

4

Partnership



CGPC uses product and sales opportunities, quality meetings and communication and service platforms to understand customer needs and complaints in timely manner, to maintain the Company's product reputation and ensure the effective operation of the quality management system. Suppliers are required to improve quality and meet the goals of environmental protection, work safety and human rights.

(GRI 102-9 、 102-13)

4.1 Customer Service Management

The Company follows the seven management principles of the ISO 9001 Quality Management System to establish a customer-oriented management model. It is committed to safeguarding customer health and safety, ensuring compliance in labeling and marketing, and protecting customer data privacy. A comprehensive grievance mechanism is also in place to protect the rights and interests of consumers and clients.

In production and process management, education and training are conducted to enhance employees' awareness of quality standards and customer requirements, reinforce the habit of operating in accordance with standard operating procedures (SOP), and implement a system of process engineers and project improvement initiatives. Through the practice of management by walking around and process quality audits, issues can be promptly identified, corrected, and tracked to prevent recurrence. To ensure that products and services comply with regulations and international standards regarding customer health and safety, marketing, and labeling, relevant policies have been established and management systems have been implemented, including:

- ◆ **Customer Health and Safety Assurance:** Safety Data Sheets (SDS) are prepared for all raw materials and products in accordance with regulations, providing guidelines for storage and transportation to ensure safe usage by customers.
- ◆ **Compliance with Marketing and Product Labeling:** Products have obtained certifications such as EU RoHS, REACH, EN71-3, and food additive approvals. Labeling and shipment traceability are managed in accordance with the "Product Labeling, Traceability, and Protection Regulations."
- ◆ **Customer Rights and Complaint Procedures:** In accordance with the "Customer Complaint Handling Procedure," multiple complaint channels have been established. In addition to direct handling by sales personnel, a stakeholder contact window is also set up in the ESG section of the Company's website to receive customer inquiries, complaints, or suggestions, ensuring prompt feedback.
- ◆ **Customer Privacy and Data Protection:** The Company has obtained ISO 27001:2013 Information Security Management System certification and implements information security measures such as firewall management, access control, and environment segmentation. In compliance with the Personal Data Protection Act, privacy impact assessments and employee training are conducted to ensure confidentiality and data security.

The Company also upholds the philosophy of continuous improvement and forward-looking management. Through quality data management, systematic analysis, and cross-departmental collaboration mechanisms, it continuously enhances quality and customer service performance, strengthening long-term partnerships with clients.

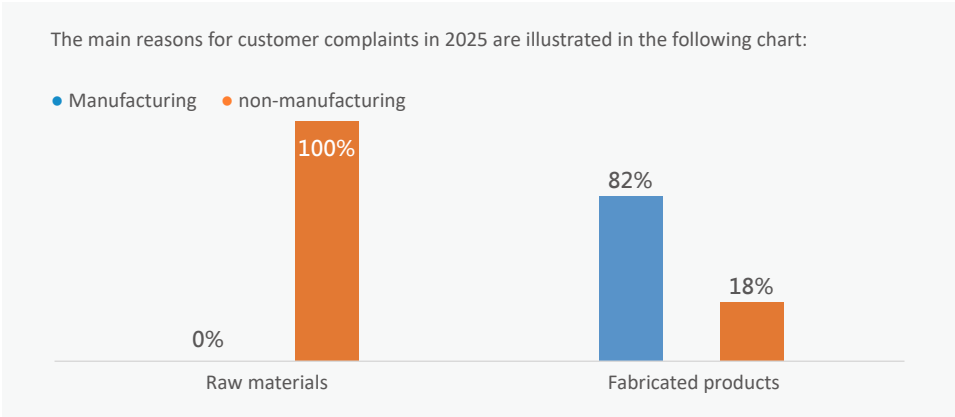
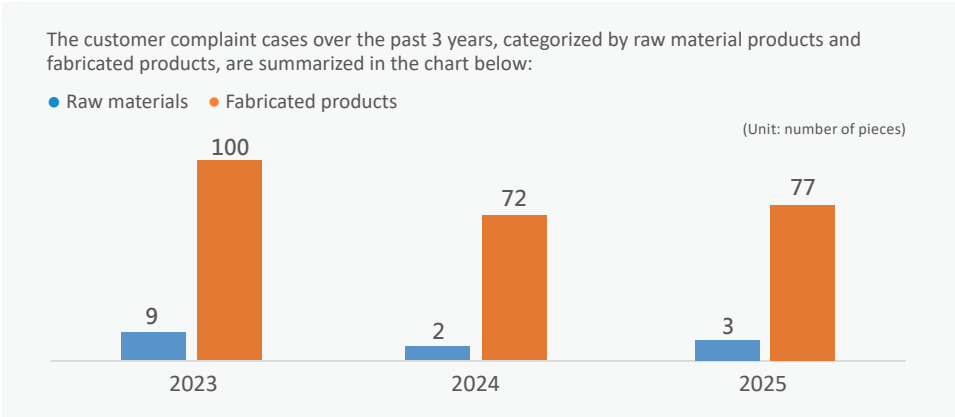
4.1.1 Complete customer service

Business services	Description
Consultation	Reply to customer questions and provide relevant information for reference.
Provide sample cards/ samples	Provide sample cards/samples according to the sample card number, requirements and standards specified by customers.
Introduce new products	Actively provide new products' samples and information to customers, and accept inquiries and provide the relevant reference documents.
Product development testing	Cooperate with customers in development of nonstandard products.
Quotation and receive orders	Complete formal quotation according to the relevant operation process. After customers formally place their orders, review and confirm the orders according to the relevant operating rules.
Shipping	Provide necessary delivery estimates, inquiries, tracking and arrangement of shipments to ensure that they meet the delivery deadline required by customers.
Deadline for handling customer objections	When customers think that the products or services provided by the Company do not meet their needs, they may file a written or oral complaint, and the sales representatives will analyze the complaints and notify the relevant departments for immediate and necessary responses.

客戶異議處理流程：



- ◆ Principle for handling Customer objections cases: For domestic orders, the dispute period starts from the date of customer's product acceptance and lasts for six months. For export and re-export orders, the dispute period starts from the container packing date and lasts one year.
- ◆ Timeframe for handling Customer objections cases: The general timeframe for handling regular cases is 15 working days. Urgent customer complaint cases have a limit of 5 working days. However, special or contentious cases may take up to 3 months for resolution.



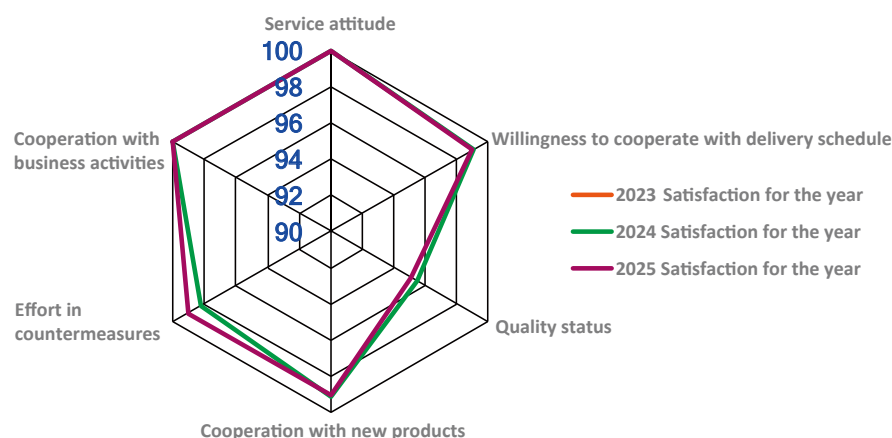
- ◆ Description of the main improvement measures for customer objections:
For raw products, complaints stem from damage caused during transportation, while for processed products, surface defects (coarse grains, foreign objects, stains, marks, air spots, etc), poor inking, and other factors have been improved and prevented through strengthening process control, packaging materials and container loading methods & adding inspection equipment for online detection, optimization and adjustment of process conditions, and in-service education/job coaching for employees.

4.1.2 Customer satisfaction

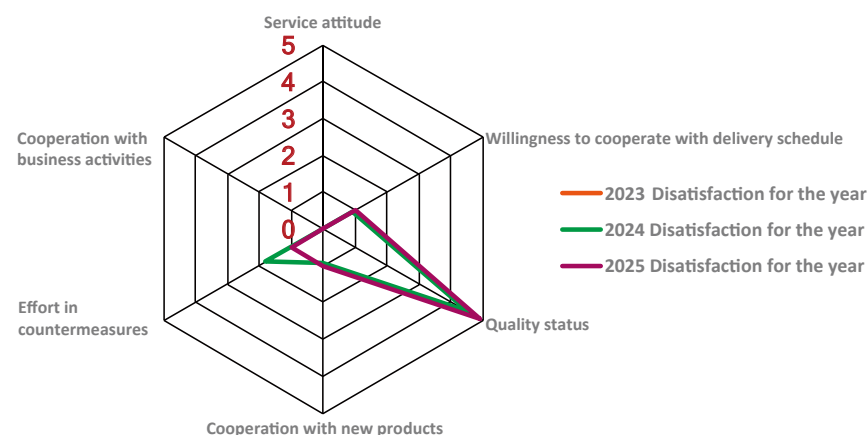


The Company adopts a Vinyl Chain (PVC industry chain) customer service integration mechanism, under which the CGPC team serves major customers and carries out satisfaction surveys and complaint management. All related customer service information is consolidated by the Office of the General Plant Manager of CGPC. Accordingly, the statistics presented in this chapter are based primarily on CGPC's external customer data. To understand customer perceptions of the Company's products and services and to continuously improve service quality, the Company has established the Customer Satisfaction Evaluation Guidelines. Through satisfaction surveys and data analysis, customer needs are reviewed and improvement measures are formulated to enhance overall satisfaction. To implement the Customer Satisfaction Evaluation Guidelines, the Company conducts annual surveys targeting: Major customers whose annual sales account for more than 80% of total Company revenue, Customers in each regional market whose sales account for more than 80% of divisional revenue, Newly developed or potential customers recommended by business units. The evaluation covers six key dimensions: Service attitude, Delivery performance, Quality status, New product collaboration, Effort in corrective actions, Administrative cooperation. The 2025 customer satisfaction survey results show that 96.5% of customers rated the Company's overall performance as "satisfactory" or above. Although this is a slight decrease compared to 2024 (99.0%), it remains well above the Company's control target of 90%. Detailed satisfaction results for each evaluation item are presented in the radar chart. For individual cases of dissatisfaction related to quality status, the Company has initiated the Corrective Action Procedure. Relevant departments are conducting root cause analysis and proposing improvement measures to continuously optimize the customer experience.

Customer satisfaction radar chart



Customer dissatisfaction radar chart



From the results of "Customer Dissatisfaction," the main increasing items are: "Quality status," "New Product Coordination," and "Efforts on Defect Countermeasures" (a total of three items). According to the analysis of customer complaint statistics, recurring quality abnormalities have been identified. Our company has actively addressed the issues that customers care about, and discussions have been conducted in investigation reports, management reviews, and evaluation meetings. Major issues have been incorporated into dedicated improvement projects.

To maintain product quality, the company has introduced:

- 1. Intelligent Control:** Identifying optimal process operations and continuously optimizing them to enhance process efficiency and stabilize product quality.
- 2. New Product Coordination:** Striving to shorten sampling time and strengthening technical communication with customers to meet development needs.
- 3. Enhanced Quality Control:** Strengthening quality checks for each production batch and improving processes for specific defects (such as winding issues).
- 4. Equipment Upgrades:** Phasing out some outdated machines (such as transparent machines) and continuously optimizing production conditions of existing equipment to improve quality standards.

In addition to the aforementioned improvement measures, and in pursuit of sustainable development, we will continue to conduct employee training programs and improvement proposal activities. These efforts are expected to contribute to enhancements in both product quality and delivery schedules, thereby meeting customer requirements.

4.1.3 Protection of customers' confidential information

The protection of customers and confidential information has always been part of our mission. The protection of sensitive information is related to our long-term growth and sustainable competitiveness. Therefore, we have referred to the General Data Protection Regulation (GDPR) for the process, storage and privacy of handling personal data to protect customer data.

Regarding data usage, in addition to strengthening access control and separating testing from production environments, all personal data fields in information systems are masked and access-restricted to ensure the protection of personal information. Continuous measures are also taken to control the use of USB portable storage devices and abnormal data access behaviors. Since 2021, endpoint security protection systems have been added to prevent data loss caused by human factors or external threats. Furthermore, the group's email system has fully implemented Multi-Factor Authentication (MFA), requiring a second identity verification tool in addition to the initial password authentication, thereby enhancing the level of security.

2025 information security implementation results

To raise employees' awareness of information security, we regularly conduct training programs and promote new knowledge on information security.

We strengthen information security education and engage professional cybersecurity consulting firms to carry out at least one social engineering exercise annually, in order to safeguard data security.

Item	CGPC		TVCM		CGPCP		GGTC	
	Sessions	Total number of people	Sessions	Total number of people	Sessions	Total number of people	Sessions	Total number of people
Social engineering drills	1	250	1	72	1	24	1	19
Information security education and training	2 sessions for employees of the Information Technology Division							
Information security notification	8 times to all employees							

Note: The scope of this table does not include the U.S. subsidiary CGA, as its information systems operate independently.

Protection of customers' confidential information

In terms of customer data protection, the Group's Information Technology Division has formulated the General Principles of Information Security Management Policy; the System Development and Maintenance Management Standards; the Key Points for Application System Program Online Operations Management; the Key Points of Database Management; the Information System Authorization and Equipment Protection Management and other standards to carry out the care of privacy information in the aspect of information security management. To ensure the proper protection and de-identification of personal data, we employ various measures for privacy control. These measures include firewall management, permission controls, vulnerability scanning of server operating systems, and testing and operating in segregated environments.



Establish standards

- ◆ We prioritize the protection of customer data, and formulate various specifications in accordance with the relevant laws and regulations.



Reinforce firewall management and authorization control

- ◆ De-identification of personal information.
- ◆ Establish firewall and network traffic monitoring, and analyze potential threats to prevent illegal intrusions.



Third-party inspection and improvement

- ◆ Passed BSI ISO 27001 information security review for 11 consecutive years.
- ◆ Assess internal and external information security risks and make improvements.

Specifically establish the rules that employees need to abide by in their daily operating procedures accordance to these management systems. Establish secure trading platforms such as the customer order inquiry network and incorporate the use of encrypted security certificate to prevent the occurrence of fraud incidents caused by tampered emails due to interception. Strict authorization control strategy and process for customer data, further reducing the risk of leakage of customers' confidential information.

4.2 Product Quality (GRI 3-3)

CGPC operates in the mid- to downstream segment of the petrochemical industry, focusing on plastic raw materials and products. Its main products include vinyl chloride monomer (VCM), polyvinyl chloride (PVC), and related chemicals such as hydrochloric acid, caustic soda, and bleaching water. The Company further extends into processed products including coated fabrics, synthetic leather, pipes, door panels, and anti-corrosion sheets, offering a diversified range of materials and applications. Together with its subsidiaries and affiliated enterprises, the Company has established a comprehensive industry value chain. TVCM is primarily responsible for upstream VCM production, while Hualu produces PVC powder. Through upstream and downstream integration, the Company ensures stable raw material supply and consistent product quality. To guarantee product quality and process stability, the Company has implemented a quality management system and continues to maintain certification under the ISO 9001 Quality Management System (validity details are provided in Section CH-2.3.1 [Stakeholder communication management and issues of concern](#)). By strengthening process control and quality inspection mechanisms, and progressively introducing AI and data analytics technologies for process monitoring and quality optimization, the Company enhances product stability and production efficiency, thereby meeting customer needs and creating greater corporate value.

4.2.1 Product quality policy



Continuously improve product quality



Continue to improve service quality



Provides customers with satisfactory operational quality

The quality of the pipe products manufactured by CGPC has always been well received. They all meet the CNS standard and have earned the honor of the national-level CNS mark. The Company's chemicals, such as 45% sodium hydroxide solution and 32% hydrochloric acid, have obtained the food additive permit from the Ministry of Health and Welfare of the Executive Yuan, as well as the food industry health and safety management system verification (once every 3 years) from the China Grain Products Research & Development Institute. The flow and traceability of the products sold can comply with government laws and regulations and are declared on relevant websites, showing the Company's dedication to food safety.



CGPC's office building in Toufen Main plant

Follow-Up issue : Product quality		Main target : SDG 12.4, Secondary target : SDG 9.4, 12.5
 The Significance and Impact of CGPC Maintain stable production quality to earn customer recognition and create higher corporate value for CGPC. Affected parties: customers, employees, investors.		
 Develop Strategy 1. Establish projects for improvement. 2. Implement full participation and enhance product value. 3. Meet customer needs and comply with the regulatory requirements.	 Policy Commitment Provide customers with good product quality and services. We encourage quality improvement proposals and product quality improvement projects as the driving force for improvement and growth, hoping to meet customer needs.	
 Grievance Unit Office of the General Plant Manager	 SASB Indicator --	

Indicator items	Unit	2025 goal	2025 result	2026 goal	2027 goal	2030 goal
Promote quality improvement proposals	Number of proposals	23	18 	23	23	24
Promote quality improvement proposals	Number of proposals	10	9 	11	11	12

Explanation for Not Achieving the Target: The proposal momentum slowed down this year, and there is still a gap from the target. A goal management and incentive mechanism has been established, and continuous optimization and guidance will be implemented in the future to motivate colleagues to jointly create excellent quality. Refer to the detailed description [CH-4.2.3 Quality management cycle](#).



Exceeded Target



Achievement



Partially achieved



Not met

4.2.2 CGPC's quality management system and product verification

We keep our promise to customers and are committed to the maintenance and efficient operation of the quality management system. Based on the development strategy and market conditions, we have established business policies, quality policies, quality goals, product realization, production management, customer services and other plans to serve as the basis for each department to implement the quality management process and the framework for achieving continuous improvement.

The monthly managerial officers' meetings review the results, and the management review meetings also report the implementation results.

Quality management system

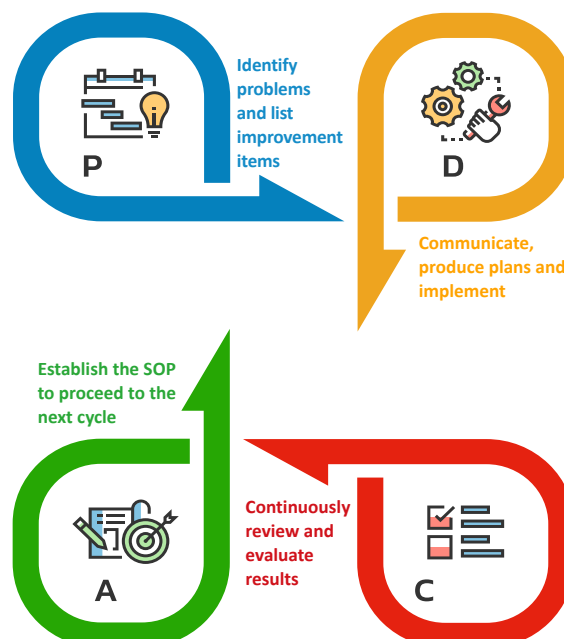


4.2.3 Quality management cycle

CGPC has established standardized operations for quality control, from incoming materials, manufacturing process, finished products and inspection. They all comply with the ISO 9001 quality management requirements, and the automotive PVC leather also meet the requirements of the IATF 16949 management system.

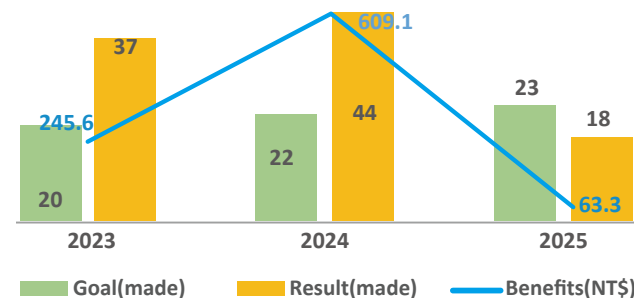
Both maintenance or improvement activities must follow the PDCA cycle and we need to find stability during the cycle for growth. If there are discrepancies from the operating standards, we revise the activities to make them comply with the standards. The application of PDCA helps us in review the handling of issues, while making continuous quality improvements in processing requirements, uses, etc. Based on various regulatory requirements (such as REACH, RoHS, control of types of plasticizers, etc.), develop and manufacture products meeting customer needs, and create product contributions and value.

PDCA management cycle



Improve proposal activities

In 2025, a total of 18 quality improvement proposals were submitted, generating benefits amounting to NT\$633,000. Although the proposal momentum this year slowed compared to previous years, and there remains room for growth toward the annual challenge target (as shown in the figure below), CGPC has established a clear goal management and incentive mechanism. Moving forward, we will continue to optimize guidance and motivate colleagues to demonstrate improvement momentum, jointly creating excellent quality.



Description:

- Implementation of employee suggestions for improvement: All employees of the Main Plant are encouraged to be creative and propose items that are beneficial to production, quality, occupational safety and health, energy resources, and so on, and through the improvement of the reward system, select the number of items relevant to improving product quality.
- Product quality improvement project: for the director of the fourth plant (raw materials/building materials/adhesives/rubber) of the Toufen Main Plant to implement CER items and core problem improvement (short-/medium/long-term) projects for the quality improvement of this plant. Striving for excellence to maintain corporate sustainability.

Product quality problems and defects arising from the production and sales process are included in the annual improvement items such as raw materials used, production equipment, manufacturing process, product packaging methods, testing equipment and other issues after discussion. We carry out retirement, replacement, addition, revision and other methods to improve the reported problems and deficiencies, so that the stability of quality can be maintained to meet customer needs. The number of quality improvement cases in 2024 has reached the set target according to the plan.

Note : [Introduction to measuring equipment](#) · [Various certificates](#) (- please click on the link).

4.3 Supply Chain Management (GRI 308-1、308-2、403-7、414-1、414-2)

CGPC (This chapter covers CGPC and its two subsidiaries, TVCM and CGPCP; hereinafter collectively referred to as "CGPC") requires suppliers to provide highquality raw materials and high-efficiency services, and is also committed to developing communication channels with partnering suppliers to improve interactions, hoping to jointly achieve the goals of environmental protection, industrial safety and human rights.

Material issue : Supply chain management Main target : SDG 8.7, Secondary target : SDG 12.6

The Significance and Impact of CGPC



As a leading domestic company, CGPC is committed to sustainable development. In this process, our operational strategies must consider the impacts and implications on both society and the environment. The Company also creates mutually beneficial and win-win relationships with suppliers, and thus collaborates with partners to facilitate the growth of both the society and Company. Affected parties: suppliers customers, employees, investors.

Develop Strategy



Enhance procurement performance, establish strong partnerships and foster a culture of safety awareness, creating a collaborative work environment and sharing the corporate social responsibility.

Policy Commitment



1. Improve the safety environment for workers and strive to protect the environment.
2. Fulfill social responsibility and improve competitiveness.
3. Enhance partnership and share sustainable business opportunities.
4. Establish a supplier management mechanism to improve risk control and management capabilities.



Grievance Unit

Group Procurement & Logistics Division



SASB Indicator

--

Indicator items	Unit	2025 goal	2025 result	2026 goal	2027 goal	2030 goal
Existing supplier commitment signing rate	(%)	100	100	100	100	100
Local purchasing rate	(%)	≥ 70%	80.79	≥ 70%	≥ 70%	≥ 70%



Exceeded Target



Achievement



Partially achieved



Not met

4.3.1 Supply chain sustainable development (GRI 2-23)

Supply Chain Sustainability Strategy and Planning

(GRI 308-1, 403-7, 414-1)

As a leading domestic company, CGPC is committed to sustainable development. In this process, our operational strategies must consider the impacts and implications on both society and the environment. Therefore, we actively collaborate with our supplier partners to promote sustainable development within the supply chain. We strive to ensure that the supply chain maintains a safe working environment, fosters respectful labor relations, operates in accordance with the ethical standards and is committed to environmental protection. To achieve this, we have formulated a "Supplier Social Responsibility Commitment" and work together with our suppliers to meet the environmental, occupational safety, human rights, information security, and privacy protection goals. Concurrently, supplier compliance serves as a primary evaluation criterion in our procurement decision-making process. To continuously enhance supply chain sustainability, we successfully achieved a 100% signing rate for the Supplier Social Responsibility Commitment in 2025. During on-site supplier audits, we proactively screen for environmental violations using databases from the Ministry of Environment, local environmental protection bureaus, and other public information platforms. The findings are integrated into our subsequent risk assessments, triggering follow-up tracking and guidance where necessary.

In 2025, we completed on-site visits and audits for four suppliers. The audit scope encompassed restricted environmental substances management, quality and order management, customer complaint tracking, employee training, and external processing management. All assessed suppliers met the Company's requirements, achieving a 100% compliance rate. For suppliers that fail evaluations or receive low scores, our mitigation measures include issuing recommendations for improvement based on their evaluation status, reducing transaction frequency, or suspending/terminating business relations. Furthermore, the Company utilizes the 'Supplier Code of Conduct and Quality Requirements Self-Assessment Questionnaire' to incorporate six major dimensions into supplier evaluations: labor and human rights, health and safety, environment, information security, privacy protection, and business ethics.

Supply Chain Risk Management and Implementation

To ensure supply chain resilience and operational stability, CGPC has established risk identification, prevention, and management mechanisms tailored to our procurement processes and supplier characteristics. We implement corresponding control measures based on risk categories to mitigate risks such as supply disruptions, operational safety hazards, and environmental impacts. For detailed execution status and comprehensive information regarding supplier and contractor management strategies, risk assessment and prevention, impact response, future planning, and the 'Supplier Code of Conduct and Quality Requirements Self-Assessment Questionnaire,' please refer to the ESG section of the Company's official website. "Supply Chain Management".

CGPC Supplier Human Rights Due Diligence (HRDD) Process:

Steps	Description
1 Human Rights Issue Identification and Risk Assessment	- Identify human rights topics by referencing relevant international human rights standards and the focal areas of industry benchmarks, both domestically and internationally. - Conduct risk evaluation through questionnaires distributed to suppliers and contractors.
2 Preventive and Mitigation Measures	Focus on preventive and mitigation measures, while implementing effective remedies to address any impacts that have already occurred.
3 Grievance Mechanisms	Provide accessible grievance and support channels.
4 Information Disclosure	Disclose relevant information periodically in the ESG report.

CGPC identifies supplier human rights issues by referencing relevant international human rights standards and the focal areas of domestic and global industry benchmarks. For Tier 1 suppliers, the Corporation has identified the following three primary human rights issues:

- 1 Occupational Health & Safety (OHS)
- 2 Working Hours & Leave Management
- 3 Unlawful Infringement Prevention

Based on the human rights issues identified above, CGPC will issue risk assessment questionnaires to Tier 1 suppliers in 2026 to conduct risk identification and evaluation. Corresponding mitigation measures are outlined as follows:

Issues	Risk Mitigation
Occupational Health & Safety (OHS)	- Require suppliers and contractors to establish occupational health and safety (OHS) management systems or relevant policies. - Require suppliers and contractors to periodically conduct hazard identification, safety training, and safety audits. - Periodically review whether suppliers and contractors have been penalized by regulatory authorities for labor law violations related to working hours or overtime management.
Working Hours & Leave Management	- Require suppliers and contractors to manage normal working hours, overtime, and leave in accordance with local labor laws. - Require suppliers and contractors to establish working hours and overtime management systems, and periodically review their execution status. - Periodically review whether suppliers and contractors have experienced major occupational accidents or received administrative penalties from regulatory authorities.
Unlawful Infringement Prevention	- Require suppliers and contractors to establish policies or management systems for preventing unlawful workplace infringement (including workplace bullying and violence). - Require suppliers and contractors to provide employee grievance, investigation, and protection measures, and conduct regular awareness training. - Periodically review whether suppliers and contractors have experienced major workplace unlawful infringement incidents.

Regarding the tracking of due diligence implementation, China General Plastics Corporation (CGPC) regularly evaluates the effectiveness of mitigation and remedial measures, reporting the outcomes to the Sustainability Committee. Furthermore, the Corporation has established comprehensive grievance mechanisms and accessible reporting channels for suppliers and contractors to report illegal or human rights-violating behavior.

Supplier & Contractor Dedicated Telephone Line : (886-2) 8751-6888 EXT.3771
Supplier Grievance Email : troychen@usig.com

4.3.2 Supplier and contractor management (GRI 403-7)

1. Supplier and Contractor Management and Enhancement Strategies

In addition to implementing the existing supplier and contractor evaluation system, CGPC, in line with its supply chain sustainability development goals, has planned to pilot an on-site evaluation program for raw material suppliers. Based on the Company's supplier sustainability strategies, relevant departments - including Procurement, Manufacturing, Environmental Safety and Health, and Human Resources—will jointly visit supplier facilities to conduct on-site evaluations of services and the quality of raw materials provided. Document reviews and deficiencies identified during on-site inspections will be thoroughly recorded and discussed. Regular review meetings with suppliers will be held to provide improvement recommendations and strengthen supplier performance.

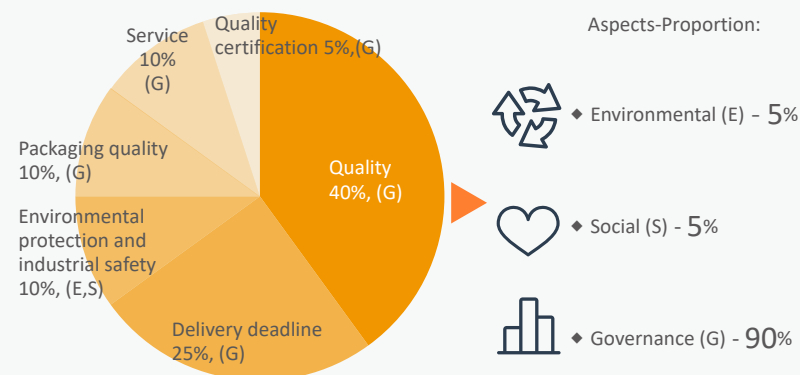
Evaluation items for qualified raw material suppliers

Raw materials supplier

- Items certified by the ISO and complying with the European Union directives (RoHS) as part of the supplier evaluation.
- In 2025, all suppliers signed the Supplier Social Responsibility Letter of Commitment for a 100% achievement rate, and we continue to request new suppliers to sign the letter of commitment.
- Major suppliers of vinyl chloride and plasticizers have obtained the relevant certifications of ISO 14001 and ISO 45001, meeting the requirements of CGPC for major suppliers in terms of environmental management and occupational safety and health management.

Construction contractors

- Requires contractors to sign the Supplier Social Responsibility Commitment.
- Must comply with the requirements of the ISO 45001:2018 occupational safety and health management system.



2. Supplier management and evaluation

In response to changes in production operations and environmental protection policies, CGPC regularly evaluates the inclusion of new suppliers based on items such as service, quality certification, packaging quality, environmental protection, industrial safety, and delivery deadlines to ensure that every raw material and service obtained are of sufficient quantity, high quality, low price, while meeting the requirements of environmental protection, as well as industrial safety and policies and regulations.

Supplier management



Develop suppliers

Vendors' sample testing and qualification review



Qualification certification

Documentation of qualified suppliers "Group's Supplier Application Form/Qualified Vendor Application Form"



Continuous evaluation

Annual supplier evaluation process "Supplier Evaluation Form"

Description of qualified suppliers

The qualification certification of suppliers of raw materials / contract manufacturing products by one or a combination of the following methods:

- ◆ Those who have obtained domestic and foreign quality certification, such as CNS, U/L, JIS, ISO and other qualification certificates.
- ◆ Recognized by the industry as a Company that offers good quality and has large-capacity equipment.
- ◆ Publicly listed company.
- ◆ Well-known foreign company.
- ◆ Direct agents or distributors with technical service capabilities.
- ◆ Direct agents or distributors that have been confirmed to meet the requirements.
- ◆ The quality of the raw materials has been confirmed suitable by the R&D department.
- ◆ Agree to cooperate with the Company's environmental protection requirements.
- ◆ Cooperate with the Company to implement IATF-16949 global automotive industry quality management system certification.
- ◆ Those who have a good supply quality or delivery records in the past.
- ◆ The brand designated by the technology provider.

Evaluation results of CGPC's qualified raw material suppliers and qualified material suppliers in the last 3 years

company	Raw materials and Materials	Item	2023	2024	2025
CGPC	Raw materials	Number of companies evaluated	132	161	130
		Qualified rate	100%	100%	100%
	Materials	Number of companies evaluated	49	52	45
		Qualified rate	100%	98%	100%
	Descriptions		--	(Material supplier, 1 unqualified) Due to communication issues between the supplier and the plant regarding order delays, product returns and exchanges, and partial deliveries.	--
CGPCP	Raw materials	Number of companies evaluated	12	11	13
		Qualified rate	100%	100%	100%
	Materials	Number of companies evaluated	19	16	24
		Qualified rate	100%	100%	100%
TVCM	Raw materials	Number of companies evaluated	17	15	14
		Qualified rate	100%	100%	100%

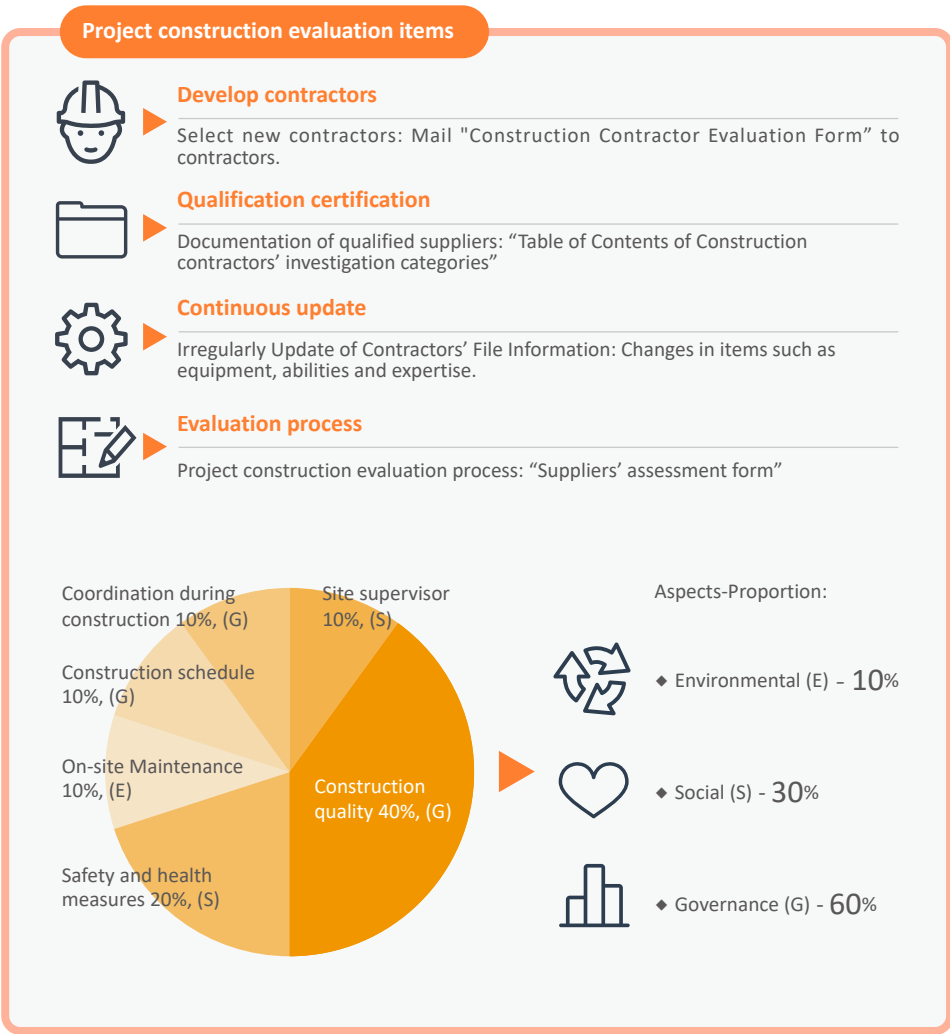
◆ Evaluated once a year with a score of 75 or above is considered qualified.

◆ Because TVCM does not have packaging materials or supplies, it is not included as part of the supplier evaluation.

In addition to using the abovementioned annual supplier evaluation to ensure that the vendors picked by the Company meet the requirements and the eco-friendly sustainable management concept, for suppliers that fail the evaluation or have low scores, we offer improvement suggestions based on the evaluation status, reduce frequency of transactions, suspend or stop transactions and other measures.

3. Selection and evaluation of contractors

The procurement unit mails the Construction Contractor Survey Form to selected contractors and asks them to fill out the form, apply company seal stamps on the form then send it back. Survey forms with incomplete submission of supporting documents will not be evaluated and such contractors will not be allowed to undertake the Company's projects.



Evaluation results of CGPC's project contractors (qualifying score of 70 and above) in the last 3 years

company	Item	2023	2024	2025
CGPC	Number of ompanies evaluated	47	55	26
	Qualified rate	100%	100%	100%
	Descriptions	—	—	—
CGPCP	Number of ompanies evaluated	8	6	7
	Qualified rate	100%	100%	100%
	Descriptions	—	—	—
TVCM	Number of ompanies evaluated	24	11	9
	Qualified rate	100%	100%	100%
	Descriptions	—	—	—

♦ If the score is less than or equal to 69 points, it is considered unqualified. If the rating is C (60-69 points) or D (50-59 points), the request for quotation will be stopped for 6 months or 1 year, respectively. Those with a rating of E (below 49 points) will be disqualified from bidding and there will be no transactions in the future.

♦ In the process of construction evaluation, the supervisory unit and the environmental safety and health unit record the deficiencies in the construction process, and the contract offering unit will summarize and discuss with the project contractors, informing them of the scoring results and the deficiencies, and asking them to improve.

4.3.3 Support local procurement

CGPC prioritizes supporting the local suppliers in Taiwan. This is due to that it is easier to communicate with local vendors to know their status. Purchasing from foreign vendors is considered only when the materials cannot be supplied locally.

In 2025, the raw materials Vinyl Chloride Monomer (VCM) of CGPC and CGPCP are supplied by TVCM, and the purchase amount accounted for approximately 68.08% and 95.03%, respectively, of the total local source. The source of the raw materials ethylene and dichloroethane of TVCM is downstream products of the oil industry. Due to the limited supply in Taiwan and cost considerations, it must be imported to maintain the stability of the supply chain.

The project contracting policy also mainly focuses on local contractors in Taiwan. In principle, except for the main equipment that is purchased from abroad due to the lack of domestic manufacturers, other ancillary projects that have no special requirements will be designed and contracted by the Company in-house, and then contracted out to other domestic downstream construction firms.

2025 procurement proportion of CGPC's domestic and foreign vendors

Company	Taiwan
CGPC	92.74%
TVCM	36.99%
CGPCP	97.12%
Average	80.79%

Proportion of Transaction Amounts between CGPC and Suppliers of Different Natures in 2025

Company	Raw material supplier	Material/Equipment Suppliers	Engineering contractors
CGPC	90.52%	4.36%	5.11%
TVCM	85.56%	13.02%	1.41%
CGPCP	95.36%	4.39%	0.26%

Note: The transaction amount of information software, hardware and administrative suppliers is extremely low and is not included in the calculation.

2025 Self-Assessment of Government-Approved Green Products Purchases

(Unit: in NT\$10 thousand)

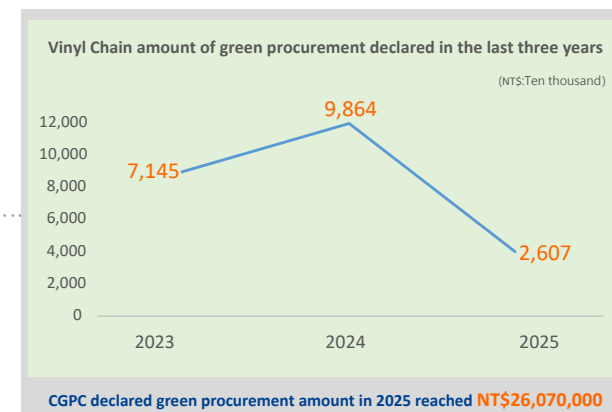
Company	2023	2024	2025
CGPC	4,852	7,537	1,604
TVCM	1,391	2,091	537
CGPCP	902	236	466
Total	7,145	9,864	2,607

Green procurement program

CGPC began to actively implement the green procurement program in 2019, and has planned to cooperate with the Taipei City Government to carry out an online green procurement declaration project, mainly purchasing green machinery and equipment and others. In 2025, the self-evaluation found purchase of government-approved green products amounted to NTD 26.07 million. We will continue to plan more purchases of green products in the future.



On Wednesday, May 11, 2026, the Company was awarded a certificate of appreciation for the "2024 Green Procurement Program by Private Enterprises and Organizations" by Director Hsu, Shih-Hsun of the Department of Environmental Protection to the recipient CGPC representative (represented by Specialist Chen, Li-Nien of the Office of the General Plant Manager).



CGPC declared green procurement amount in 2025 reached NT\$26,070,000

Note: The data of self-assessment is from before 2022 for TVCM and CGPCP, and began to be applied for green procurement operations in 2023.

4.4 Participation in External Organizations (GRI 2-28)

Main Participating External Organization

Company	Name of cooperatives and associations	Membership	Positions held
CGPC	Chinese Management Association	√	—
	Taiwan Synthetic Resins Manufacturers Association	√	Chairman/ Directors
	Taiwan Plastics Industry Association	√	—
	Taiwan Acid and Alkali Industry Association	√	Executive director
	Taiwan Responsible Care Association	√	Supervisor
	Society of Plastics Engineers - Taiwan	√	—
	Miaoli County Labor Relations Association	√	—
	Miaoli County Industrial Association	√	—
	Miaoli County Toufen Industrial Park Manufacturers Association	√	Directors

Company	Name of cooperatives and associations	Membership	Positions held
TVCM	Taiwan Responsible Care Association	√	Directors
	Petrochemical Industry Association of Taiwan	√	Directors
	Kaohsiung City Industry Association	√	—
	Industrial Safety and Health Association	√	Directors

Participation in Earth Hour – One Hour Lights-Off Campaign



CGPC and its subsidiaries (including the Taipei Tai-An Building) joined the world's largest voluntary public welfare carbon-reduction campaign, "Earth Hour – Lights Out for One Hour." The event was initiated by the World Wide Fund for Nature (WWF) in Sydney, Australia, in 2007, aiming to raise public awareness of climate change and energy conservation by switching off non-essential lighting, and to mobilize global collective action to protect the planet. In 2026, Earth Hour took place on Saturday, March 28, from 8:30 p.m. to 9:30 p.m. CGPC's sites in Taipei, Tufen, and Linyuan simultaneously turned off exterior Landscape lighting and other non-essential equipment, actively responding to the call for energy conservation and carbon reduction. Since 2022, CGPC and its subsidiaries have participated in Earth Hour for five consecutive years, continuously implementing concrete actions to promote energy conservation and environmental sustainability. This demonstrates the company's strong commitment and responsibility toward climate issues.



Head Office, Taipei



Main Plant, Miaoli



Linyuan Plant, Kaohsiung

