

Customer Health, Safety, and Rights Protection

Ablerex Electronics Co., Ltd. places great importance on customer health and safety. In cooperation with accredited certification bodies, the Company strictly adheres to international energy-efficiency regulations. All products comply with applicable international safety standards and labeling requirements. Throughout every stage—from R&D and design, to manufacturing, to end-use—we incorporate human and environmental safety considerations, proactively obtaining product safety certifications and issuing test reports or certificates. These efforts ensure that we provide customers and end-users with safe and reliable products while enhancing market access.

As of 2024, the Company has not sold any prohibited or controversial products, nor has it incurred any significant fines for violations arising from product provision or use.

1. Product Safety Compliance and Hazardous Substance Management

ABLEREX's R&D Center operates laboratories in collaboration with certification bodies to ensure compliance with international energy-efficiency standards, thereby enabling lawful sales across global markets and meeting customer and local regulatory requirements for energy-saving products. As regulations differ by country, market entry for electronic products requires corresponding test reports or certificates aligned with local laws.

Ablerex has established clear procedures for handling customer complaints, ensuring transparent and effective channels for consumer feedback. A designated Corporate Social Responsibility (CSR) section is available on the Company website, providing communication channels for stakeholders to submit feedback or inquiries. Since 2016, an English-language CSR webpage has also been available to allow international stakeholders to better understand the Company's operations and lodge complaints if needed. Customer satisfaction surveys are conducted annually, and results are analyzed to drive continuous improvement.

ABLEREX prioritizes customer health and safety by implementing effective controls from R&D, design, and manufacturing through final product delivery to ensure compliance with applicable regulations in each target market.

Our products are designed to be environmentally friendly, energy-efficient, and free of hazardous substances in accordance with local laws and regulations. All products must comply with RoHS procurement principles. When evaluating new suppliers, RoHS requirements must be incorporated into contracts or purchase orders, and the R&D Department provides relevant safety information to suppliers.

2. Product Labeling

Given variations in national regulations, electronic products must meet local compliance requirements through appropriate testing and certification before entering each market. Prior to exporting products to any country, ABLEREX reviews that country's applicable laws and standards to ensure compliance. Examples include the EU's mandatory CE safety standard and the United States' UL safety certification.

Marketing and Customer Service

1. Marketing Management

Most of THE COMPANY's products and technologies are independently developed or jointly researched with academic institutions. During R&D and production, legal professionals continuously

collect external information on patents and technologies, review relevant contracts, and clarify rights and responsibilities to ensure full compliance with applicable laws and regulations.

Product advertisements are primarily published in print media. After preparation, advertisement copy must first be reviewed by the responsible department head and subsequently approved at the executive level, up to the General Manager, before proceeding to graphic design. After layout is completed, materials undergo a final review by the responsible personnel before submission for publication. This multi-level review ensures that advertisement content is accurate and avoids infringement or misrepresentation.

2. Respecting and Protecting Customer Privacy

AblereX's Procedures for Ethical Corporate Management and Code of Conduct define confidentiality policies and designate responsible units for establishing and implementing procedures related to trade secrets, trademarks, patents, copyrights, and other intellectual property protection. These units also conduct regular reviews to ensure continuous effectiveness.

ABLEREX personnel are required to avoid business interactions with agents, suppliers, customers, or other partners engaged in dishonest practices. Should a counterparty be found to engage in unethical conduct, the Company may suspend business relations and designate such entities as prohibited counterparts to uphold the Company's commitment to integrity management.

When discussions with customers involve confidential information, ABLEREX signs a Non-Disclosure Agreement (NDA) to safeguard proprietary information and protect the rights of both parties.

3. Complaint Channels and Procedures

AblereX values customer feedback and has established a Customer Complaint Handling Procedure to manage service requests and complaints. The Sales Department handles customer service, receives feedback, and leads improvement actions. Additional communication channels include a stakeholder contact mailbox and the Company's whistleblowing mailbox for integrity issues. Customers may also submit feedback or complaints via email to ensure their rights are protected.

Complaint Hotline: (02)-2917-6857

Stakeholder Contact Email: ablerex@ablerex.com.tw

Integrity and Ethical Conduct Whistleblowing Email: ablerex.service@ablerex.com.tw