100	0	100
The total number of employees (C) who actually returned to work after parental leave in 2023	0	0	0
The total number of employees who remained employed 12 months after returning to work in 2023 (D)	0	0	0
Retention Rate (%) (D/C*100)	0	0	0



Chapter

04

Environmental Care and
Social Welfare

4-1 Environmental Care

TBMS is committed to promoting environmental protection, actively responding to carbon footprint management, and waste reduction. In order to reduce environmental impact and achieve the concept of environmental sustainability, TBMS strives to minimize resource waste and enhance resource recycling through various environmentally friendly actions, thereby fulfilling corporate social responsibility through concrete actions.

Energy Usage

The Company operates from the following office locations: Minquan Office No. 1 in Taipei, Minquan Office No. 1 in Taipei, the Ruiguang Road Office in Taipei, the Taichung Office, and the Kaohsiung Office.

The scope of the electricity inventory includes all operating locations, with 2020 as the inventory baseline. The electricity consumption in 2024 was 452,333 kilowatt-hours (kWh).

Energy Usage Data

	2022	2023	2024
Electricity Consumption of Office Building (kWh) (A)	411,897	400,671	452,333
Usable Area (square meters) (B)	3,028.13	3,028.13	4,236.34
Number of Employees in the Office Building (C)	201	215	216
The Average Energy Usage Intensity (kWh/square meter) of the Office Building (D=A/B)	136.02	132.32	106.77
Average Energy Usage Intensity per Employee in the Office Building (kWh/person) (E=A/C)	2,049.24	1,863.59	2,084.48

Electricity Conservation Plan

To effectively reduce energy and resource consumption and carbon emissions, the Company has implemented the Electricity Conservation Plan in three major areas: lighting, air conditioning, and electricity management. We have been promoting Carbon Footprint Management to our employees and regularly maintaining our air conditioning equipment. In 2024, the Company implemented a smart energy management platform for high-energy-consuming equipment and adopted a cloud-based system to manage air conditioning equipment, employing systematic management to effectively monitoring energy consumption and equipment usage. Through systematic management, we will be able to effectively monitor energy usage and adjust energy distribution in real-time, thereby enhancing energy management efficiency. By utilizing real-time detection and tracking, we can accurately analyze energy usage and make improvements to high-energy-consuming equipment, thus reducing energy consumption.

Environmental Sustainability Actions

To effectively reduce environmental impact and achieve the concept of environmental sustainability, TBMS has taken measures in various aspects of its operations to reduce resource waste and practice environmental protection through the following actions:

Reduce Packaging Materials and Resource Recycling and Reuse	The cardboard packaging materials used for shipped goods are reused for purposes such as packaging outgoing products and creating simple partitions, reducing the generation of packaging waste to promote resource recycling and reuse.
Reduce paper printing	By encouraging employees to send data electronically rather than printing hard copies, photocopy paper use in 2024 decreased by nearly 20,000 sheets in comparison to 2023.
Electronic Invoices and Electronic Work Orders	In July 2022, the Maintenance Department began promoting the digitization of work orders, which included regular customer maintenance and repair-request work orders. The implementation of this digitized service also reduced the volume of paper work orders. Statistics indicate that electronic work order usage increased by 23.5% in 2024 compared with 2023.
Reduce Exhibition Set up Waste	When participating in major exhibitions, the Company uses reusable product displays for setup and properly maintains them to reduce the use of exhibition supplies. Some venue decorations are rented instead of purchased to minimize resource waste. Additionally, instead of actively distributing catalogs and paper bags, we use standing displays and official LINE notifications to convey exhibition information, thereby reducing the use of printed materials.

4-2 Social Welfare

TBMS upholds the corporate mission of "serving life", starting from its core medical business, and is committed to giving back to society and actively fulfilling corporate social responsibilities. It works together with colleagues, communities, customers, and other stakeholders to create sustainable development. The Company continues to cultivate young talents and deepen its presence in the medical field, combining annual departmental business plans with corporate social give back activities to create a virtuous cycle of mutual benefit between the Company and society.

4-2-1 Cultivate Young Talents - Supporting the Development of Future Generations

Sponsorship of the NTU Medical Engineering Innovation Competition Ignites the Torch of Medical Engineering Innovation

To promote medical engineering education, TBMS' affiliated companies has been sponsoring the National Medical Engineering Innovation Competition held by Taipei Medical University since 2021 and have established the "TBMS Mission Award," serving as competition judges and engaging with participating teams to encourage young students to unleash their creativity and develop new medical technology products, infusing innovative vitality into the healthcare industry.



4-2-2 Medical Without Borders: Sponsoring the Africa 100 Project

TBMS joined the Africa 100 Project initiated by the World Federation of Neurosurgical Societies (WFNS) in 2022, sponsoring Dr. Gilles Koama from Burkina Faso in Africa to study at a medical school in Taiwan, and supported his specialized training in neurosurgery while in Taiwan to assist Dr. Gilles Koama in acquiring professional knowledge and clinical experience in neurosurgery. He will then bring back the neurosurgical knowledge and experience gained in Taiwan to Africa, in order to improve the local medical environment and save lives. The Africa 100 Program aims to bridge the gap between Africa and global medical resources, and allows TBMS's commitment to serving life to have a medical impact in Africa.



4-2-3 Nine Major Public Welfare Projects: Promoting Social Benefit

The Company continued to deepen its investment in public welfare, focusing on four key areas—health promotion, clinical education, support for disadvantaged groups, and environmental sustainability—and connected nine public welfare projects to the SDGs, bringing colleagues together to create a positive social impact through daily business operations. For an overview of the implementation of this year's public welfare projects, please see the table below.

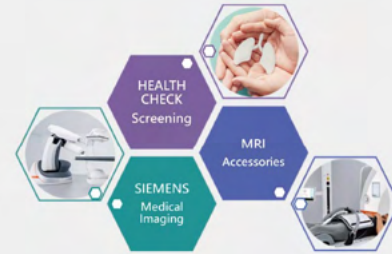
Peripheral Vascular Disease Healthcare Network

To address the high prevalence of peripheral arterial occlusive disease (PAOD) among patients with kidney disease, TBMS held discussions and patient-education lectures at dialysis clinics to enhance nurses' clinical recognition abilities and to assist patients in seeking appropriate medical care. These activities reached 35 dialysis clinics, 25 hospitals, and 5 medical centers, successfully facilitating patients' return to outpatient treatment and improving health equity among chronic disease populations.



Promoting Preventive Medical Examinations

TBMS integrated health screening centers, insurance companies, and government policies to promote early screening for major diseases. We successfully assisted an insurance company in launching Taiwan's first preventive-medicine cancer insurance policy, and collaborated with 15 medical centers to raise public health awareness and increase early screening rates.



"Heart to Action" Fire and Emergency Support Project

TBMS strengthened the on-site emergency response capabilities of fire services and EMTs by participating in EMT seminars, exhibitions, and by supporting medical stations at marathons. It also established a website to promote first-aid knowledge, thereby enhancing social benefits.



The Smile as a Prescription for the Soul

TBMS volunteers collaborated with the Dr. Red Nose Program to conduct a touring performance at National Taiwan University Children's Hospital, using music and play to maintain pediatric patients' confidence and to enhance the humanistic aspects of medical care. The Children's Day special performance received recognition from the hospital, and additional performances were planned to promote psychological support for children.



META Clinical Education Project

TBMS integrated simulator operation, clinical knowledge, and catheterization laboratory experience sharing to increase medical and nursing personnel's familiarity with medical-device handling and clinical safety. The project reinforced cross-hospital collaborative learning, improved clinical competency, and established a repeatable educational model.



iNPH "Stand Up! Hakim Project"

To promote the diagnosis of idiopathic normal-pressure hydrocephalus (iNPH), TBMS employed Japan-Taiwan international exchanges, symposia, and the establishment of a health-education website to enhance healthcare professionals' ability to recognize and diagnose the condition. This strengthens the accuracy of diagnosis and reduces the risk of delayed treatment, yielding significant benefits for an aging society.



Glimmer Shelter Program

TBMS focused on treatment and psychological support for children with facial birthmarks, partnering with 10 volunteer physicians and expanding advocacy through the media, accumulating more than 1.3 million views. Through a LINE-based registration system, the program strengthened links between families and healthcare providers and promoted medical equity for disadvantaged children.



Knowledge of Good: Project Kindness

TBMS collaborated with physicians across multiple specialties to produce a medical podcast that provides accurate, easy-to-understand information on cancer and medical topics. It successfully established a cross-specialty content repository that increases public health literacy and patients' self-care capabilities.



Think circular, act smarter!

TBMS refurbished or donated unwanted high-end monitors from hospitals to medical institutions in remote areas, improving the quality of image interpretation and reducing electronic waste, thereby promoting healthcare equity in remote areas and extending the useful life of equipment.



4-2-4 Promoting Staff Well-Being and Building a Supportive Workplace Culture

TBMS prioritizes employees' sustainability awareness and the development of corporate culture. Through a variety of internal activities, we promoted environmental action, diversity and inclusion, and healthy living, which became corporate values collectively embraced and practiced by all employees.

Sustainability 39+ Activity Series

To celebrate TBMS' 39th anniversary, the Company launched the Sustainability 39+ action series to encourage employees to adopt environmentally sustainable practices and to promote diversity and inclusion in daily life through activities such as marine ecology education, blood donations, DEI courses, meat-free days, and green living records. By offering continuous, easily accessible activities, the project strengthened the practical implementation of ESG in employees' work and daily lives.






Thanksgiving Banquet: Rental of Environmentally Friendly Tableware

The Thanksgiving event rented reusable, eco-friendly tableware to replace single-use disposable items, reducing emissions by approximately 4.56 kg CO₂e, demonstrating the event's measurable carbon-reduction impact. The event provided clear recycling and cleaning procedures, enabling colleagues to participate in plastic-reduction measures during the festivities and enhancing their environmental awareness.



Food, Agriculture, and Environmental Education: Deepening Staff Members' Sustainability Perspectives

TBMS promoted an activity series on "Food-Agriculture and Environmental Education". The activities were conducted separately in the northern, central, and southern regions, and colleagues gained an understanding environmental conservation and sustainable ways of living through experiential engagement with nature, ecology, food, and culture.

Northern region	Central region	Southern region
<p>Pond Rehabilitation and Hakka Cultural Experience (Taoyuan, Land of a Thousand Ponds)</p>  <p>Participants entered the pond ecological site and took part in ancestral-ritual cultural activities, Hakka rice-based food handcraft workshops, and the removal of invasive species. They gained an understanding of the importance of ecological restoration through the natural landscape and were presented with an ESG certificate of appreciation by the local team.</p>	<p>Composting Demonstration and Sustainable Diets (Taichung food and agriculture education bases)</p>  <p>Through composting demonstrations, guided tours of ecological buildings, rainwater-harvesting presentations, and a jointly prepared vegetarian lunch using local ingredients, colleagues gained an understanding of the connection between sustainable diets and environmental conservation through food sourcing, circular resource use, and energy conservation and carbon reduction.</p>	<p>Ecological Talks and Cultural Handicrafts (Meilu Ecological Park)</p>  <p>Activities comprised ecological talks and DIY workshops for red rice cakes and red umbrellas. Participants learned about local ecological resources in a relaxed setting, enhancing the sustainable engagement of employees' families through parent-child learning. Through activities in three regions, TBMS assisted colleagues in gaining a more intuitive, everyday understanding of ESG. We cultivated sustainability awareness through experiences with nature, ecology, and culture and established a friendlier corporate culture centered on welfare.</p>

Creative Eco-Friendly Christmas Tree Activity

TBMS used the holidays as an opportunity to promote resource circulation, hosting an activity to create an eco-friendly Christmas tree and encouraging colleagues to handcraft holiday decorations using recycled and reusable materials. Multiple teams participated, producing creative works from cardboard boxes, shredded paper, and natural materials. The activity strengthened waste-reduction awareness through enjoyable engagement and integrated sustainability concepts into the routine bustle of the holidays.



Appendix I GRI Standards Index Table

Statement of Use	TBMS International Corporation Taiwan Branch has reported information for the period from July 1, 2022, to December 31, 2023, with reference to the GRI Standards as outlined in the GRI Content Index.
GRI 1 Used	GRI 1 : Foundation 2021

GRI Standards	Disclosures	Corresponding Sections	Pages
GRI 2 General Disclosures 2021	2-1	Organizational details Organizational details	About TBMS P. 4
	2-2	Entities included in the organization's sustainability reporting	About the Report P. 2
	2-3	Reporting period, frequency and contact point	About the Report P. 2
	2-4	Restatements of information	About the Report P. 2
	2-6	Activities, value chain and other business relationships	About TBMS 2-1 Product Innovation and Quality Management P. 4 P. 17
	2-7	Employees	3-2 Talent Development and Nurturing P. 34
	2-9	Governance structure and composition	1-1 Corporate Governance P. 7
	2-11	Chair of the highest governance body	1-1 Corporate Governance P. 7
	2-14	Role of the highest governance body in sustainability reporting	About the Report P. 2
	2-16	Communication of critical concerns	1-1 Corporate Governance P. 8
	2-19	Remuneration policies	3-2 Talent Development and Nurturing P. 37
	2-26	Mechanisms for seeking advice and raising concerns	1-5 Inventory of Material Topics P. 11
	2-27	Compliance with laws and regulations	2-1 Product Innovation and Quality Management P. 24
	2-28	Membership associations	1-4 Participation of Domestic and International Organizations P. 11
	2-29	Approach to stakeholder engagement	1-5 Inventory of Material Topics P. 11
2-30	Collective bargaining agreements	Our company has not established a union and does not have a collective agreement.	
GRI 3 Material Topics 2021	3-1	Process to determine material topics	1-5 Inventory of Material Topics P. 11
	3-2	List of material topics	1-5 Inventory of Material Topics P. 12
	3-3	Management of material topics	1-5 Inventory of Material Topics P. 13

GRI Standards	Disclosures	Corresponding Sections / Directions	Pages
* Material Topics			
Health Care Technology Innovation			
Topic Identified by TBMS	-	-	2-1 Product Innovation and Quality Management P. 17
Product Quality and Labeling			
Topic Identified by TBMS	-	-	2-1 Product Innovation and Quality Management P. 21
Customer Relations			
Topic Identified by TBMS	-	-	2-3 Customer Relations and Services P. 27
Supply Chain Management			
Topic Identified by TBMS	-	-	2-2 Supplier Management P. 26

Memo