

Be well, Live well
Wellell



2023

Wellell Sustainability Report



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About the Report

In order to maintain good communication channels with stakeholders, Wellell Inc. (hereinafter referred to as Wellell) issues a sustainability report every year. This report is the fourth sustainability report of Wellell, disclosing financial and non-financial information for 2023 (January 1, 2023 to December 31, 2023).

Issue date of the previous report: September 2023

Issue date of this report: August 2024

Expected issue date of the next report: August 2025

Scope of the Report

The content of this report covers the sustainable development actions and results of the parent company (located in Taiwan) of Wellell regarding all environmental, social, and corporate governance aspects. For complete information disclosure, the financial data includes the subsidiaries in the consolidated statements.

Reporting Guidelines

The format of this report follows the GRI Standards published by the Global Reporting Initiative and references the Sustainability Accounting Standards Board (SASB) Medical Equipment & Supplies industry standards to explain to stakeholders the Company's strategies and activities in the four aspects of economy, environment, society and products, and disclose performance results and management policies. If there are any changes to the scope and basis of data calculations in this report, an explanation will be included in the corresponding chapter, and the data for previous years will be restated.

Reporting Management Principles

Wellell established the Corporate Sustainability Committee in November 2023. The Executive Secretary Team of the Corporate Sustainability Committee (ESG Office) is responsible for overall planning, communication, and preparation of the report. The report is reviewed by the head of each division and finalized after approval by the President. It is then submitted to the Chairman for review and the Board of Directors for approval. The report is published on the Company's official website after completing the internal review process.

If you have any questions or suggestions about this report, you can contact us through the stakeholder mailbox or the "Contact Us" section of the Company's official website:

Address: No. 9, Minsheng St., Tucheng Dist., New Taipei City

Telephone: 02-2268-5568

Email: IR@wellell.com

Company website: <https://tw.wellell.com/zh-tw>



Wellell Wellell Inc. *David Lee*

Message from the CEO

Wellell has always been committed to becoming a global leader in sustainable development. We firmly believe that business success and social responsibility are closely intertwined. Therefore, we integrated sustainable development into the Company's core values to act as the guide for our daily actions.

In the past three years, we have focused on rebranding and continued to work hard to improve our product strength, market strength, and brand strength. This is the result of the combined efforts of all employees and our commitment to providing customers with better services. Wellell's mission is to enable everyone to live a satisfying and healthy life. With the slogan "Be well, live well," we are committed to promoting the development of the global health industry through product innovation and the application of technology.

We not only focus on the quality and performance of our products but have set sustainable operations as our mission. Our goals for promoting sustainable development at Wellell include pursuing company growth, emphasizing environmental protection, reducing carbon emissions to lessen our impact on the planet, and caring for society. Wellell hopes to use digital technology to shape new business models, make products more efficient, safer, and environmentally friendly, and push the development of precision health, care, and medical treatment to new heights, so as to cherish the value of life and enable people to live healthy and comfortable lives. Moving forward, we will show Wellell's commitment to providing patients and caregivers with the high-quality products and services.

In the future, we will adhere to these values and strive to achieve our sustainable development goals. I believe that with the efforts of all employees, our brand will continue to be an industry leader and bring positive changes to global health and well-being.

Let us move forward and build a better future together.

Wellell 1. Corporate Governance

Be well, Live well

1.1 About Wellell

Founded in 1990, Wellell is a company engaged in the designing and manufacturing of medical equipment. We are committed to improving the quality of life of patients and caregivers around the world and providing pressure area care, respiratory therapy, and medical equipment. Over the years, we have become one of the world's top professional brands of medical equipment.

In 2022, we rebranded and changed our name to "Wellell," adopting the brand spirit of "respecting the value of life and allowing people to live healthy and comfortable lives." Wellell Group is headquartered in New Taipei City, Taiwan, with the brand operating all over the world. Currently, our sales channels and service network cover more than 86 countries. The Company has adopted the strategy of "channel deployment and local management" and has 9 sales subsidiaries, 142 brand agents, and 4,200 retailers around the globe.

Wellell cares about and provides customers with high-quality solutions that promote a healthy lifestyle, meeting their needs and continuously expanding the recognition of the Wellell brand. We aim to become the preferred brand of high-end pressure relief air mattresses in hospitals across Europe, including Italy, Northern Europe, and Spain.



Financial Performance

Unit: NT\$1,000

Category	Item	2021	2022	2023
Economic value generated	Operating revenue	2,374,055	2,663,375	2,647,122
	Gross profit	986,952	1,066,788	1,138,317
	Operating expenses	882,629	881,848	944,098
	Operating profit	104,323	184,494	194,219
	Non-operating income and expenses	33,758	15,597	15,634
	Net profit before tax	138,081	200,537	209,853
	Net profit after tax	102,247	162,114	153,012
Economic value distributed	Employee remuneration and benefits	666,362	647,909	746,011
	Distribution of shareholder dividends	55,501	85,775	80,729
	Payment of government taxes	34,570	38,423	56,841

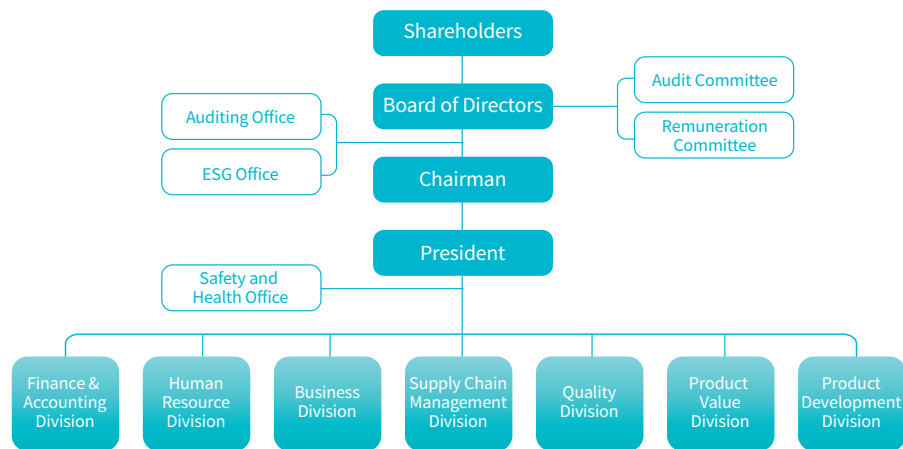
1.2 Corporate Governance

1.2.1 Corporate Governance Organization

The Board of Directors is the Company's highest decision-making unit and oversees the Company's overall operations and management. In order to improve the operational performance of the Board of Directors and strengthen corporate governance, the Company has established two board-level committees, the Remuneration Committee and the Audit Committee. In addition, a Sustainable Development Committee was established at the end of 2023 to regularly report the Company's actions and resolutions related to sustainable development to the Board of Directors.

The Remuneration Committee consists of 3 members. Professionals with expert knowledge and work experience are hired in accordance with the law and appointed by the Board of Directors to assist the Board of Directors in reviewing and evaluating the Company's overall remuneration and benefits policies, as well as the performance evaluation and remuneration of the Company's directors and managers. All members of the Audit Committee are independent directors. The Committee consists of 5 members with at least 1 who has accounting or finance expertise. The primary responsibility of the Committee is to assist the Board of Directors in overseeing the accounting, auditing, and financial reporting processes of the Company as well as the quality and integrity of financial management.

The organizational structure of Wellell's corporate governance



Board Composition and Operation

The Board of Directors of Wellell is elected by the Company in accordance with the Company's Articles of Incorporation and Regulations Governing the Election of Directors. A candidate nomination system is adopted. The current term directors have a broad range of skills such as business management, accounting, finance, crisis management, industry knowledge, and international outlook to guide the Company's strategic direction on economic, environmental, and social issues, as well as to make the most favorable decisions for the Company's shareholders and society. The Company's current Board of Directors consists of 9 directors, including 5 independent directors and 4 non-independent directors. At the same time, the Company places a great emphasis on gender equality on the Board. Male directors make up 89% (8 directors) and female directors 11% (1 director) of the current Board of Directors. However, the goal is to increase the number of female directors to one-third of the Board (33%) in the future.

The Company's Board of Directors holds at least one meeting every quarter. A total of 4 board meetings were held in 2023, discussing topics such as business strategies, operational risks, and sustainability-related issues. The Board of Directors fully considers the opinions of the independent directors when discussing any proposal. The reasons of opposition or contrary opinions are all recorded in the meeting minutes and released in the form of material information to inform investors.

Board Diversity

Basic composition									Industry experience			Professional abilities				
Name	Title	Nationality	Gender	Concurrently serving as an employee of the Company	Age	Year(s) as independent director			Biotechnology and medical care	Manufacturing and brand channels	Investment and M&A	Accounting	Finance	Industry	Marketing	Technology
						Under 3 years	3-9 years	Over 9 years								
Lee, Yung-Chuan	Director	Republic of China	Male	Yes	61-70				◆	◆			◆	◆	◆	◆
Liu, Chang-Qi	Director	Republic of China	Male	None	61-70				◆	◆			◆	◆	◆	◆
Wei, Hong-Zhen	Director	Republic of China	Male	None	51-60					◆		◆	◆			
He, Qi-Gong	Director	Republic of China	Male	None	61-70				◆				◆			
Lin, Wan-Ying	Independent director	Republic of China	Female	None	61-70			◆			◆	◆				
Wang, Wei	Independent director	Republic of China	Male	None	61-70			◆	◆			◆	◆	◆	◆	◆
Wang, Guo-Cheng	Independent director	Republic of China	Male	None	61-70			◆	◆			◆	◆	◆	◆	◆
Lin, Tian-Fa	Independent director	Republic of China	Male	None	over 70			◆	◆			◆	◆	◆	◆	◆
Li, Xiong-Qing	Independent director	Republic of China	Male	None	61-70		◆			◆				◆		

Note: Mr. Lin Tian-Fa was first elected as a supervisor on June 14, 2007. He was re-elected as an independent director at the shareholders' meeting on June 18, 2013 and resigned on August 8, 2013. Subsequently, he was re-elected as an independent director on June 21, 2016 and has been serving as an independent director ever since.

The directors of the Company (including independent directors) actively participate in internal and external training courses. In 2023, they completed all legally required training hours. Please refer to the Annual Report for the introduction of the board members, course attendance, and director evaluation process and results.

Board Performance Evaluation

To improve the performance of the Board of Directors and establish performance targets, Wellell has stipulated the Board of Directors Performance Evaluation Guidelines to evaluate the Board of Directors, Board members, Audit Committee, and Remuneration Committee every year. The results of the evaluation are reported to the Board of Directors.

The evaluation standards for the Board of Directors, Board members, Audit Committee, and Remuneration Committee in 2023 were divided into 5 levels: Very poor, poor, average, good, and very good. The evaluation results were all good or better. Only the evaluation of the Board of Directors revealed matters for improvement: These include (1) notifying shareholders of regular meeting dates in advance to increase director attendance and (2) recommending that the number of the meetings of the Board of Directors be increased in the future as needed to improve performance evaluation and better meet corporate governance needs. The evaluation results were reported to the Board of Directors in the first quarter of 2024.

Mechanisms for Avoiding Conflicts of Interest

Wellell has included an article related to the recusal system for directors in the Rules for Board of Directors' Meetings. If a director has a conflict of interest with respect to a matter being discussed in the meeting, either personally or on behalf of a legal person they represent, they shall disclose the essential details of their conflict of interest during the Board meeting. If said conflict may harm the interests of the Company, they may express their opinions and ask questions, but they may not participate in and must recuse themselves from discussions and voting. Moreover, they are not allowed to act as proxy for other directors in exercising their voting rights. In addition, none of the members of the Board of Directors is involved in cross-shareholdings with major suppliers.

Remuneration Committee

In 2011, Wellell established the Remuneration Committee in accordance with the provisions of the Regulations Governing the Appointment and Exercise of Powers by the Remuneration Committee of a Company Whose Stock is Listed on the Taiwan Stock Exchange or the Taipei Exchange. The Committee members are appointed by Board of Directors resolution. After the re-election of the Committee members upon the end of their term in 2022, three independent directors, Wang Guo-Cheng, Lin Tian-Fa, and Wang Wei, serve as members of the Committee, with Wang Guo-Cheng acting as the convener. A total of three general meetings were held in 2023. The Remuneration Committee's main responsibilities include:

- Stipulate and regularly review the policies, systems, standards, and structures for performance evaluation and remuneration of directors and managers.
- Regularly review and determine director and manager remuneration.
- Select and appoint managers and regularly review the management team's training and development plan.

Board and Senior Management Remuneration Policies

Wellell's directors' remuneration measures comply with the provisions of the Regulations Governing the Appointment and Exercise of Powers by the Remuneration Committee of a Company Whose Stock is Listed on the Taiwan Stock Exchange or the Taipei Exchange. It is proposed by the Remuneration Committee before being implemented after Board of Directors resolution. According to Article 20-2 of the Articles of Incorporation, where the Company has annual profits at the end of a financial year, the Company shall distribute not more than 2% of the profits for such year as directors' remuneration. However, if the Company has accumulated losses, the Company shall reserve the profits to offset the losses. The compensation of Wellell's senior managers is linked to the Company's operating performance. To enhance and create long-term shareholder value, senior management compensation consists of salaries, variable bonuses, and employee bonuses from dividend distribution. Variable compensation is determined based on the Company's operating performance for the year and ranges from 30% to 50% of the total compensation, depending on position and performance. This system ensures a strong correlation between senior management compensation and the performance of the Company. When approving compensation for senior managers, the Remuneration Committee simultaneously consults and cooperates with professional consultants to ensure that it is competitive and in line with external market trends.

The ratio between the highest compensation and the median annual salary of other employees in the organization	The ratio between the highest compensation and the median variable salary of other employees in the organization
9.68	29.34

1.2.2 Ethical Corporate Management

Wellell upholds the principles of "Integrity, Professionalism, and Innovation" as its core business philosophy, strengthening the Company's culture of integrity, sound business operations, and healthy development. In line with the Ethical Corporate Management Best Practice Principles for TWSE/GTSM Listed Companies, Wellell has established the Wellell Ethical Corporate Management Best Practice Principles, the Ethical Corporate Management Operating Procedures and Code of Conduct, and the Operating Procedures for Handling Material Inside Information and Preventing Insider Trading. In addition, the Chairman has signed the Statement of Ethical Corporate Management Policy, which has been published on the Company's official website. Wellell requires directors, managers, employees, assignees, and persons with substantial control capabilities, in the process of engaging in business activities, to not directly or indirectly offer, promise to offer, request, or accept any improper benefits, nor commit unethical acts including breaches of ethics, illegal acts, or breaches of fiduciary duty for the purposes of acquiring or maintaining benefits.

To strengthen ethical corporate management, the human resources division of Wellell is responsible for the establishment, supervision, and execution of ethical corporate management policies and prevention measures. The unit reports its ethical corporate management policies and unethical conduct prevention measures, as well as the implementation status of supervision to the Board of Directors once a year. The Board of Directors exercises its duty as a good steward by urging the prevention of unethical conduct. In addition, it constantly reviews the results of preventive measures and continually makes adjustments so as to ensure the thorough implementation of ethical corporate management policies. In 2023, Wellell provided internal and external education and training on Ethical Corporate Management Best Practice Principles to all employees. A total of 296 people participated, totaling 296 hours, with a completion rate of 100%. In addition, courses on insider trading and an introduction to legal knowledge were organized for employees, in which a total of 393 employees took part and which lasted a total of 294 hours. In 2023, there were no legal violations in the Company, including bribery, corruption, discrimination, leakage of confidential information, conflicts of interest, anti-competitive behavior, or money laundering.

Legal Compliance

Wellell strictly abides by the law. In accordance with the Ethical Corporate Management Best Practice Principles formulated by Wellell, in addition to the prohibition of illegal political donations, direct or indirect donations to political parties or organizations involved in political activities or to individuals must comply with the Political Donations Act and the Company's internal operating procedures. In 2023, Wellell did not make any political donations. At the same time, to ensure that the Company's operations and business activities comply with regulations, Wellell's various business units, legal departments, and other departments dealing with domestic and international regulations review and confirm all regulatory changes on an annual basis. If there are any violations of relevant laws or regulations during operations, the management is notified immediately and managerial corrective actions are taken. In 2023, no fines were imposed on Wellell for violations of the law, and there were no lawsuits for violations of fair trade or antitrust law.

Whistle-Blowing Channels

If employees have doubts about ethical management and compliance with the law, they can first contact the Human Resources Division. If it is confirmed that the case is serious, they can use the formal reporting channels listed. The following are channels for reporting violations of ethical management through which internal and external whistleblowers can submit complaints or report related cases.

Complaint reporting channel: <https://tw.wellell.com/zh-tw/wellell.html>

Complaint reporting hotline: (02) 2268-5568 ext. 8202

Complaint reporting fax number: (02) 2268-0164

Letters of complaint can be sent to: Wellell Inc. Human Resources Department



1.2.3 Risk Management

To mitigate operational risks, Wellell identifies the risks to which the Company could be exposed from the perspective of the individual departments and based on their respective operational contexts. Wellell also establishes relevant procedures and action plans to manage and address the risks identified. The risk management organizational structure includes business units, the auditing department, the Audit Committee, and the Board of Directors. The internal auditing department operates as an independent unit, capable of independently reviewing the execution of the organization's operations. It reports directly to the Board of Directors and the Audit Committee. All three entities play a role in supervising and controlling risks while continuously monitoring the effectiveness of internal controls across departments to ensure effective risk management.

Types of Identified Risks and Response Measures

Category	Description	Risk mitigation measures
Operational Risks	<ul style="list-style-type: none"> The adequacy of inventory levels of raw materials in each factory area. The impact of changes in the external environment, such as changes due to pandemics, natural disasters, or unstable sea and air transportation, on the supply chain. 	Always keep track of the supply status of key materials and changes in inventory levels.
Financial Risks	<ul style="list-style-type: none"> The Company is mainly dependent on exports; therefore, exchange rate fluctuations affect its revenue. Increases in raw material prices directly or indirectly cause the Company's production costs to rise. 	<ul style="list-style-type: none"> Always refer to foreign exchange reports by banks and monitor international economic conditions. Moreover, formulate hedging plans to reduce the impact of exchange rate fluctuations. Strategically and dynamically adjust material preparation and production plans. Appropriately review prices and strictly control costs as well as inventory levels.
Information Security Risks	Cyberattacks may lead to data leaks and paralyze information systems. This may result in interruptions of the Company's operations or legal issues.	<ul style="list-style-type: none"> Use network firewalls, antivirus software, and other related information security tools to conduct monitoring and necessary troubleshooting. Formulate information security policies to implement management and control. Conduct information security training for all employees every year so that all employees can jointly protect the Company's information security. Conduct information security vulnerability scans by external, professional information security protection units every year to reduce information security risks.
Regulatory Risks	Regulations for medical devices are becoming increasingly strict all over the world. Products that do not comply with the regulations cannot be sold and may have to be phased out.	<ul style="list-style-type: none"> Continuously monitor domestic and international policy trends and regulatory changes. Actively participate in government or industry association regulatory training and meetings. Regularly conduct internal personnel education and training to understand relevant standards and regulatory requirements. Formulate relevant operating procedures in accordance with regulations and standards and ensure that regulatory requirements are implemented in product development.

1.2.4 Information Security

Wellell has established the Rules for Managing Information Operations, Personal Information Protection and Management Guidelines, Personal Data Security Maintenance Procedures, Personal Data Management Procedures, and Trade Secrets Procedures to promote and implement information security management. These measures ensure the protection of the Company's internal confidential information, control the privacy of customer personal data, and enhance employee awareness of information security.

Establishment of a Dedicated Unit to Promote Information Security Management

To strengthen and promote information security management, Wellell has established the Information Security Team, with the IT Department serving as the primary responsible unit. The team is in charge of formulating information security management and protection measures and is made up of members from the Human Resources Division, the Legal and Intellectual Property Department, the Auditing Office, and the Software Design Department. The employees from the individual departments assist in the promotion and implementation of the various information security tasks.

Department	Responsibilities
Human Resource Division	Coordinate the Company's internal and external corporate risk control and management (including labor-management relations, protection against natural disasters, etc.)
Legal and Intellectual Property Department	Handle legal matters related to the Trade Secrets and Sensitive Data Protection Act and the Personal Data Protection Act.
IT Department	Formulate information security management measures and implement various information security protection operations.
Auditing Office	Conduct internal audits on information security operations to ensure that information security management complies with regulations, and report to the Board of Directors.
Software Design Department	Handle information management incidents in cloud services provided to external customers.

Aspects of Information Security Management Policies

Aspect	Description
IT system policy and principles	System permission management, system access management, and backup management
Operation execution principles	Software/equipment security management and network usage management
Personnel training operating principles	Conduct hands-on information security education and training courses for new employees and establish information security e-learning courses to enhance the information security knowledge and professional skills of internal personnel.
Information security incident handling processes	Major incidents should be handled in accordance with the 5W1H principle and reported to superiors after the information manager has confirmed the extent of the impact and the severity of the situation.

Enhancing Employee Information Security Awareness

Wellell places great importance on raising employees' information security awareness. Every new employee is required to take mandatory courses on social engineering and the Personal Data Protection Act. To ensure that all employees stay informed about current information security risks, the Company also conducts annual social engineering courses and drills to continuously enhance employees' information security awareness. In 2023, 12% of employees classified as high-risk received additional training.

Continuous Monitoring of Information Security Risks

To prevent various information security threats and attacks, Wellell continuously adopts relevant strategies and controls to effectively stop external attacks and internal oversights. The Company ensures the effectiveness of all stages of information security management to mitigate information security risks. Major incidents are handled and reported in accordance with the 5W1H principle. Thanks to our information security protection strategies, there were no incidents of information leaks at Wellell in 2023. The relevant strategies are as follows:

1. Conduct information security tests (information security diagnostics) every year.
2. Continue to monitor changing trends in information security, and promote and announce protection mechanisms and plans internally.
3. Utilizing the current anti-virus system, email protection system, and information security network equipment for protection and recording, we aim to implement advance protection and immediately detect and reduce the impact of information security incidents on the business.
4. Social engineering drills are held every year and on-site vulnerability scans of endpoints are conducted quarterly to enable timely patching and real-time protection.

Reporting and Handling of Information Security Incidents

Wellell has established reporting and response mechanisms for information security incidents. If an incident occurs within the Company and it is determined that a system, service, or network may be violating the information security policies or rendering the protective measures ineffective, thus affecting the operation of the IT system and constituting a threat to the information security policies, it will be handled according to its classification and level. In 2023, there were no major information security incidents impairing operations.

Privacy Protection

Wellell attaches great importance to protecting the privacy of all stakeholders, including customers, employees, and suppliers. The Company strictly abides by the management requirements of privacy and information security laws when collecting, storing, managing, and sharing personal data. We regularly provide employees with education and training on the management of sensitive data and privacy rights. In 2023, Wellell did not receive any complaints regarding breaches of customer privacy or the loss of customer data.



1.2.5 Association Participation

Wellell actively participates in industry associations and has long been caring about the development of Taiwan's medical equipment industry. As a small to medium-sized enterprise operating its own brand, Wellell is fully aware of the substantial resources required for brand management and investment in medical and clinical research. Wellell is committed to putting down roots in Taiwan and creating a platform for the next generation. We share our brand management experience with medical and brand-related industry associations, government and legal institutions, as well as other companies to contribute to the development of medical device brands by the government and Taiwanese society.



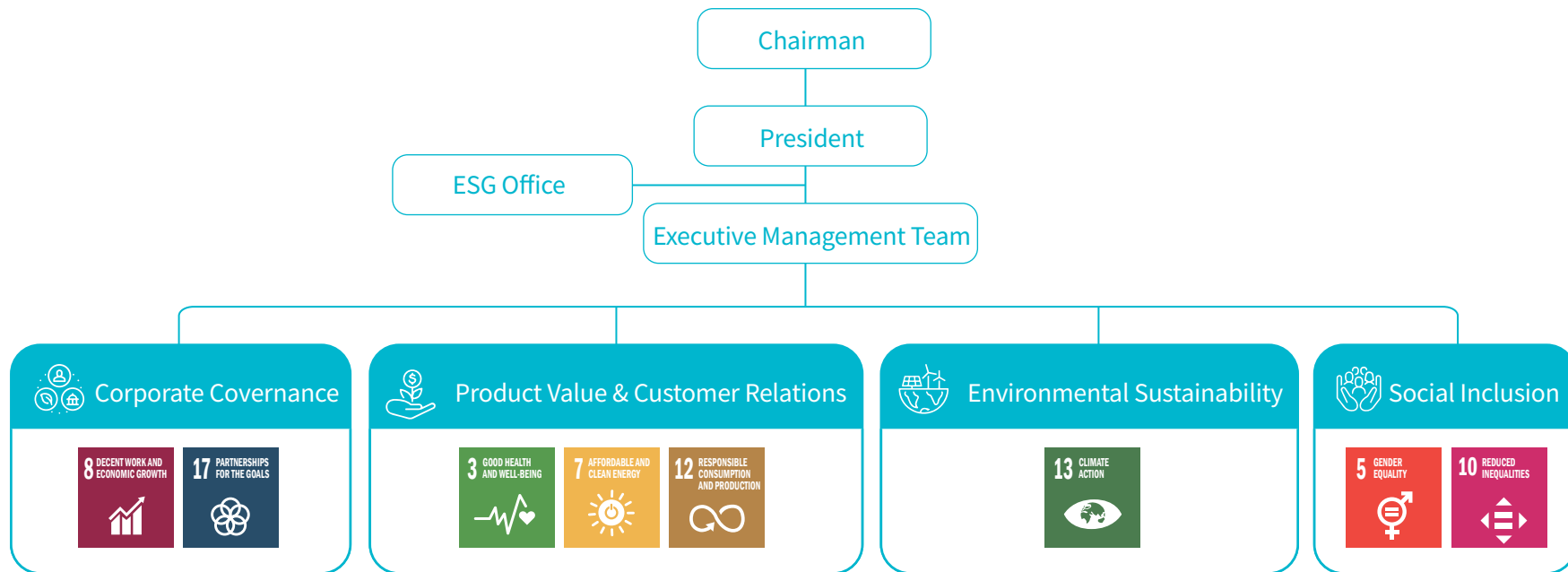
Name of Organization	Representative	Position in Organization
Taiwan Medical and Biotech Industry Association (TMBIA)	Lee, Yung-Chuan	Chairman
Biotechnology and Pharmaceutical Industries Promotion Office, Ministry of Economic Affairs	Lee, Yung-Chuan	Committee member
Biotechnology Regulation Strategic Advisory Council, Ministry of Health and Welfare	Lee, Yung-Chuan	Advisory committee member
Smart Healthcare International Partnership Advisory Committee, National Science and Technology Council	Lee, Yung-Chuan	Committee member
International Economic and Trade Affairs Committee, Chinese National Federation of Industries	Lee, Yung-Chuan	Committee member
Taiwan Textile Federation	Lee, Yung-Chuan	Supervisor
Taiwan Excellent Brand Association (TEBA)	Lee, Yung-Chuan	Vice president
National Association of Small & Medium Enterprises, R.O.C.	Lee, Yung-Chuan	Executive director
Small and Medium Enterprise Foundation, Taiwan	Lee, Yung-Chuan	Director
Welfare Organization for the Elderly, Taiwan, R.O.C.	Lee, Yung-Chuan	Honorary chairman
New Taipei City Biotechnology Alliance	Lee, Yung-Chuan	Honorary chairman
New Taipei City Industrial Development Advisory Committee	Lee, Yung-Chuan	Advisory committee member
Biotechnology and Medical Industry Research Committee, Chinese National Association of Industry and Commerce, Taiwan	Lee, Yung-Chuan	Committee member

1.3 Sustainable Development Strategy and Management

1.3.1 Sustainable Management Structure

Wellell has established the [Sustainable Development Best Practice Principles](#) as a guide for the Company's sustainability efforts. At the end of 2023, the internal Sustainability Committee was formed, with the chairman of the Board serving as its chairman and the president as its convener. Senior managers from various divisions act as leaders of cross-departmental working groups, overseeing the representatives from their respective departments. In addition, an ESG Office was established as a dedicated unit to ensure the implementation of internal sustainability actions and measures. The progress and plans for promoting sustainable development are reported to the Board of Directors annually.

Wellell's Sustainability Committee is divided into four groups: Corporate Governance, Environmental Sustainability, Social Inclusion, and Product Value & Customer Relations. These groups work together to promote relevant sustainability policies and initiatives in response to the United Nations Sustainable Development Goals (SDGs) and to implement sustainable action plans. The groups are committed to making the greatest possible contribution to the economy, environment, as well as society and embody Wellell's brand spirit of "Be well, live well," respecting the value of life and enabling people to live healthy and comfortable lives.



1.3.2 Stakeholder Identification and Engagement

In accordance with the AA1000 Stakeholder Engagement Standards (AA1000 SES), Wellell has identified six key categories of stakeholders that are relevant to its operations. At the same time, members of the Sustainability Committee from various departments regularly review engagement with these stakeholders and integrate internal resources to provide appropriate responses. This ensures that the Company effectively addresses the diverse concerns and expectations of its stakeholders in daily operations. Additionally, the status of stakeholder engagement is reported to the Board of Directors annually. Furthermore, a dedicated communication channel has been set up on the official website to obtain more feedback.

Communication Mechanisms and Key Issues of Stakeholders

Stakeholder	Importance to Wellell	Issue of concern	Communication channel	Communication performance
Employees	Employees are the Company's most important asset. We care for our employees and provide smooth and diverse communication management to create a happy working environment for our employees.	Talent development Ethical corporate management Employee care and benefits	Employee assembly	Organized 2 employee assemblies. In addition, 1 brand day was held together with global subsidiaries and related companies.
			Employee survey	Conducted 10 employee surveys, with an average satisfaction score of 4.43 points.
			Wellell Monthly	Internal publications are published every month to help employees access news about the Company. A total of 12 issues of Wellell Monthly were published.
			Employee suggestion/ complaint mailbox	No feedback was received from employees.
			Labor-management meetings	Conducted every quarter. A total of 4 labor-management meetings were held to discuss meals, the environment and facilities, computer equipment, and other issues.
			Joint Employee Welfare Committee activities	A total of 16 meetings were held to discuss various employee welfare and activity matters.
			Group orientation for new employees	A total of 2 group orientation sessions for new employees to explore Wellell's corporate culture and brand spirit in depth were held. Wellell's founder and chairman was invited to teach in person.
			Performance evaluations and career development interviews	Interviews are held between each supervisor and their subordinates at least once a year. The number of accepted annual performance evaluations reached 100%.
			Internal communication meetings of each department	Each department holds communication meetings at least once a month. In addition, meetings on business management, brand marketing, clinical research, quality, and product improvement are organized as required.

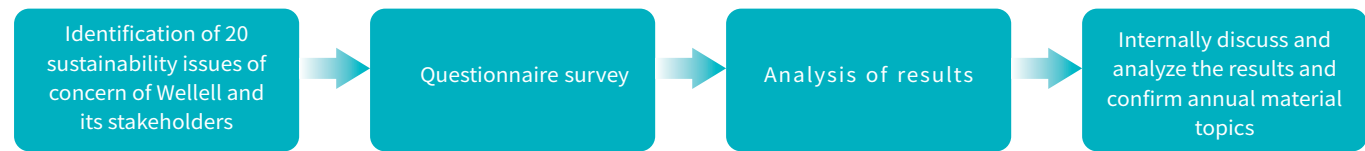
Stakeholder	Importance to Wellell	Issue of concern	Communication channel	Communication performance
Suppliers	The provision of high-quality materials and services by suppliers is the foundation for the Company to create products and services. Maintaining good partnerships with suppliers benefits both parties.	Supply chain management Corporate governance Quality management	Supplier evaluation and comparison Project communication with vendors	For detailed communication performance, please refer to chapter "1.4 Supplier management" of this report.
Customers	Customers are the main source of the Company's revenue. High-quality and user-friendly products bring customers higher brand value.	Excellent products and services Quality management Customer satisfaction	Customer complaint channels Customer service hotline Customer satisfaction surveys (annually) Marketing campaigns (intermittently) Sales visits (intermittently)	Customer satisfaction score of 4.37 points.
Investors	Investors are the funders of the Company. Open and transparent information is provided to maintain investor confidence.	Financial performance Corporate governance	Shareholders' meetings Investor conferences Publication of information on the Market Observation Post System An "Investor Section" on the official website.	1 shareholders' meeting was held. 2 investor conferences were held, allowing investors to directly communicate with senior managers. Operating income data was released 12 times on the official website on a monthly basis. Quarterly financial reports Irregular material information

Stakeholder	Importance to Well	Issue of concern	Communication channel	Communication performance
Government	Maintain smooth communication with government agencies to avoid accidental violations of the law and ensure stable operations.	Corporate governance Ethical corporate management Legal compliance Risk management	Official correspondence Phone or e-mail	Communication took place irregularly as required.
Social groups/ NGOs	Maintain partnerships and implement ESG plans together to create social value.	Community involvement and care Customer care Excellent products and services	ESG collaboration Education and promotion of medical assistive devices	The total investment in public welfare activities exceeded NT\$1.7 million. Social welfare activities benefited 57,278 people. For detailed communication performance, please refer to chapter "4.5 Community involvement and care" of this report.

1.3.3 Management of Material Topics

Process for Evaluating Material Topics

Wellell values the expectations and suggestions of its stakeholders. Through various departmental contact windows, the Company engages with stakeholders to understand their issues and aspects of concern. We also review the appropriateness of the issues by consulting institutional investors, the GRI standards, and senior managers. Internal key groups assess the impact of these issues on the social, environmental, and corporate governance aspects of the Company. Finally, the Corporate Sustainability Committee reviews and approves the results, confirming the six material topics for each year. The management approaches for each of these material topics are detailed in the respective chapters of this report.



Matrix of Material Topics



Compared to the material topics identified in the previous period, the focus of impact management this year is now on the perspectives of Wellell and its stakeholders due to the introduction of new criteria for identifying material issues. As a result, there have been changes to the issues, including the addition of ESG social cohesion, information security, occupational health and safety, product quality and safety, as well as labor-management relations. However, the existing management procedures for previously excluded material issues will be retained.

Material Topic Management Strategy

Material topic	Scope and limits of economic, environmental, and social impacts					Corresponding GRI Topics	Corresponding Chapters
	Within the organization	Outside the organization					
	Wellell	Suppliers	Customers	Government agencies	Social groups/NGOs		
Ethical corporate management	◆	◆		◆		205 Anti-corruption 206 Anti-competitive behavior 415 Public policies	1.2.1 Corporate governance organization 1.2.2 Ethical corporate management
Sustainable governance operations	◆	◆		◆		205 Anti-corruption 206 Anti-competitive behavior 415 Public policies	1.2.1 Corporate governance organization 1.2.2 Ethical corporate management
Information security	◆		◆		◆	418 Customer privacy	1.2.4 Information security
Product quality and safety	◆		◆	◆		417 Marketing and labeling	1.2.2 Ethical corporate management 2.2 Quality management
Occupational health and safety	◆					403 Occupational health and safety	4.4 Occupational health and safety
Labor-management relations	◆					401 Employment	4.2 Talent development

1.4 Supply Chain Management

Suppliers are one of Wellell's key stakeholders. Upholding the principle of "cooperation and co-existence," Wellell continuously maintains mutually cooperative relationships with upstream and downstream partners in the supply chain. The Company aims to create sustainable value together with its supplier partners and fulfill its corporate social responsibilities.

Wellell has formulated the Procurement Operations Management Measures and Procurement Operations Standards as the basis for supplier management. The content of these documents includes mechanisms for supplier selection, standards for the management of supplier classification, and standards for supplier evaluation. Additionally, Wellell categorizes its suppliers to ensure that the goods provided comply with regulations. The Company also requires key/high-risk suppliers to sign quality agreements to ensure that the quality of medical equipment products, which are subject to strict regulatory controls, meets both regulatory requirements and Wellell's high quality standards.

To counter risks that could potentially disrupt the supply chain and make key raw materials difficult to obtain, Wellell not only maintains stable friendly relationships with suppliers but also closely monitors the supply status and inventory levels of critical materials. In addition, for materials with long lead times, Wellell provides suppliers with estimates of required quantities to help them make appropriate supply arrangements, thereby reducing the risk of insufficient supply.

Supplier Types

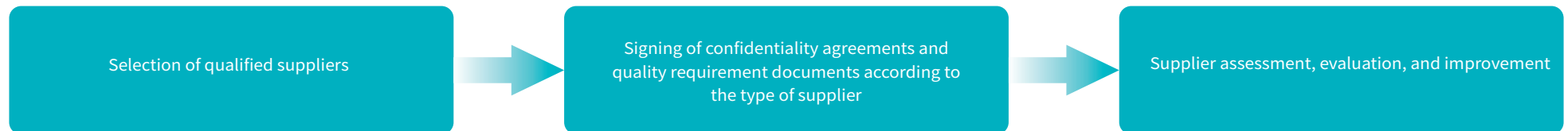
Wellell divides suppliers into 4 categories according to their characteristics:

Category	Description	Number of companies	Ratio
Type A: Key/High-Risk Suppliers	<ul style="list-style-type: none"> ■ Quality agreements must be signed to stipulate relevant quality requirements. ■ Major suppliers: The materials provided are defined as critical and important for the design and development process. ■ High-risk suppliers: Manufacturers that offer finished products to Wellell 	176	28%
Type B: Not Classified as Type A or C	Manufacturers who provide materials that directly or indirectly affect product functionality or finished products.	390	62%
Type C: Low-Risk Suppliers	Manufacturers of cartons, cardboard boxes, or accessories (items not related to product functionality).	35	6%
Type D: Providing Quality-Related Services	Product certification and instrument calibration vendors.	29	5%
Total		630	100%

Local Procurement

When selecting suppliers, in addition to considering specifications and source of supply restrictions, Wellell also tries to increase the ratio of localized procurement as much as possible. Among regular trading suppliers, the ratio of localized procurement in Taiwan is approximately 93.8%. At the same time, Wellell also follows various international regulations and guidelines, including RoHS (Restriction of Hazardous Substances Directive) and REACH (Regulation on the Registration, Authorization, and Restriction of Chemicals). During the selection process for parts and materials, suppliers are required to pass relevant tests and attach certificates or sign affidavits. This is done not only to avoid harm to users, but also to reduce the impact on the environment.

Supplier Management Mechanisms and Procedures



Selection of qualified suppliers and signing of confidentiality documents

After identifying potential suppliers that meet the requirements, Wellell evaluates them based on the multiple aspects of MEQCD (management, environment, quality, cost, and delivery). Qualified suppliers are selected according to their score. At the same time, Wellell requires its suppliers, categorized into four different types, to sign confidentiality agreements, quality agreements, and affidavits on the non-use of hazardous substances (type A suppliers).

Supplier assessment, evaluation, and improvement

- Assessments : Once deemed as qualified, suppliers must undergo an assessment every six months. The assessment focuses on quality and delivery times. Wellell requires suppliers who score less than 80 in the assessment to improve and take corrective and preventive measures. If the improvements are ineffective, the supplier is reported for removal from the list of qualified suppliers.
- Regular evaluations : Annual evaluations are conducted by selecting evaluation targets and formulating plans, which are then executed on a monthly basis. The evaluation targets are mainly the key suppliers mentioned above (type A suppliers), followed by those who have changed their manufacturing location or added new equipment. If the result of the evaluation is unsatisfactory, the corrective and preventive action process is initiated and the manufacturer is required to make improvements. If the improvements are ineffective, the supplier is reported for removal from the list of qualified suppliers. In 2023, a total of 32 items divided into 5 categories were evaluated, with a total of 16 suppliers being scrutinized. All suppliers were deemed qualified.

Rating	Score	Handling
A	Over 90	N/A
B	Over 80	N/A
C	Over 70	Corrective and preventive measures (for important materials)
D	Less than 70	Corrective and preventive measures

Wellell 2. Product Innovation and Value

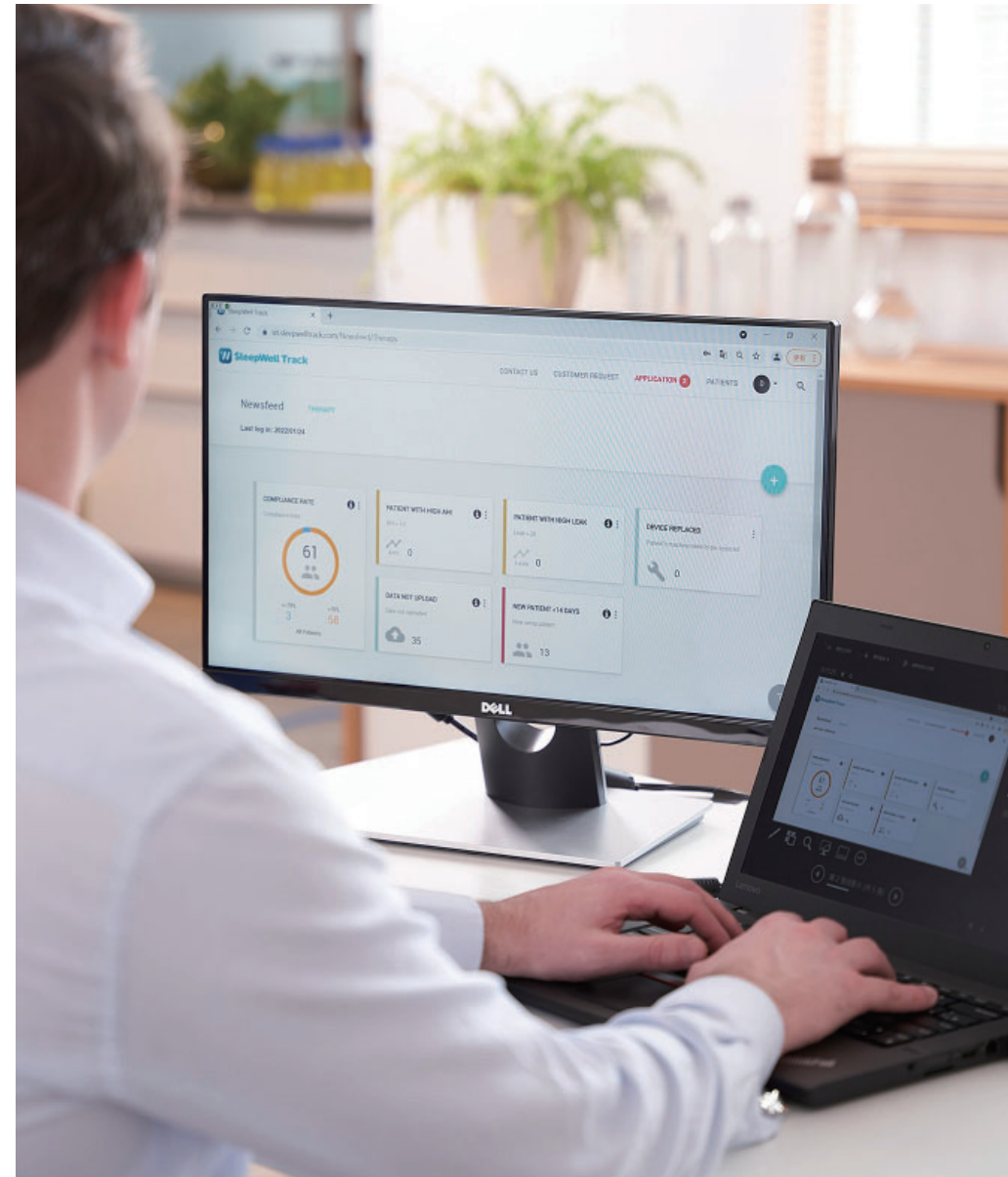
Be well, Live well

2. Product Innovation and Value

As a company specializing in the design and manufacture of medical equipment, Wellell attaches great importance to the needs and experiences of users. Therefore, Wellell has always been committed to putting the customer at the center by providing a caring, friendly, reliable, and effective user experience. In 2022, the Company underwent a brand transformation and renamed itself "Wellell" to achieve its ultimate goal of "respecting the value of life and enabling people to live healthy and comfortable lives." The Company aims to work with its partners to provide patients, who are at the center of Wellell's efforts, with an improved quality of life through digital technologies. By observing and analyzing patient behavior, Wellell seeks to uncover patients' true needs and develop high-quality products and services that patients truly want and need. The Company is committed to continuously improving the quality of medical care for healthcare facilities, patients at home, and caregivers, and strives to become a leading brand in the medical industry that focuses on innovation and can be trusted.

2.1 Excellent Products and Services

The three main product lines of Wellell include: Pressure area care, respiratory therapy, and smart medical technology. Wellell continues to focus its efforts on patient recovery care (PRC), concentrating on the needs of patients during their recovery. By integrating products such as medical support surfaces, mobility aids, and lifters, Wellell provides patients with comprehensive solutions tailored to their needs. The Company also continues to invest in clinical research, surveys, and ergonomic designs, and collaborates with key opinion leaders (KOLs) and medical institutions. Wellell's efforts are aimed at differentiating its products and enhancing their added value. In 2023, more than 1.7 million medical equipment-related products were sold.



Pressure Area Care



Medical pressure-reducing beds help patients to turn and position themselves and contribute to the treatment and prevention of bedsores. At the same time, they effectively meet the needs of patients with different risk levels. The cost of treating bedsores is extremely high, with treatment expenses for each hospitalized patient starting at US\$250,000 and daily hospitalization costs of up to US\$2,122. The use of alternating pressure mattresses not only increases patient comfort and reduces the incidence of bedsores, but also helps to decrease the workload of nursing staff, enables the automation of the treatment process, and increases the quality of care as well as the long-term cost-efficiency of hospitals. Therefore, Wellell continues to develop these products with the aim of improving the quality of life of patients and caregivers and reducing healthcare costs of society. In 2023, Wellell's Optima Turn mattress was awarded the Certification of Physical Therapy Quality.

Respiratory Therapy



Untreated obstructive sleep apnea (OSA) can significantly affect quality of life by leading to fewer interpersonal relationships, excessive daytime sleepiness, work mistakes and decreased work performance, increased risk of traffic accidents, and higher healthcare costs. Wellell has developed the iX Auto series of continuous positive airway pressure (auto CPAP) devices with the aim of helping patients suffering from OSA to improve their treatment outcomes and increase their quality of life. Additionally, these devices can reduce the heavy economic burden of the complications associated with the disease (estimated annual healthcare costs of approximately US\$153,477). At the same time, the iX Auto series of auto CPAP devices is suitable for use at home and in hospitals/medical institutions. The series is also equipped with smart network app/web functions that provide users with interactive sleep parameters in real time, greatly improving the user's comfort and adherence to therapy.

Smart Medical Technology



With the advent of the era of digital technology, Wellell is also moving toward the development of smart healthcare products and services. The Company has developed the SleepWell IoT management platform for patients with sleep apnea. The platform provides patients with health education and automatic reminders by using telemedicine and digital health management, enhancing key predictive indicators for patients' long-term treatment compliance and utilization. The self-health management data enables caregivers to identify issues early and ensure timely treatment, significantly improving the patient's treatment experience. Additionally, the SleepWell platform offers online consultation services that enable users in remote areas to access medical services and reduce the high economic burden associated with transportation costs (up to US\$20,000 annually) and medical resources. In 2023, the SleepWell management platform was also recognized by the Taiwan Excellence Awards.

2.2 Quality Management

Wellell upholds the quality policy of "Do It Right the First Time," emphasizing that quality assurance is its top priority. With a rigorous approach, Wellell has established a quality management system that ensures a secure, reliable, and effective process through a series of design verification and validation (V&V) procedures. These include basic product performance testing (such as pressure distribution in mattress surfaces, pressure or flow output control, and noise levels), electrical safety verification (in accordance with the IEC60601 series), biocompatibility verification (ISO10993 and ISO18562 series), confirmation of product durability and lifespan specifications, confirmation of transportation and storage specifications, as well as usability engineering assessments and clinical evaluations. In addition, Wellell's products meet REACH and RoHS testing standards to comply with chemical management regulations and hazardous substances directives. Testing for cytotoxicity, skin irritation, and sensitization is performed for substances that frequently come into contact with patients' skin. Wellell strives to provide its customers with products that meet global safety standards. At the same time, to ensure the implementation and consistency of the quality system, the Company conducts internal audits every year to ensure the effectiveness of its operations.

As a manufacturer of medical equipment, Wellell strictly adheres to the guidelines of its quality management system and has received ISO 13485 certification. The Company scrupulously adheres to the requirements of medical quality systems and regulations in various countries, follows international standards, and develops and manufactures products that meet the needs of customers. In addition, to ensure product quality, Wellell's production history can be effectively traced by product batch numbers, including the records of inspection and warehousing of purchased key raw materials, production processes, quality inspection, as well as packaging and shipping. All products are verified by third-party notary units or competent authorities before their launch. In addition, 100% of the materials supplied by suppliers for electrotechnical medical products pass the relevant tests and third-party inspections. To date, Wellell has obtained 177 world-class safety certifications and 411 medical product certifications prior to product launches. These include the US FDA's 510(k), the EU Medical Device Directive (MDD) 93/42/EEC, as well as approvals from the National Medical Products Administration (NMPA) in China, the Therapeutic Goods Administration (TGA) in Australia, Health Canada, and the Taiwan Food and Drug Administration (TFDA). These certifications ensure that Wellell maintains excellent and stable product quality, allowing customers to use our products with confidence.

Quality Management Education and Training

Wellell's quality management is based on the awareness and commitment of its employees to quality and safety and ensures that all products meet strict international standards. Therefore, all quality management employees are trained annually in the most important procedures of the quality system. The training covers topics such as ISO 13485 certification for quality management systems for medical devices, medical device registration requirements and preparations of various countries, biocompatibility regulations, ISO 14971 for risk management, and introduction to the requirements of the IEC 60601-1 safety standard. In 2023, a total of 23 courses (both in-person and online) were offered, with 475 participants.

Product Labeling and Sales Liability

The accuracy of product labeling reflects Wellell's commitment to product responsibility. Therefore, Wellell's product packaging labels and user manuals must comply with ISO standards for medical devices and other international regulations, providing compliant, accurate, and clear instructions. Wellell provides detailed information on the marketing packaging and in the operating instructions of its products, including product specifications, certification numbers, precautions, warnings, contraindications, cleaning methods, operating instructions, and recycling guidelines. This ensures that consumers can read and clearly understand the instructions for use before purchasing and using the products. In addition, the packaging and manuals contain information about the manufacturer and distributor so that users have a point of contact for any product-related inquiries or concerns. In 2023, there were no violations of product safety, marketing labels, and advertising.

2.3 Customer Care

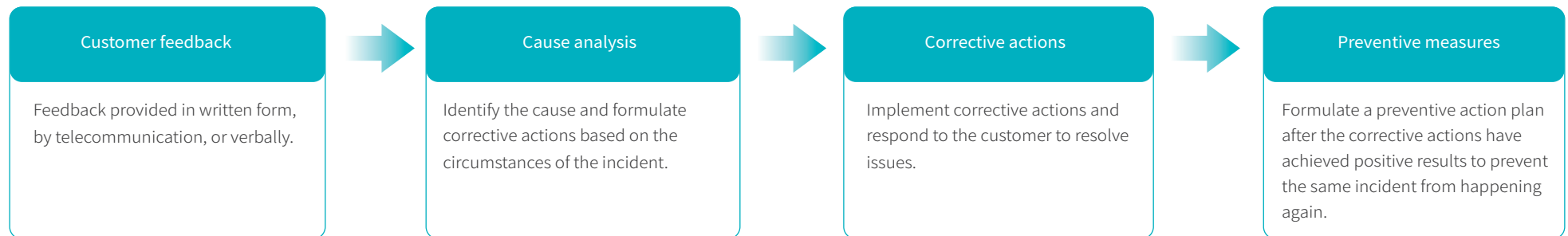
2.3.1 Customer Relationship Management

Wellell upholds the principle of "prioritizing customer needs and providing friendly and reliable user experience." Wellell provides its customers with high-quality, human-centered services and responds to customer inquiries via phone and email. Moreover, Wellell has dedicated personnel at various locations who are always ready to provide a wide range of services to customers. Wellell currently has subsidiaries in Spain, the United Kingdom, France, Germany, China, Thailand, and the United States, as well as a sales office in Jordan. In addition to regular client visits, the Company establishes local offices in its subsidiaries to engage directly with customers to proactively identify needs and provide users with care. Wellell strives to maintain long-term relationships with its customers by providing them with peace of mind, considerate services, and fulfillment of their needs.

Wellell also provides services that are tailored to the specific needs of different customers. The Company pursues a tiered pricing strategy that considers market conditions, product characteristics, customer profiles, and customization requirements. Sales representatives determine pricing based on the competitiveness of the respective sales environment, ensuring the effective allocation of the Company's resources to promote the development of sales channels and market expansion.

Complaint Handling Procedure

Customer opinions and feedback are the driving force behind the Company's growth. Therefore, Wellell provides channels for customer complaints and suggestions. Upon receiving feedback, Wellell promptly addresses concerns and responds to ensure that customer's rights are upheld.



2.3.2 Customer Satisfaction

Wellell conducts annual customer satisfaction surveys, covering aspects such as products, after-sales service, and overall evaluation of the Company. The results of the surveys are presented at senior management meetings. Any deficiencies or suggestions raised by customers are analyzed by the responsible departments, which then develop solutions and improvement measures. In 2023, Wellell conducted a survey targeting important customers and received a total of 284 responses. The average customer satisfaction score was 4.37 points (out of 5). In terms of the overall evaluation of Wellell, customer satisfaction was greater than 4.5 points, reflecting the positive feedback the Wellell brand has received through our hard work in the global market.

A photograph of a misty forest path. Sunlight rays (crepuscular rays) are visible, filtering through the dense canopy of tall, thin trees. The ground is covered in green undergrowth and a dirt path leads into the distance. The overall atmosphere is serene and natural.

Wellell 3. Environmental Sustainability

Be well, Live well

3. Environmental Sustainability

Wellell's production model focuses primarily on assembly. The required components are delivered by various suppliers and then assembled into finished products on the respective production lines. The energy used for the manufacturing process is exclusively electricity, without the use of water, steam, or heat sources. In response to global efforts to achieve net-zero carbon emissions and the need for effective environmental energy management, Wellell has established the Tucheng Building Management Guidelines. These guidelines set out various control standards for internal energy management to ensure the implementation of energy-saving measures, thereby achieving environmental sustainability. In addition, Wellell conducted an internal greenhouse gas inventory in 2022 to understand the current status of the Company's greenhouse gas emissions and will formulate improvement measures in the future.

3.1 Energy Management

Wellell's energy consumption in 2023 was as follows:

Power Consumption

Year	Total power consumption	Energy saving performance and measures	Future reduction targets and implementation status
2022	1,770,600 kWh	Benefits: A decrease of 3,300 kWh compared to the previous year, or 0.19%. Measures: 1. Currently, all traditional lights have been replaced by LED lights. 2. The outlet water temperature of the high-consumption chiller air conditioning system was adjusted and the indoor temperature set to 26-27 degrees Celsius to reduce electricity consumption.	Wellell aims to reduce electricity consumption by 3% by 2026. We will accomplish this by replacing more equipment with energy-saving alternatives, such as variable frequency air compressors and variable frequency flooded chillers.
2023	1,767,300 kWh	3. High-efficiency air compressors were installed to save energy. 4. New equipment is selected according to whether it meets energy label standards to achieve the goal of saving electricity.	

Water Consumption

No water is used in Wellell's production processes, and the total water consumption is mainly daily water consumption.

Year	Total water consumption	Energy saving performance and measures	Future reduction targets and implementation measures
2022	7,308 kL		
2023	7,641 kL	<p>Benefits: In 2023, water consumption increased by 5% compared to the previous year due to the installation of constant temperature and humidity machines in the laboratories.</p> <p>Measures:</p> <ol style="list-style-type: none"> 1. Bathrooms are equipped with faucets with motion sensors, while the water flow has been adjusted faucets without sensors. 2. Water-saving label products are used for urinals. 3. Toilets are equipped with two-stage water-saving devices to reduce water wastage. 	<p>Wellell expects water consumption to be reduced by 1% by 2026. By adjusting the conductivity of the cooling tower and changing the water tank levels of American-style toilets, we will reduce water consumption.</p>

Waste Generation

Wellell does not produce hazardous waste. Non-hazardous waste can be divided into two types: "waste cloth generated during manufacturing processes" and "general waste." As far as waste disposal is concerned, Wellell adheres strictly to the Waste Disposal Act when collecting, classifying, and storing waste. The Company commissions qualified waste disposal companies to dispose of waste according to the regulations. In addition, Wellell ensures that the disposal companies and waste processors provide final proof of transportation and disposal upon receipt of the waste. The recycling and reuse of waste is entrusted to qualified processors for disposal and transportation.

Year	Hazardous waste (tons)	Non-hazardous waste (tons)	Energy saving performance and measures	Future reduction targets and implementation measures
2022	0	67.675	In 2023, we actively worked to reduce the waste generated during manufacturing processes. In addition, the Company promoted resource recycling among employees and encouraged them to reduce waste and recycle. As a result, waste was reduced by 2.23%.	Wellell is aiming for a further 1% reduction in waste by 2026. Since waste reduction is already underway and waste has been minimized each year, the focus in the future will be on encouraging collective efforts by all employees. This includes increasing the promotion of resource recycling and encouraging the use of recycled paper for printing and copying.
2023	0	66.166		

3.2 Environmental Resource Management

Product Manufacturing

Although Wellell does not operate in an industry with a high energy consumption and its production model is primarily based on assembly, the Company strictly adheres to environmental regulations and meets all requirements. None of our manufacturing processes generate substances that pollute the environment. In addition, Wellell requires its raw material suppliers to comply with the Restriction of Hazardous Substances (RoHS) Directive, which restricts the use of certain hazardous substances in electronic products. Currently, Wellell is gradually moving toward using recyclable or biodegradable green products. The Company places great emphasis on material sourcing, strength, durability, and biocompatibility to ensure that its products are not only more comfortable and safer to use, but also more environmentally friendly.

Paperless Operations

Wellell continues to promote paperless operations by gradually digitizing product information, customer service, and marketing materials. This initiative not only reduces costs, but also contributes to reduce carbon emissions, benefiting the planet. In 2023, the cost of printing paper-based marketing materials was reduced by 55% compared to the average of the last three years, resulting in a decrease in paper consumption of approximately 16,851 sheets. This reduction corresponds to a reduction in our carbon footprint of 128.07 kilograms. (Note)

Note: Based on Taiwan's Product Carbon Footprint Information Network of the Environmental Protection Administration of the Executive Yuan, the carbon footprint for a ream of 500 sheets of A4 paper is calculated at 3.8 kg CO₂e.

Environmentally Friendly Exhibitions

Wellell participates in more than twenty exhibitions every year. In 2023, the proportion of booth construction materials for traditional wooden structures was completely reduced at four large-scale exhibitions and recyclable materials were used for exhibition decorations. At other, non-major exhibitions, recyclable materials were used for easy-to-install displays to reduce one-off waste. Lighting fixtures were converted to LED lights. Wellell has also switched to using environmentally friendly items such as reusable shopping bags and cups for customer contact when promoting the brand and products on site. The aim is to work with customers to raise environmental awareness, reduce waste, hold green exhibitions, and strengthen the Company's social impact.



Wellell 4. Social Inclusion

Be well, Live well

4. Social Inclusion

4.1 Human Resources Management

In 2023, Wellell had a total of 264 employees at its Taiwanese headquarters and 623 employees around the world, 58% of whom were non-Taiwanese. The Company is dedicated to working with global brand partners at the forefront of providing medical products and services, contributing to the health and well-being of people worldwide. Guided by our business philosophy of "integrity, professionalism, and innovation," we provide a friendly workplace, a diverse and inclusive working environment, comprehensive care and benefits, open and transparent communication channels, and a culture of genuine care. This ensures that our employees are in roles that match their talents, allowing them to shine on the global medical brand stage.

At 56.4%, the proportion of female employees in Wellell's employee structure is slightly higher than that of male employees (43.6%). Among them, female managers (above the section level) account for 30.8% of management. 98.5% of Wellell's employees are Taiwanese employees with permanent employment contracts. Wellell continues to recruit new talent in the technical area and is implementing corresponding plans to adjust the personnel structure. In 2023, the total number of employees was 264, representing a slight decrease of 5.4% compared to the previous year. The number of employees of the Company is calculated based on the total number of employees at the end of the year.

Employee Structure in 2023 ^{Note}

Type of employment contract	Gender	Number of employees
Indefinite contract	Male	114
	Female	146
Number of employees with indefinite contract		260
Number of employees with indefinite contract	Male	1
	Female	3
Number of employees with temporary contract		4
Total		264

Definitions :

Indefinite contract: Employment contract with non-fixed term.

Temporary contract: Employment contract with fixed term.

Note: The employees who are statistically recorded in this report are all located in Taiwan.

Type of employment	Gender	Number of employees
Full-time employees	Male	114
	Female	146
Number of full-time employees		260
Part-time employees	Male	1
	Female	3
Number of part-time employees		4
Non-guaranteed hours employees	Male	0
	Female	0
Number of non-guaranteed hours employees		0
Total		264

Definitions :

Full-time employees: The weekly working hours of the employees correspond to the weekly working hours for full-time employees specified in the local regulations.
Part-time employees: The weekly working hours of the employees do not correspond to the weekly working hours for full-time employees specified in the local regulations.
Non-guaranteed hours employees: Employees with irregular weekly working hours.

Average Age and Seniority of Employees

Average age (years old)			Average seniority (years)		
Male	Female	Total	Male	Female	Total
41.4	41.8	41.6	7	9.5	8.4

Diversity Indicators

Wellell is committed to creating an equal, inclusive, and diverse working environment. Differences in race, nationality, gender, religion, and other factors have no impact on hiring, compensation, or promotion. As a multinational company, Wellell encourages its employees to respect their differences and learn together. In 2023, in compliance with the law, Wellell employed one person with a disability and hired three employees of indigenous descent to promote employee diversity and equal employment opportunities.

Age and Gender of Employees by Levels of Positions					
Category	Total	Male	Female	Age	Percentage
General employees	212	37.3%	62.7%	Under 30 years old	17%
				30–50 years old	63.7%
				Over 50 years old	19.3%
Entry-level managers	12	41.7%	58.3%	Under 30 years old	0%
				30–50 years old	66.7%
				Over 50 years old	33.3%
Mid-level managers	26	69.2%	30.8%	Under 30 years old	0%
				30–50 years old	76.9%
				Over 50 years old	23.1%
Senior managers	14	92.9%	7.1%	Under 30 years old	0%
				30–50 years old	42.9%
				Over 50 years old	57.1%
All employees	264	43.6%	56.4%	Under 30 years old	13.6%
				30–50 years old	64%
				Over 50 years old	22.4%
Disabled employees	1	The ratio of disabled employees is 0.38%			

Note: The actual number of employees with disabilities is one. In accordance with the regulations, the employment of a person with a severe disability counts as two employees. Applying this weighting results in a figure of two, which meets the legal requirements.

4.2 Talent Development

4.2.1 Talent Recruitment and Retention

New Personnel and Employees Who Resigned

Wellell has a comprehensive recruitment system and hopes that employees and the Company can grow together. At the same time, we also respect employees' decisions to change careers. A total of 43 new employees were recruited in 2023, including 17 men and 26 women. In addition, 43 employees resigned (including 1 retiree), including 21 men and 22 women. The reasons for resignation included family commitments, a change of residence and a career change. In order to protect the rights of employees and improve the recruitment system, managers of the Company's responsible unit interviewed all employees who resigned to understand the reasons for their resignation in detail. The interviews can be used as a reference for subsequent improvements in human resources management.

Total Number and Proportion of New Employees

Gender	Age	Total	Proportion of new employees
Male	Under 30	2	6.4%
	30–35	13	
	Over 51	2	
	Subtotal	17	
Female	Under 30	11	9.8%
	30–35	14	
	Over 51	1	
	Subtotal	26	
Total		43	16.3%

Total Number and Proportion of Employees Who Resigned

Gender	Age	Total	Proportion of employees who resigned
Male	Under 30	3	7.95%
	30–35	16	
	Over 51	2	
	Subtotal	21	
Female	Under 30	4	8.33%
	30–35	16	
	Over 51	2	
	Subtotal	22	
Total		43	16.29%

Note: All new employees/employees who resigned are located in Taiwan.

Note: New/resignation proportion = new/resignation (male and female) employees ÷ total (male and female) employees

Performance Management System

Wellell's performance management system is designed to align with the brand vision of "becoming a leading brand in the medical industry that focuses on innovation and can be trusted." Each year, key performance indicators are set for teams and individuals based on the Company's operational objectives. The performance management cycle takes place twice a year and is supported by regular meetings, real-time feedback, and regular performance reviews. This approach creates a working environment that is conducive to open communication and provides appropriate support and assistance to employees. The annual performance results are also used as a key basis for decisions regarding promotions and compensation. In 2023, the completion rate of the official performance management cycle for employees was 100%, with indirect employees accounting for 78.9% and direct employees for 21.1%. Broken down by position, the proportion of management positions was 13.7% and the proportion of non-management positions was 86.3%.



4.2.2 Talent Cultivation

Employees are an important asset for Wellell. The Company can only achieve sustainable development with its employees by continuously improving their knowledge and skills. Wellell's talent cultivation is structured by the two approaches of "management/professional dual-track system" and "generalist/specialist training." These approaches are designed to provide employees with comprehensive training plans tailored to their career path.

■ Management and professional dual-track system:

The management/professional dual-track system provides diverse career development opportunities within the Company, enabling employees with different strengths and characteristics to develop into either management or professional positions. The aim is to ensure that employees are placed in positions that best suit their talents and skills.

■ Generalist/specialist training:

The generalist/specialist training focuses on enhancing the depth of human resources within the organization. "Specialists" are encouraged to deepen their expertise in specific areas, while "generalists" focus on cross-disciplinary integration. Together, these roles complement each other and create an optimal balance for internal operations within the organization.



Education and Training Programs

Wellell aligns talent development with its mid- to long-term business strategies and annual goals, focusing on nurturing the talent needed for current and future business growth. Our aim is to enhance employee productivity and improve the overall performance of the Company. The programs not only encourage employees to improve their skills on their own, but are also aligned with employees' personal career plans and enable them to grow together with the Company. This system creates a culture of lifelong learning within the Company.



Blended/Hybrid Learning for New Employees

Due to the unique nature of the industry, we employ blended/hybrid learning methods for new employee training, enabling new employees to demonstrate their skills in the shortest possible time. Orientation training includes online courses on products, processes, and clinical practices. The training is supplemented by individualized OJT sessions. These are conducted one-on-one by managers or senior employees to ensure that each new employee can quickly adapt to their role.



Core Knowledge Management Platform

As a medical equipment company with its own brand, Wellell's core competencies lie in its knowledge of products, clinical practices, research and development, and market insights. Wellell preserves and leverages this knowledge by digitizing it via a digital learning platform, where it is stored in video and audio formats. Employees in different roles can access job-specific knowledge and materials directly via the learning platform. They can also freely explore and enroll in open courses available in the system, using the platform's learning resources to supplement their professional knowledge.



Deepening/Broadening of Professional Skills

To continuously promote the development of our employees' expertise, we have systematically shifted the main focus of our educational and training programs from product research and development to areas such as quality systems and legal and intellectual property rights. By utilizing an open platform for cross-functional collaboration and brainstorming, Wellell aims to foster new ideas in brand and product development.

With regard to the statistics on employee education and training (including both internal and external training) in 2023, a total of 6,571 employees were trained, with a total training duration of 7,301.88 hours. The average training time per employee was 27.66 hours. The total cost of external training amounted to approximately NT\$200,000, while around NT\$2 million was invested in internal training.

Statistics on Training Types

Training course type	Number of sessions	Number of trainees	Training hours
Internal training - In-person course	26	974	1775.5
Internal training - Online session	192	5734	5118.38
External training - Course	41	43	408
Total	259	6,751	7,301.88

Description:

Number of trainees: The number of employees (including those who have resigned) who participated in training courses.

Total training hours: The number of hours spent on training by employees (including those who have resigned).

Number, Training Hours, and Gender Distribution of Employees Trained in 2023

Item	Male	Female	Total
Number of people	115	149	264
Number of trainees	3,419	3,332	6,751
Total training hours (hours)	3,731.15	3,570.73	7,301.88
Average training hours (hours)	32.44	23.96	27.66

Description:

Number of trainees: The number of employees (including those who have resigned) who participated in training courses.

Total training hours: The number of hours spent on training by employees (including those who have resigned).

Average training hours per employee = total employee training hours/number of employees

4.3 Employee Care and Benefits

4.3.1 Diverse Communication Channels

Communication channel	Communicated content
Employee assembly	Wellell holds two employee engagement assemblies annually, which are hosted by the president. The aim of these meetings is to build consensus and communicate current operations as well as future development plans, while also facilitating two-way communication and interaction with employees. Moreover, the brand day has been extended to global subsidiaries and affiliated companies. In addition to sharing company information, a variety of activities are designed to promote interaction and exchange between employees within the group.
Labor-management meetings	Conducted every quarter, a total of 4 labor-management meetings were held to discuss meals, environmental facilities, computer equipment, and other issues. At the same time, laws and regulations related to human resources were promoted and progress on health and safety in the workplace was explained. The meetings effectively facilitated communication and exchange of opinions between labor and management.
Wellell Monthly	Internal publications are issued every month to help employees access news about the Company. A total of 12 issues of Wellell Monthly were published. The content covered the presentation of benchmark brands on the market, including those operating in the fields of medical materials, cultural and creative products, games and entertainment, as well as consumer goods. In addition, information on participation in domestic and foreign exhibitions, supplier meetings, customer visits, and seminar attendance was disseminated.
Employee Welfare Committee	A total of 16 meetings were held to discuss various employee benefits and activities. The ticket distribution process was optimized and the procedures for various activities are continuously adjusted. Moreover, the annual budget is carefully reviewed and used efficiently to ensure the effective use of funds.
Grievance channel	The Company has set up a "diverse feedback mailbox" where employees can express their opinions, file complaints, or report concerns. In 2023, no feedback or grievances were submitted. All cases were handled according to the Company's standard procedures, ensuring proper communication with employees.
Employee opinion surveys	In 2023, Wellell organized a total of 10 events. To obtain feedback from employees, 8 surveys were designed (where a score of 5 means "very satisfied"). The average satisfaction score in these surveys was above 4.43.



4.3.2 Employee Benefits

In addition to complying with various laws and regulations, Wellell also offers a variety of welfare programs to its employees and has established an Employee Welfare Committee, which is responsible for planning and implementing various employee welfare matters. In order to provide our employees with a diverse and friendly workplace, we provide a number of employee benefits, including group insurance, club activity subsidies, and quarterly flexible welfare payments.

Items	Content
Employee health checkups	Wellell provides employees with a health checkup every two years, going beyond regulatory obligations by including ultrasound, electrocardiogram, and cancer screening.
Employee cafeteria	Subsidies are provided so that employees can enjoy lunch at a low price.
Group insurance	Group insurance for employees (including accidental death, accidental injury, and medical treatment for accidents) is provided. The insurance is purchased for all employees to improve their job security.
Perks	We offer wedding bonuses, birth celebration bonuses, hospitalization consolation bonuses, birthday gifts, gifts for the Lunar New Year, the Dragon Boat Festival, and the Mid-Autumn Festival, first home purchase celebration bonuses, and funeral subsidies.
Exercise and health facilities	Sofa seating areas are set up on each floor of the office where employees can relax temporarily during their breaks. We have also set up a gym and a basketball court and hired masseurs so that employees can exercise and relax.
Diverse club activities	Clubs for physical fitness, basketball, badminton, and yoga have been set up to encourage employees to enrich their lives after work. We also provide club fee subsidies.
Breastfeeding room/ dedicated parking spaces for pregnant women	Breastfeeding rooms are offered to encourage employees to continue breastfeeding after giving birth. Employees who are pregnant and one year postpartum are also provided with interviews with medical staff and information on health education. Maternity bags and gifts are provided before childbirth. Dedicated parking spaces for pregnant women are available for employees in need upon application in order to protect the health of mothers.



2023 Parental Leaves

Unit: Person

Item	Male	Female	Total
Number of employees eligible for parental leave (A)	4	4	8
Actual number of applicants for parental leave (B)	1	3	4
Application rate (B/A)	25%	75%	50%
Number of employees expected to be reinstated in the reporting year (C)	1	3	4
Number of employees who applied for reinstatement (D)	1	2	3
Reinstatement rate (D/C)	100%	67%	75%
Number of employees reinstated in the previous year (E)	0	2	2
Number of people reinstated for one year in the previous year (F)	0	2	2
Retention rate (F/E)	NA	100%	100%



4.4 Occupational Health and Safety

Wellell is committed to creating a safe and healthy work environment by adhering to occupational safety and health regulations. The Company has established an Occupational Safety and Health Committee and an Occupational Safety and Health Unit to enhance workplace safety and promote the well-being of employees. At the same time, Wellell has established occupational safety management regulations that apply to all employees and vendors. The Occupational Safety and Health Committee is made up of 11 members, including occupational safety and health personnel, supervisors from each department, employee representatives. The employee representatives total 5 members, accounting for 45% and exceeding the statutory requirement. The Committee meets quarterly to discuss topics such as annual occupational safety and health education and training, employee health management, and occupational disease prevention. The results of these discussions are announced and made available to all employees. In addition, the Occupational Safety and Health Unit actively promotes disaster prevention concepts and workplace safety measures for both employees and vendors. In 2023, a total of 15 courses were organized, in which 416 participants were trained in a total of 718.5 training hours.

4.4.1 Occupational Safety Management

Hazard Identification and Risk Assessment Operations

Wellell carries out the necessary hazard identification and risk assessment of work content and workplace environments, focusing on routine and non-routine activities, overwork-related diseases, and maternity protection. The identification of hazards makes it possible to recognize potential risks and define appropriate management measures. In this regard, the Company has developed and implemented specific operational guidelines, including the Procedures for the Prevention of Ergonomic Hazards, Procedures for the Prevention of Overwork, Procedures for the Prevention of Unlawful Infringement in the Workplace, and Procedures for Maternity Health Protection. These measures each serve as a basis for the management and mitigation of risks. At the same time, Wellell found that employees working on assembly lines were at risk of developing musculoskeletal disorders due to maintaining a constant posture over long periods of time. In 2023, the Company arranged for medical professionals to visit the workplace, assess risks, and make recommendations to improve employees' posture. To date, no employee has been diagnosed with a related occupational disease.

Emergency Response Measures and Mitigation of Occupational Injuries and Accidents

In the event of an emergency, the safety of our employees is our top priority. To enhance employees' emergency response capabilities, Wellell conducts regular fire safety education and emergency evacuation drills every six months. These drills are designed to familiarize employees with evacuation routes and the operation of fire safety equipment. The results of these drills are also reported to the local fire authorities. In addition, the Operating Standards for Handling Accidents have been formulated internally to prevent occupational safety and health-related injuries from happening and ensure the safety of employees. In the event of an emergency, managers as well as occupational safety and health personnel are notified immediately. The emergency response protocol is activated, which provides for rescue operations, evacuation of personnel, and medical treatment of injured persons by contacting the emergency services. At the same time, a follow-up investigation of the incident is conducted to determine the necessary improvement measures and to ensure that future incidents are avoided.

Statistics on Occupational Accidents

Item	2023
Number of fatalities as a result of work-related injuries	0
Rate of fatalities as a result of work-related injuries [Note 1]	0
Number of high-consequence work-related injuries	0
Rate of high-consequence work-related injuries [Note 2] (excluding fatalities)	0
Number of recordable work-related injuries	3
Rate of recordable work-related injury [Note 3]	1.14
Number of work hours	525,888

Note 1: Rate of fatalities as a result of work-related injuries = number of fatalities as a result of work-related injuries / work hours x 200,000

Note 2: Note 2: Rate of high-consequence work-related injuries (excluding fatalities) = number of high-consequence work-related injuries (excluding fatalities) / work hours x 200,000

Note 3: Rate of recordable work-related injury = number of recordable work-related injuries (including fatalities caused by work-related injuries) / work hours x 200,000

Note 4: The main types of work-related injuries in 2023 were falls, bumps, and cuts. The recordable work-related injuries do not include traffic accidents on the way to and from work.



4.4.2 Health Promotion Activities

Wellell strives to offer its employees a balanced, healthy, and happy working environment. We organize diversified health promotion activities to help employees develop exercise habits and protect their health after work.

Item	Implementation results
Health checkups	Wellell provides employees with a health checkup every two years, going beyond regulatory obligations by including ultrasound, electrocardiogram, and cancer screening. At the same time, follow-up visits are arranged with medical staff and patients are followed up on the basis of graded results.
Weight loss event	A weight loss competition was organized in which a total of 60 people took part and 36 people successfully lost weight.
Health lectures/health education promotion	A total of 3 health lectures were held on topics such as illegal infringement prevention and reducing stress. A total of 88 participants took part. Moreover, we have organized promotional events in the form of health and education festivals on the occasion of different holidays, including World Hepatitis Day on July 28, World Heart Day on September 29, and World Diabetes Day on November 14.
Health education e-newsletter	Different health education topics are addressed each month, with a total of 12 issues published. At the same time, quarterly health education conference examinations are held, in which employees are encouraged to take part with small gifts. A total of 243 people took part.
Sports clubs	4 sports clubs have been established with annual subsidies and a total of 788 club members.
Massage rooms	Visually impaired masseurs were hired to offer employees free massages to relieve stress and relax skeletal muscles. A total of 931 people took advantage of their services.



4.5 Community Involvement and Care

Wellell upholds the philosophy of "respecting every individual and making a contribution to a healthy and carefree life" The Company engages in community involvement through its core business activities, aiming to assist the government, patients, caregivers, and society in creating a safe and comfortable living environment. Wellell prioritizes issues such as the health of the elderly, the care for disadvantaged groups, and the correct use of medical assistive equipment. This commitment aligns with the objectives of SDG 3 (Good Health and Well-Being), SDG 4 (Quality Education), and SDG 10 (Reduced Inequality). Leveraging its corporate power, Wellell seeks to make a positive impact on society. In 2023, Wellell reached a total of 57,278 people with more than NT\$1.7 million in public welfare investment.

Charity and Social Care

Organization of the Heart-Warming Family Charitable Fair

Wellell and enterprises in Tucheng District, New Taipei City, jointly organized the Heart-Warming Family Charitable Fair to help raise funds for Genesis Social Welfare Foundation's annual services for vegetative people. We took the lead with a donation of NT\$150,000. At the same time, corporate volunteers set up booths at the fair to educate more than 130 people about sleep apnea and ventilators. Our goal was to encourage the public to donate and participate in social welfare through the event.

Subscription to Cookies from the Amazing Grace Deaf Bakery

Wellell organized a brand event and decided to buy cookies from Amazing Grace Deaf Bakery as gifts to support employment opportunities for individuals with hearing disabilities by purchasing the cookies they made. The event reached a total of 300 people.

Support for Art and Cultural Activities

- The Man, the Boy, and the Monkey King stage play art and cultural event: Wellell invited 311 employees, suppliers, local partners, and other relevant stakeholders to attend and support the performance. While relaxing and watching the play, we were also able to communicate and talk with our stakeholders.
- Love Festival 2023: Wellell supported Taiwan's largest "goodness and sustainability" charity event—the Love Festival 2023—with the aim of helping children from remote areas explore opportunities beyond their immediate surroundings and envision future prospects. Wellell purchased tickets for its employees to attend the event and participate in the artistic performances. The aim was to raise employee awareness of the needs of disadvantaged groups through this meaningful activity.



Blood Donation Drives

Every year, Wellell organizes a blood donation drive for companies in collaboration with the Tucheng District Manufacturers' Association in New Taipei City. In 2023, Wellell donated 500 COVID-19 rapid test kits as a gift to encourage the employees of various companies in Tucheng Industrial Park to actively participate in the blood donation drive. The aim of this initiative was to give back to society and promote sustainable values.

Earth Hour

In 2023, we took part in Earth Hour organized by the World Wildlife Fund (WWF) for the first time. On March 25, starting at 8:30 p.m., we switched off the lights together with government agencies and other companies. A total of 2,249 lights were turned off in Wellell's offices and factories.



The graphic features a large '60' in a blue and green gradient, representing 60 minutes. Below it, the text 'Join the Biggest Hour for Earth' and '為地球永續關燈' is displayed. The event details '8.30pm 23rd March' and 'Switch off. Give an hour for Earth.' are shown. Social media hashtags '# EarthHour2024' and '# 與你一起讓世界變好' are included. The 'right' logo and the Wellell logo (with 'Wellell' in blue and '龍博股份有限公司' in smaller text below) are also present.

60

Join the Biggest Hour for Earth
為地球永續關燈

8.30pm 23rd March | 召集單位 | 響應單位 |
Switch off. Give an hour for Earth.

EarthHour2024
與你一起讓世界變好

right

Wellell
龍博股份有限公司

Series of Educational Activities on Medical Assistive Equipment

Wellell aims to reach out to communities across Taiwan to provide health education services to groups in need. The goal is to enhance knowledge about the use of assistive equipment and prevention of pressure injuries, thereby helping more individuals with disabilities and patients to embark on a journey toward a healthy and independent recovery. To achieve this, Wellell has collaborated with associations and organizations in various counties, cities, and regions to organize a series of educational activities on medical assistive devices.

Assistance Programs for Patients with Spinal Injuries

Wellell makes regular annual donations to regional spinal cord injury associations across Taiwan. In 2023, the Company supported six such associations in their ongoing efforts to care for individuals with spinal cord injuries. Wellell also sent corporate volunteers to the associations' general meetings to provide product education and assist members in the use of pressure-relief devices, such as the ROHO floating cushion, ensuring that individuals with spinal cord injuries can use such assistive devices correctly, reducing the risk of pressure injuries when sitting. At the same time, the associations also produced manuals, with Wellell providing information on health education so that even the injured who did not participate could understand the subject. This project has assisted a total of 3,220 people with spinal cord injuries.

Education on Assistive Products and Pressure Injury Prevention

Class A assistive device assessment specialists, as well as physiotherapists and occupational therapists, are the frontline staff dealing with patients. To support them, Wellell sent more than 100 corporate volunteers to visit 40 assistive device centers across Taiwan. These volunteers provided assistive device knowledge to assessment specialists and physiotherapists/occupational therapists who attended accredited courses. This initiative ensures that professionals in different regions receive specialized knowledge so that individuals with disabilities have local access to pressure injury prevention resources. The courses were held under the topic of "Evidence-Based Prevention Interventions and the Selection of Pressure-Relief Devices in Clinical Guidelines for Pressure Injuries" and were designed to provide health education to ensure that every specialist understands the functionality of assistive devices and the concepts of preventing pressure injury exacerbation. The aim was to equip these professionals with the knowledge to recommend the timely use of assistive devices when interacting with patients for the first time, preventing serious pressure injuries and reducing the burden on social and medical resources. In 2023, Wellell invested a total of 600 hours and organized 43 health education activities.

Health Education for University, College, and Nursing School Students

Wellell aims to cultivate knowledge of medical assistive devices among new students by collaborating with schools such as Pingtung High School, National Taipei University of Nursing and Health Sciences, and Cardinal Tien Junior College of Healthcare and Management in Xindian District, New Taipei City. The Company organized credit courses on pressure injury prevention and provided health education on prevention techniques and the use of various assistive devices. These sessions allowed students to experience and understand the practical application of assistive devices, helping them to learn how pressure-relief devices can assist patients in achieving a comfortable recovery. Through this initiative, students were taught Wellell's philosophy of "guiding patients toward a healthy self-recovery journey." A total of 150 students took part in the courses.



Well-Being of the Elderly

In response to Taiwan's rapidly aging population and the resulting care-related issues, Wellell has been a long-term contributor to the Welfare Organization for the Elderly, Taiwan, R.O.C. The Company not only donates funds but also provides office space and equipment free of charge to support the organization. By collaborating with government agencies, social welfare organizations, and other groups, Wellell aims to raise awareness among the government and the public about the challenges faced by the elderly. This initiative seeks to promote the enactment of relevant legislation, advocate for the rights of the elderly, and enhance their quality of life, ensuring that seniors can enjoy a safer and more dignified life in their later years. In 2023, Wellell collaborated with the organization on five public welfare events. These included inviting domestic and foreign scholars and experts to discuss and advocate for Taiwan's "assistive device rental system." In addition, training sessions for medical and caregiving personnel on the topics such as Reablement for the Elderly and Application of Assistive Devices were also organized. A total of 18 Wellell volunteers participated in these activities, which reached 18,320 people.



Wellell Appendix: GRI Standards Index



Be well, Live well

Appendix: GRI Standards Index

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SASB Index - Healthcare - Medical Equipment and Supplies

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Affordability and pricing	HC-MS-240a.2	Description of how price information for each product is disclosed to customers or to their agents	2.3.1 Customer relationship management	30
	HC-MS-240a.3	Percentage change in: (1) weighted average list price and (2) weighted average net price across product portfolio compared to previous reporting period	The Company continues to optimize its products in response to material and exchange rate fluctuations to remain competitive	
Product safety	HC-MS-250a.1	(1) Number of recalls issued, (2) total units recalled	No incidents occurred in 2023	
	HC-MS-250a.2	Products listed in any public medical product safety or adverse event alert database	No incidents occurred in 2023	
	HC-MS-250a.3	Number of fatalities associated with products	No incidents occurred in 2023	
	HC-MS-250a.4	Number of enforcement actions taken in response to violations of good manufacturing practices (GMP) or equivalent standards, by type	No violations occurred in 2023	
Ethical marketing	HC-MS-270a.1	Total amount of monetary losses as a result of legal proceedings associated with false marketing claims	2.2 Quality management No related incidents occurred	29
	HC-MS-270a.2	Description of code of ethics governing promotion of off-label use of products	2.2 Quality management	29
Product design and life-cycle management	HC-MS-410a.1	Discussion of process to assess and manage environmental and human health considerations associated with chemicals in products, and meet demand for sustainable products	2.2 Quality management	29
	HC-MS-410a.2	Total amount of products accepted for take-back and reused, recycled or donated, broken down by: (1) devices and equipment and (2) supplies	Not applicable	

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	HC-MS-430a.2	Description of efforts to maintain traceability within the distribution chain	2.2 Quality management	29
	HC-MS-430a.3	Description of the management of risks associated with the use of critical materials	1.4 Supply chain management	24
Business ethics	HC-MS-510a.1	Total amount of monetary losses as a result of legal proceedings associated with bribery or corruption	1.2.2 Ethical corporate management	13
	HC-MS-510a.2	Description of code of ethics governing interactions with health care professionals	A code of ethics for health care professionals will be stipulated in the future	

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HC-MS-000.A	Number of units sold by product category	2.1 Excellent products and services	27



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