# 4

# Corporate Innovation Value and Digital Transformation

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# 4.1 Innovation Management

| Item | Content |
|---|---|
| Policies, Commitments, and Importance | Giga Computing, adhering to a spirit of innovation, is actively expanding into new server application markets, particularly in the AI field with GPU module architecture. Additionally, we focus on technologies such as Direct Liquid Cooling (DLC), Immersion Cooling, and integrated control software, in which we have achieved a leading position in the market to continuously provide high-quality products and services to our global customers. The core values of high performance, data security, flexible scalability, and sustainability are realized in all of our products. |
| Responsible Unit | Development Platform Center, Development Support Division |
| Action Plan | 1. Increase carbon reduction product designs and raise the proportion of environmentally friendly materials used in packaging.<br>2. Assist customers in building green data centers to reduce environmental pollution and enhance sustainability through effective recycling.<br>3. Continue to increase the number of patents obtained to protect innovation achievements and patent rights.<br>4. Committed to developing low-carbon products, enhancing product energy efficiency, and increasing the proportion of low-carbon products in the total number of products.<br>5. Through the implementation of software management and optimization mechanisms, improve data center operational efficiency, thereby effectively reducing data center operating electricity consumption and energy use. |
| 2025 Performance | 1. Annual R&D expenditure totaled NTD 2.319 billion increased by 80.20% compared to the previous year.<br>2. Held a total of 17 education and training sessions related to product R&D, with a total of 558 participants and total training hours of 659.6 hours.<br>3. Giga Computing accumulated a total of 350 patent applications globally, with 238 patents approved (including granted certificates).<br>4. The project launch rate of direct liquid cooling and immersion cooling products increased by 11.88% compared to the previous year.<br>5. In 2025, depending on project requirements, the implementation rate of Titanium-rated power supplies reached 79.75%.<br>6. In 2025, 100% post-consumer recycled (PCR) aluminum, 95% post-consumer recycled (PCR) plastic, and 20% post-industrial recycled (PIR) steel were introduced for aluminum heat sinks, fan ducts, hard drive tray panels, and chassis, respectively.<br>7. Proportion of low-carbon products to total product count: 13.86% |
| Grievance Mechanism | Stakeholders can obtain product and technology information from Giga Computing through the Technical Application Support Unit and marketing-related channels, and we also conduct at least one internal audit each year to ensure the effectiveness of material topic management. |

## 4.1.1 R&D Innovation Strategy

### AI Computing and Accelerated Hardware Integration Innovation

- Continue launching hardware platforms for AI computing workloads at different scales, ranging from desktop AI supercomputing systems to large-scale servers and rack-scale infrastructure, and providing cross-tier solutions.
- Enhance computing performance and scalability to meet market demand for hyperscale data centers and high-performance computing (HPC).

### Advanced Cooling Design and Thermal Management Technologies (Balancing Performance and Energy Efficiency)

- Focus on the R&D and system integration of liquid cooling and direct liquid cooling (DLC) technologies to enhance GPU high-density deployment performance and cooling efficiency.
- Promote energy efficiency optimization for high-performance computing systems to support the needs of sustainable and green data centers.

### Modular and Scalable Architecture Design

- Focus R&D efforts on the GIGAPOD series of rack-scale platforms to deliver highly scalable, modular, and easy-to-deploy data center infrastructure.
- Promote integrated hardware and software R&D to create synergies between hardware platforms and resource management and control software.

In 2025, driven by the global wave of AI and high-performance computing (HPC), Giga Computing continued to deepen its technology R&D and product portfolio. Its major news throughout the year centered on three key directions: "Next-Gen AI Computing Platforms," "Liquid Cooling and High-Efficiency Thermal Management Innovation," and "Rack-Scale Integrated Data Center Solutions," demonstrating its strategic transformation from a hardware supplier into an AI infrastructure integrator.

First, in terms of core computing platforms, Giga Computing fully adopted NVIDIA's next-generation Blackwell architecture GPUs and launched a multi-tier product portfolio encompassing desktop AI systems, high-end AI workstations, enterprise-grade GPU servers, and high-density computing nodes for data centers. Its product designs emphasize high computing performance, optimized PCIe and NVLink high-speed interconnect architectures, and coordinated power and thermal design to support large language model (LLM) training, generative AI inference, digital twins, and advanced visualization applications. Through a comprehensive product line spanning from the edge to core data centers, Giga Computing strengthens its vertical integration capabilities to meet the differentiated AI computing needs of customers of various scales.

Second, cooling and energy efficiency emerged as key technological highlights in 2025. Facing rapidly rising GPU power consumption and thermal density, Giga Computing is actively advancing liquid cooling and Direct Liquid Cooling (DLC) technologies by introducing cold plate designs and high-efficiency coolant circulation systems to significantly improve cooling efficiency and reduce air-conditioning loads. This technology not only enhances system stability and sustained computing performance, but also helps improve data center Power Usage Effectiveness (PUE), meeting global customers' requirements for energy conservation, carbon reduction, and sustainable operations. Giga Computing showcased high-density liquid-cooled GPU servers at multiple international exhibitions, highlighting the maturity of its technologies for high-power AI cluster environments.

In terms of infrastructure integration, Giga Computing continues to advance rack-scale integrated solutions and GIGAPOD platform design, integrating server nodes, network switching equipment, power modules, and management software into modular systems that can be rapidly deployed. Through a unified management interface and resource scheduling mechanism, customers can build AI training clusters and hyperscale data centers more efficiently. This strategy demonstrates that Giga Computing is no longer limited to providing standalone hardware products, but instead offers end-to-end AI infrastructure solutions, deepening its collaboration with data center operators and cloud service providers.

In addition, Giga Computing enhances its brand visibility and technological influence by participating in international AI and supercomputing exhibitions, showcasing its comprehensive AI and HPC product portfolio, including workstations, servers, liquid cooling solutions, and integrated rack-scale architectures. Through collaborative innovation with ecosystem partners, Giga Computing strengthens its cross-architecture support capabilities and market adaptability, expanding its presence in the global AI infrastructure market.

Overall, Giga Computing's major technology and product developments in 2025 reflect its strategic priorities: high-performance computing upgrades as the core focus, liquid cooling and energy efficiency optimization as key technological breakthroughs, and modular and integrated data center architectures as its market differentiation advantages. Amid the concurrent trends of continued growth in AI computing demand and the sustainable transformation of data centers, Giga Computing is strengthening its competitive position in the global AI server and HPC markets through deeper technological development and product innovation, while laying a technological foundation for growth in the coming years.

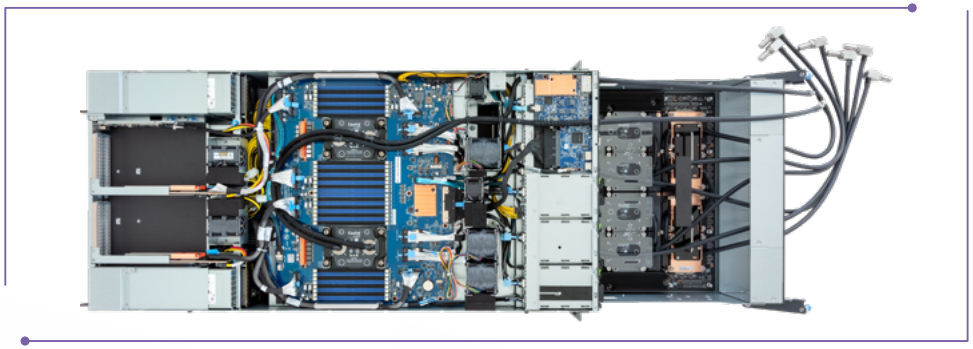
## 4.1.2 Energy Conservation and Carbon-reducing/Green Product Design

With the widespread adoption of cloud computing, artificial intelligence (AI) has gradually become mainstream in people's daily lives. Giga Computing is committed to developing low-carbon products and has introduced server cooling solutions using Direct Liquid Cooling and Immersion Cooling. We enhance the R&D team's relevant capabilities and awareness through performance indicator setting and management, as well as low-carbon/green product education and training, and improve the team's R&D productivity through bonus incentives. In 2025, Direct Liquid Cooling and Immersion Cooling products accounted for 13.86% of total products (servers), an increase of 6.01% from the previous year. The project initiation rate also increased by 11.88% from the previous year, demonstrating our continued investment in related products and technologies.

It is estimated that modern data centers currently consume approximately 1% of global electricity and have a Power Usage Effectiveness (PUE) ranging from 1.4 to 1.6. This figure means that approximately 33% of energy consumption is not used by computing servers, but rather by other data center facilities, primarily data center cooling and air-conditioning equipment. Compared to traditional air cooling, Giga Computing's liquid cooling solutions offer higher thermal conductivity efficiency and greater energy-saving advantages:

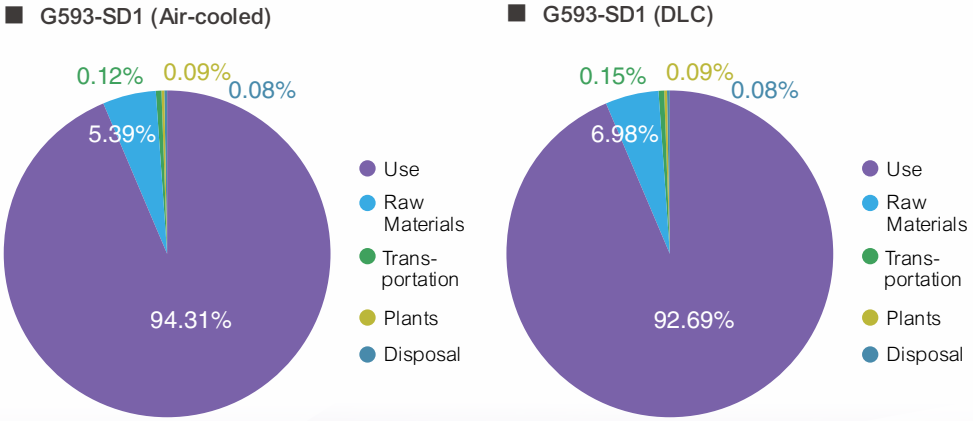
- Direct Liquid Cooling (DLC) solution: By bringing liquid cooling components into direct contact with heat-generating cores, server fan speeds and energy consumption are significantly reduced. It not only enables higher-density deployment of processors and computing cards within limited space, but also helps customers reduce total cost of ownership (TCO), lower noise levels, and maximize system performance. Based on 2025 estimates, the PUE of data centers using Direct Liquid Cooling solutions can be reduced to 1.29.
- Immersion Cooling solution: Servers are immersed in a non-conductive liquid, allowing heat to be transferred through direct contact between the liquid and heat-generating components and through liquid circulation, with heat dissipated through single-phase or two-phase physical phase-change processes. The system eliminates the need for complex components such as pumps or spray devices, significantly reducing equipment failure rates and maintenance costs, while setting a new benchmark for next-generation data centers with high scalability, stability, and exceptional energy efficiency.

During the life cycle of server products, the use phase accounts for the highest proportion of carbon emissions, followed by the raw material stage. After evaluating different cooling solutions during the use phase, we confirmed that the Immersion Cooling solution delivers the most significant carbon reduction benefits, followed by the Direct Liquid Cooling solution. In addition to breakthroughs in hardware technology, starting in 2026, Giga Computing has established relevant implementation targets for software, aiming to improve data center operational efficiency through the introduction of software management and optimization mechanisms, thereby effectively reducing data center electricity consumption and energy use.

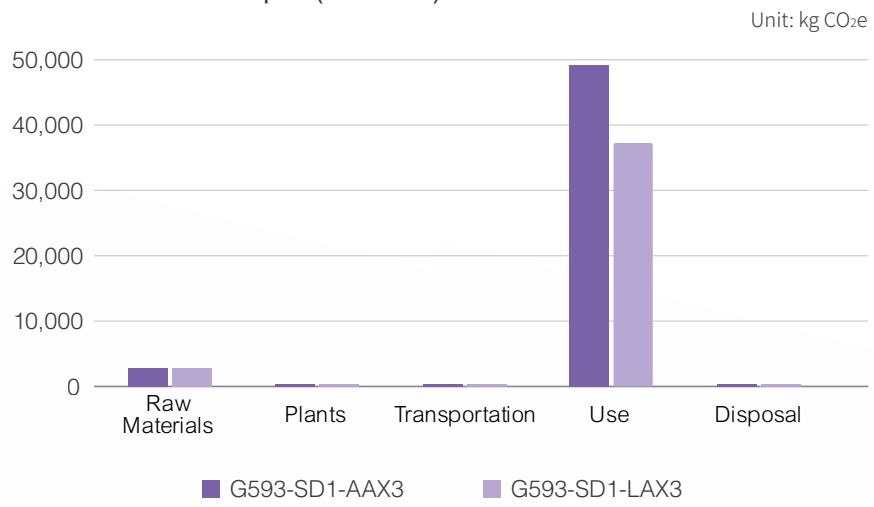


▲ G593-SD1 DLC Server

The emergence of liquid cooling solutions is mainly due to the higher heat transfer efficiency of liquid compared to air, allowing heat to be dissipated more effectively. As a result, liquid cooling solutions improve cooling efficiency compared to traditional air-cooled technologies, enhance the PUE of data centers, and significantly reduce energy consumption.



■ G593 Product Carbon Footprint (Air vs DLC)




With regard to green product design, Giga Computing has begun incorporating recycled materials into packaging materials, such as introducing 10% to 30% recycled content into EPE cushioning materials and incorporating 60% to 100% recycled pulp into cartons according to their intended use. Based on a review of 2025 shipment records, the total shipment value of Giga Computing's products (including boards, cards, and systems) was NTD 150.698 billion. Of this, products containing recycled materials had a shipment value of NTD 95.236 billion, accounting for 63.10% of the total shipment value; products using packaging materials containing recycled materials had a shipment value of NTD 150.927 billion, accounting for 99.85% of the total shipment value.

In addition, to reduce carbon emissions throughout the product life cycle and respond to the global net-zero transition trend, Giga Computing officially launched a recycled materials implementation program in 2025, incorporating material circularity into its product design and supply chain management strategies. Based on the assessment, the material stage is a significant source of emissions in the carbon emission profile of server products and is a key emission item under Category 4 (indirect emissions from products used by the organization). If not managed effectively, this may lead to risks such as rising carbon costs, customer requirements for low-carbon procurement, and international market demands for carbon disclosure. Therefore, the introduction of recycled materials is a key management measure for the Company to reduce transition risk.

This opportunity can reduce material carbon intensity, enhance product sustainability and competitiveness, strengthen opportunities for cooperation with international customers, and establish differentiated advantages for low-carbon products. It represents a "mid- and long-term structural adjustment strategy for carbon reduction" and helps enhance climate resilience.

In 2025, 100% post-consumer recycled (PCR) aluminum, 95% post-consumer recycled (PCR) plastic, and 20% post-industrial recycled (PIR) steel were introduced for aluminum heat sinks, fan ducts, hard drive tray panels, and chassis, respectively.



From left to right above: 100% PCR aluminum heat sink, 95% PCR PC plastic fan duct, 95% PCR PC+ABS plastic fan duct, 95% PCR PC+ABS hard drive tray panels, and 20% PIR stainless steel chassis.

Based on estimates using material carbon emission factors provided by recycled material suppliers, PCR materials can achieve carbon reduction rates ranging from 75% to 95%, while PIR materials can achieve a carbon reduction rate of 8%:

| Recycled Materials | Aluminum | PC | PC+ABS | Stainless Steel |
|---|---|---|---|---|
| Proportion of recycled materials | 100% | 95% | 95% | 20% |
| Type of recycled materials | PCR | PCR | PCR | PIR |
| Carbon reduction rate | 95.56% | 84.46% | 75.22% | 8.16% |

Note 1: Carbon reduction rate =1-[ (Weight of recycled materials x carbon emission factor of recycled materials) / (Weight of virgin materials x carbon emission factor of virgin materials)]

## Spotlight Case: Giga Computing Launches New Low-carbon Server Program to Promote Sustainable Growth and Long-term Value

Giga Computing has officially launched a low-carbon transformation program for its server product line, investing in the design and development of sustainable servers. The new product series is manufactured using a high proportion of post-consumer recycled (PCR) materials, with some finished product components containing up to 95% recycled materials, marking a new chapter in the transition toward green and sustainable IT infrastructure.

Frequent extreme climate events and increasingly stringent global environmental regulations are reshaping industry responsibilities and the competitive landscape. As core equipment in digital infrastructure, servers have long been regarded as one of the major sources of energy consumption and carbon emissions. To respond to global trends in carbon reduction and net-zero emissions, Giga Computing is actively advancing its low-carbon transformation and has taken the lead in the industry by introducing a high proportion of recycled materials into its server design and production processes.

### Application of High-Proportion Recycled Materials in Server Structural Components

Giga Computing's sustainable server design solution will begin with three major structural components by introducing recycled materials:

- Fan ducts and hard drive trays: Made with up to 95% PCR polycarbonate (PC) or PC+ABS plastic, sourced from materials including water bottles, wafer carriers, optical disks, automotive headlights, and other electronic products.
- Heat sinks: Use 100% PCR aluminum, primarily sourced from recycled aluminum window frames, bicycle parts, and retired heat sinks.
- Chassis structural components: Made of low-carbon metal materials containing 20% Pre-Consumer Recycled content.

All recycled materials undergo industrial-grade durability, thermal conductivity, and reliability testing to ensure that they meet Giga Computing's quality and performance standards while also achieving sustainability goals.

### Innovative Application of Recycled Materials to Achieve Carbon Footprint Reduction and Compliance Advantages

Giga Computing works with material suppliers to establish a comprehensive material tracking and traceability system, creating specific and quantifiable environmental benefits and reporting value for customers:

- Quantifiable carbon reduction results: Based on Giga Computing's 2024 procurement data, if all aluminum heat sinks were replaced with recycled aluminum heat sinks, annual emissions could be reduced by more than 160 metric tons of $CO_2e$; if all structural components were made from recycled materials, total annual carbon reduction would exceed 275.75 metric tons of $CO_2e$.
- Third-party material certification: All recycled materials have obtained credible third-party certifications, which customers can directly reference in ESG reports and sustainability performance disclosures to enhance corporate credibility and brand image.
- Compliance and competitive bidding advantages: As environmental regulations in the United States, Europe, Japan, and other regions become increasingly stringent, product carbon footprints and recycled material content have become key thresholds for exports and procurement. Giga Computing's innovative material applications can help customers comply with emerging environmental regulations and the EU Carbon Border Adjustment Mechanism (CBAM), enhancing their competitiveness in international tenders and markets.

### Redefining Server Value: Performance × Sustainability × Compliance

Known for its high-density, high-performance, and modular designs, Giga Computing is redefining its product philosophy by incorporating three core values: performance, sustainability, and compliance. This low-carbon transformation is not merely an upgrade in specifications, but also an important turning point for the server industry in its transition toward net-zero targets.

Looking ahead, Giga Computing will continue to invest in green materials and innovative design to develop next-generation sustainable server solutions, while working with customers to advance toward a truly net-zero future and fulfill its dual commitment to the industry and the planet.



## 4.1.3 R&D Responsible Unit and Investment

The new product development units are the Hardware R&D Center, System Development Center and the Development Platform Center at Giga Computing. These center, under the General Manager's Office, include various specialized units dedicated to ensuring the comprehensive development of products and managing other related matters. The center holds weekly departmental meetings to report on R&D progress and address problem-solving issues. The Solution Division publishes a new product roadmap quarterly for relevant units to reference. Additionally, at the end of each year, meetings are held with unit managers to determine the R&D direction and plans for the upcoming year. In 2025, Giga Computing HQ had a total of 339 people dedicated to R&D, with a R&D expenditure of NTD 2.319 billion, accounting for 1.14% of total revenue.

### ■ R&D Workforce and Investment

Unit: NTD thousand

| 2023 | | 2024 | | 2025 | |
|---|---|---|---|---|---|
| R&D Expenditure | Annual Revenue | R&D Expenditure | Annual Revenue | R&D Expenditure | Annual Revenue |
| 883,976 | 48,558,413 | 1,286,923 | 133,057,017 | 2,319,000 | 204,197,026 |
| R&D expenditure (% of revenue): 1.82% | | R&D expenditure (% of revenue): 0.97% | | R&D expenditure (% of revenue): 1.14% | |

### ■ R&D Organizational Structure



## 4.1.4 Establishment of an Internal Innovation Culture

Giga Computing places a strong emphasis on product R&D innovation. To foster internal R&D innovation, weekly meetings are held within the R&D unit to discuss product progress and the development of new technologies. We have also acquired an auxiliary mechanical design management system integrated with a parametric 3D computer-aided design system. Through data consolidation, unification, and standardization, this system can effectively improve the integration of development projects, reduce R&D communication time, minimize design errors and prototyping risks, enhance project design quality and drawing consistency, to ensure the smooth execution of R&D projects and strengthen the technical capabilities and competitiveness of system R&D. Additionally, to enhance the R&D capabilities of key personnel, we held a total of 17 training sessions related to product development in 2025, with a total of 558 participants and 659.6 hours of training at Giga Computing HQ and GIGAIPC.

## 4.1.5 Intellectual Property Management

Giga Computing places great emphasis on product and technology R&D, as well as intellectual property protection. Under the Operational Management Center, the Legal & IP Affairs Division is responsible for managing the Company's patent and trademark matters and has established the "Patent Management Procedures," to protect the innovations and intellectual property of both employees and the Company, thereby maintaining Giga Computing's competitive edge in the market.

In 2025, Giga Computing conducted a total of 4 intellectual property-related education and training courses, covering topics including patent search and open-source software application and management. A cumulative total of 88 participants from Giga Computing HQ and GIGAIPC attended, with a total of 172 training hours. Through comprehensive training program planning, we not only effectively deepen intellectual property compliance and innovation awareness among employees in relevant units, but also transform the R&D team's innovative capabilities into key technical assets with substantive legal defensibility in the AI and high-performance computing markets.

Through the establishment of management processes, education and training programs, and incentive mechanisms, by the end of 2025, Giga Computing (including GIGAIPC) had submitted a cumulative total of 350 patent applications worldwide. A total of 238 patents had been approved globally (including granted patents), representing an increase of 32.96% from the previous year. In the future, Giga Computing will continue to optimize full life cycle intellectual property management, focus on forward-looking patent portfolio development, drive green innovation through incentive mechanisms, and deepen intellectual property education for all employees, thereby consolidating its core competitiveness in the global market through sound intellectual property management.

### ■ Intellectual Property Management Process

| | |
|---|---|
| New Patent Applications | Patent inventors may submit patent proposals by completing the “Patent Proposal Application Form” through the system. |
| Management of Existing Patents | The Legal and Intellectual Property General Division regularly reviews the list of patent cases to ensure that technical assets requiring continued protection remain valid. |
| Incentive Mechanisms and Additional Rewards for Sustainable Design | Establish a patent incentive mechanism and provide an additional 50% bonus for key patents involving technologies such as energy conservation and extended service life, encouraging employees to continue investing in related design and innovation. |

### ■ Patents Obtained Over the Years

| | Giga Computing | GIGAIPC | Total |
|---|---|---|---|
| Number of patent applications | 320 cases | 30 cases | 350 cases |
| Number of cases approved (including those certified) | 221 cases | 17 cases | 238 cases |

# 4.2 Customer Relationship Management

## 4.2.1 Policy and Responsible Unit

Giga Computing HQ has obtained ISO 9001:2015 Quality Management System certification and continues to conduct annual external audits by third parties and internal management reviews to ensure the effectiveness and continuous improvement of the management system, specifically implementing the quality policy of "Total Quality Management to Achieve Environmental Protection and Customer Satisfaction" and continuously strengthening organizational operational efficiency and customer service quality.

To establish mutually beneficial supply chain partnerships with customers, Giga Computing HQ has established a comprehensive and effective communication mechanism to proactively listen to customer feedback and stay abreast of market trends. The Company's highest management level also maintains regular interactions with corresponding customer management levels or key decision-makers to deepen strategic partnerships. Throughout all stages of the product life cycle, we maintain substantive engagement and information sharing with customers to accurately understand their supply chain development strategies and evolving needs; meanwhile, through clear positioning of product and service value, the Company strives to become a proactive and efficient support partner for customers.

The Sales Department collects and analyzes market and customer information through multiple channels, including customer visits, project meetings, and market intelligence gathering. It also holds regular weekly sales meetings to review product and service positioning and develop specific strategic plans to ensure effective responses to customer needs. The Quality Department is responsible for conducting regular quality performance tracking and improvement reviews with customers, covering audit results, corrective and preventive actions, quality performance indicators, issues of customer concern, and the handling of engineering complaints. It also conducts customer satisfaction surveys and communication feedback to continuously promote quality improvement and deepen customer relationships.

**Responsible Unit**

The Quality Department summarizes the information and improvement measures of each department, and reports to the General Manager and other relevant units on a quarterly basis.

- General Manager: Understand customer needs, the value positioning of the Company's products and services, as well as deciding on the interaction and communication models with customers.
- Sales Department: Collect and analyze important information or intelligence related to customers and the market, as well as handling customer communication and reporting.
- Quality Department: Receive customer feedback on product usage and conduct customer opinion surveys, as well as handling customer communication and reporting.
- Each Department: Throughout the entire product lifecycle, various activities are carried out to maintain customer relationships and communication.



## 4.2.2 Customer Satisfaction

Giga Computing HQ regularly measures customer satisfaction with the Company's products and service quality as a basis for improving product and service quality and adjusting quality competition strategies. Customer satisfaction surveys, including regular or occasional communication, contact, and visits with customers, are conducted by the department responsible for customer service. This is achieved through routine customer interviews or by having customers complete online surveys. The targets of the customer satisfaction survey are determined based on factors such as customers' shipment volume, region, transaction value, and product category. These factors are also used to assess customer risk and potential and to determine the timing and criteria for differentiated customer surveys. For customers with regular shipments and scheduled meetings, surveys are collected quarterly (in March, June, September, and December). For customers with occasional shipments or those who do not request regular communication, surveys are collected annually. In the customer satisfaction survey, if the average score is below 4 out of 5, improvement measures must be proposed. The customer quality unit is responsible for implementing and tracking improvements.

In 2025, a total of 70 customer satisfaction survey questionnaires were distributed, of which 52 valid questionnaires were returned, representing a response rate of 74.29%, with an overall average score of 4.8. The average score for all survey items this year reached 4 or above. For certain items, Giga Computing continues to conduct root cause analyses and formulate improvement measures. The 2025 improvement measures and implementation performance are presented as follows:

| Item | Quality of Return Merchandise Authorization (RMA) Repairs |
|---|---|
| Improvement Result | The average score increased from 4.4 in 2024 to 4.7 in 2025. |
| Reason | Server products require relatively long material preparation lead times and are also affected by material shortages. |
| Improvement Measures | Request customers to provide forecast results in advance and improve delivery schedules based on the forecasts to meet customer requirements; meanwhile, starting from Q3 2025, implement a customized material preparation system to enable more accurate component preparation and improve delivery schedules. |
| **Item** | **RMA Repair Turnaround Time (TAT)** |
| Improvement Result | The average score increased from 4.5 in 2024 to 4.8 in 2025. |
| Reason | Excessive repair time and prolonged shipping time. |
| Improvement Measures | Confirm shipment volumes for customers in each region in advance and prepare components beforehand to improve the processing cycle; meanwhile, communicate with customers to introduce three different service plans, Gold, Silver, and Bronze, and coordinate with customers to confirm the service approach. |
| **Item** | **Quality Management** |
| Improvement Result | The average score increased from 4.5 in 2024 to 4.7 in 2025. |
| Reason | 1. Customers reported that factory production quality should be strengthened to reduce the occurrence of appearance issues.<br>2. Customers requested improvements to controller functionality issues. |
| Improvement Measures | For abnormal issues raised by customers, an abnormality response team is convened to formulate improvement measures for each customer complaint, provide explanations to customers, and track improvements through regular meetings. |

## Investigation Items

■ A Total of 12 Items in 5 Categories

**I. Quality management and planning: Including green product and hazardous substances control management (satisfaction with hazardous substances control, environmental compliance of packaging materials, product compliance with customer green specifications, and adherence to international green regulations).**

1. Do the products from Giga Computing meet your expectations?
2. Does the green quality control of our products meet your requirements?
3. Does the quality control meet your requirements?

**II. Service quality management: Satisfaction with the handling of anomalies, repair services, response, tracking, and problem resolution.**

1. Do the anomaly handling and improvement countermeasures report meet your requirements?
2. Does the speed of the Return Merchandise Authorization (RMA) of Giga Computing meet your needs?
3. Does the quality of the Return Merchandise Authorization (RMA) of Giga Computing meet your needs?
4. Are you satisfied with the service attitude of Giga Computing's sales or customer service units?
5. Do the response, follow-up, and resolution of issues related to anomaly handling by Giga Computing meet your needs?

**III. Product shipment management: Satisfaction with shipments, delivery schedules, and product packaging.**

1. Is the product delivered by Giga Computing on time/accurate/complete?
2. Are you satisfied with the packaging of Giga Computing's products?

**IV. Effectiveness of technical support: Whether the technical solutions provided for product issues meet customer requirements.**

1. Does the technical support and response from Giga Computing meet your needs?

**V. Design and R&D：Conduct customer satisfaction surveys on five major categories, including product performance, reliability, and usage, etc.**

1. Does the R&D management performance of Giga Computing meet your needs?
2. Do the hardware designs of Giga Computing meet your needs?
3. Does the product ID design of Giga Computing meet your requirements?

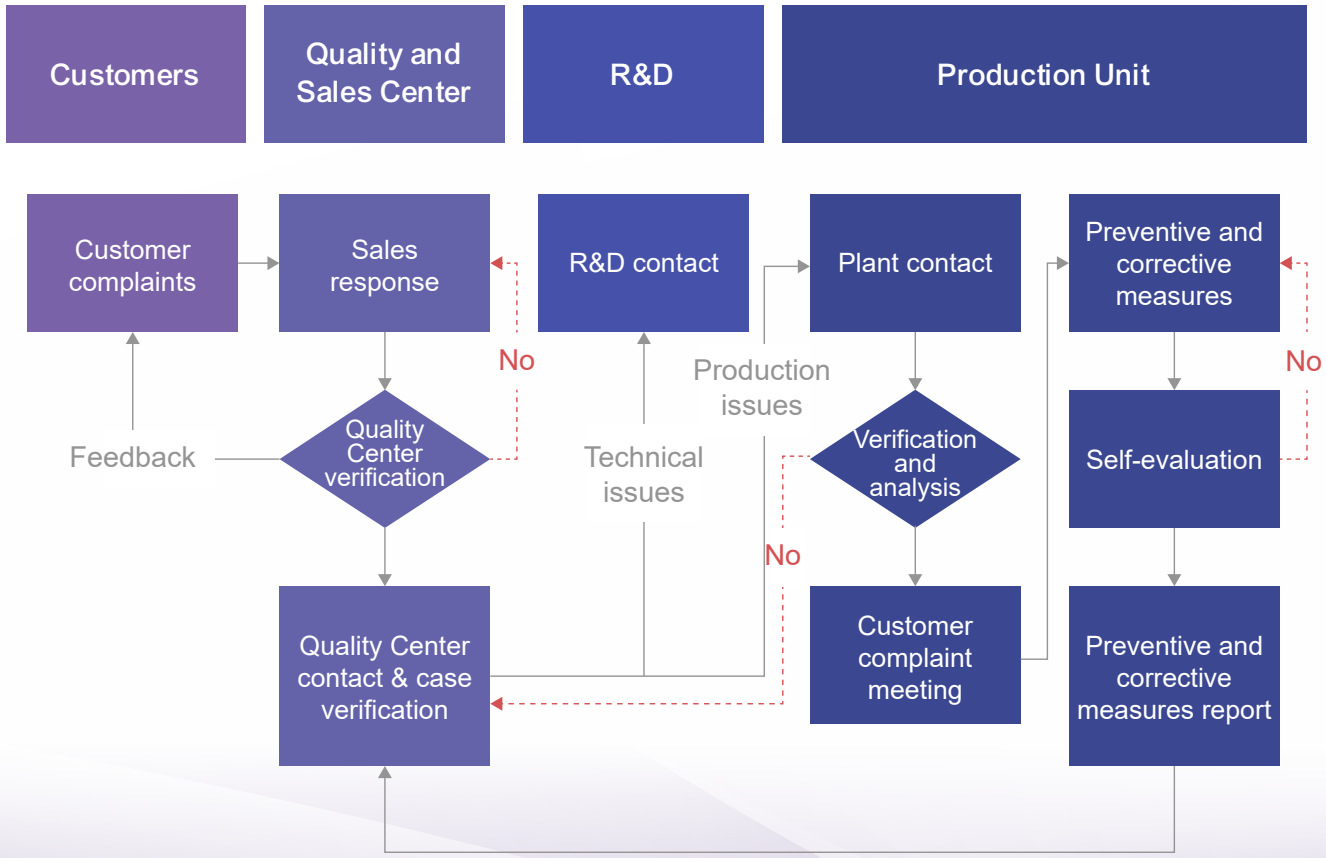
■ 2025 Customer Satisfaction Survey Results




Note 1: In 2025, the satisfaction survey was conducted solely for Giga Computing HQ customers, with data disclosure boundaries excluding the subsidiary GIGAIPC.

## 4.2.3 Customer Complaint Handling Process

Giga Computing establishes channels for customer inquiries and feedback regarding product quality, product safety, technology, and services to facilitate quality improvement and efficiency enhancement, with the goal of meeting customer needs and increasing customer satisfaction.




According to 2025 customer complaint data, we received a total of 82 customer complaints; all complaints were related to product functions and specification performance, and no issues were found that posed serious safety risks to customers. There were relatively more issues related to component quality and production assembly control. To effectively reduce future customer complaints, we have formulated the following improvement measures:

- Continuous improvement of production processes:
  1. In addition to traditional personnel training, AOI inspection systems will be gradually introduced.
  2. Reduce reliance on personnel and avoid errors in judgment.
  3. Improve inspection efficiency through image recognition.
  4. Optical records facilitate data retention and enhance product traceability records.
- Overall review of test coverage: In the short term, adjust the customer testing environment, strengthen the system testing process, and improve product reliability.
- Cross-department collaboration: Facilitate collaboration among R&D, production, and customer service departments to ensure seamless integration of product development, manufacturing, and after-sales service. Information at every stage should circulate rapidly, with feedback provided promptly.
- Tracking and testing: Conduct shipment tracking and traceability for each product batch to ensure product origins can be traced and customer complaints can be addressed promptly.

# 4.3 Sustainable Supply Chain Management

Giga Computing views its suppliers as long-term partners. To promote sustainable management across the supply chain, Giga Computing incorporates ESG considerations alongside essential criteria such as competitive quality, technology, delivery, and cost. The Company refers to the RBA Code of Conduct and evaluates existing supplier risks based on four management aspects and four zero-tolerance standards. In 2024, we revised the "Integrity Commitment" to include supplier social responsibility management, actively encouraged new suppliers to sign it and setting up an ESG screening mechanism for new suppliers. In the future, Giga Computing will place greater emphasis on suppliers' adherence to environmental management systems, occupational safety and health systems, CSR, and hazardous substances. We are committed to selecting suppliers that meet sustainable procurement standards.

In 2025, Giga Computing HQ and GIGAIPC collaborated with 553 suppliers globally. Suppliers were categorized into two major groups based on procurement targets: raw material suppliers and non-raw material (miscellaneous/engineering) suppliers. In 2025, procurement spending was dominated by raw material suppliers, totaling approximately NTD 202.23 billion and accounting for 97.45% of total procurement spending. Additionally, in 2025, Giga Computing HQ and GIGAIPC's procurement from domestic suppliers accounted for 80.11% of the total number of suppliers, with domestic procurement expenditures comprising 94.03% of the total. As for the U.S. subsidiary, in 2025 only a small amount, approximately 0.15%, was procured from local suppliers; the remainder was shipped from Giga Computing HQ to the local site. Therefore, this year's local procurement ratio excludes the U.S. subsidiary from the data calculation to avoid deviation.

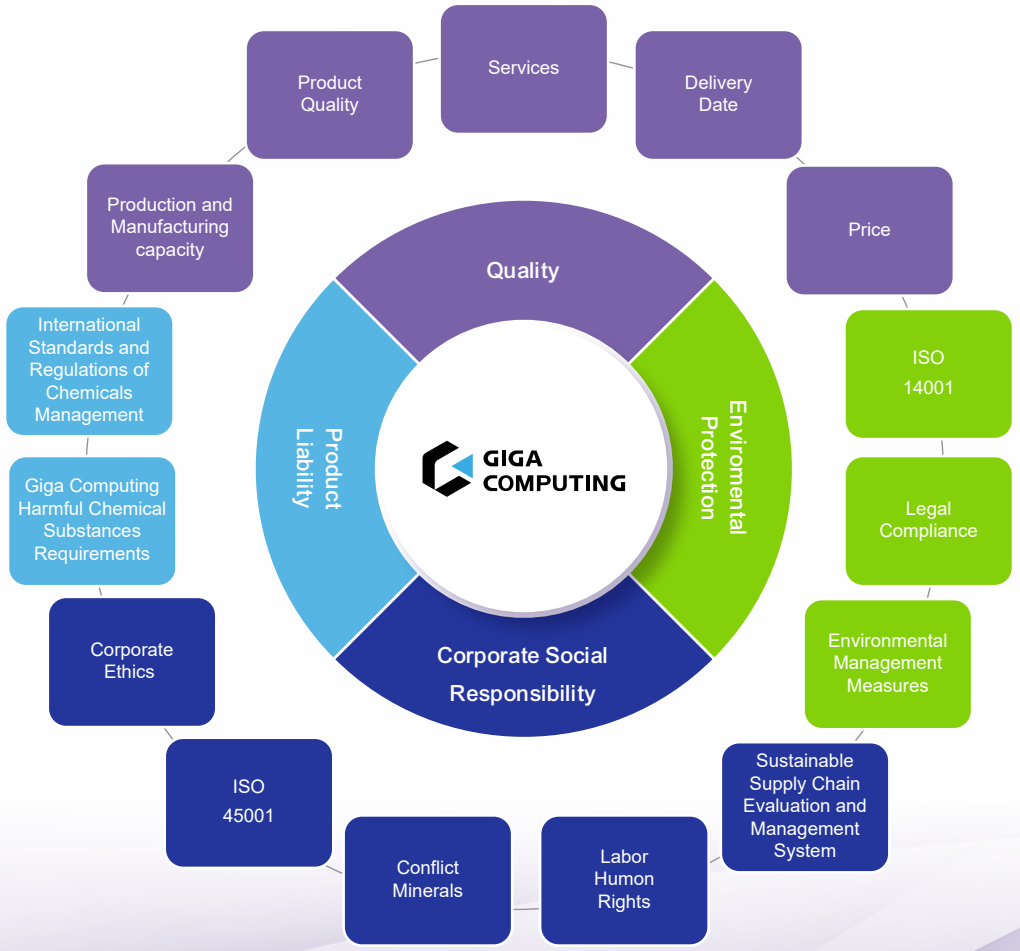
## 4.3.1 Supplier Management Policy

Giga Computing follows its parent company GIGABYTE Technology's "Sustainable Procurement Guidelines" and, referencing the "RBA Code of Conduct," assesses supplier risk according to four management aspects and four zero-tolerance policies.

### Four Zero-tolerance Policies

- Child labor
- Discharge of untreated toxic and hazardous substances of materials
- Forced/Prison labor
- Behaviors that cause immediate injury to employees

### Four Management Aspects



## 4.3.2 Supplier Classification and Management

### Existing Partners

Each quarter, all suppliers will be evaluated based on quality, cost, delivery time, service, and technical capability. Suppliers with lower scores will undergo annual quality and RBA spot audits, particularly focusing on categories such as chassis, power supplies, and PCBs. For suppliers identified as medium or high risk, we will provide corrective actions and measures, requiring them to implement improvements within 90 days. If no improvement is made, we will gradually reduce procurement from these suppliers, ultimately phasing out those that are unsuitable. In 2025, RBA audits were conducted on 46 suppliers, of which over 82.61% performed well (scoring above 85), and the overall average score was 93.38. In the 2025 overall supplier audit results, no medium- or high-risk suppliers were identified.

■ **Quarterly Supplier Evaluation for All Suppliers**

| Evaluation Item | Rating Ratio |
|---|---|
| Quality | 50% |
| Cost | 10% |
| Delivery date | 30% |
| Service and technical capability | 10% |

The total score is calculated based on the weighted proportions of quality, cost, delivery date, service, technical capability, and grades are assigned according to the score levels.

| Total Score | Grade | Total Performance for the Quater |
|---|---|---|
| 91-100 | A | Excellent |
| 75-90 | B | Moderate |
| 60-74 | C | Poor |
| Below 59.9 | D | Worst |

■ **Supplier Audit Results**

| Audit Results (percentage) | 2023 | 2024 | 2025 |
|---|---|---|---|
| Low risk | 90.48% | 100% | 100% |
| Medium risk | 7.14% | 0% | 0% |
| High risk | 2.38% | 0% | 0% |

| Year | | | 2025 |
|---|---|---|---|
| Existing suppliers (Number of suppliers) | Number of suppliers audited on-site | | 46 |
| | Number of suppliers audited online (document review) | | 2 |
| | Subtotal of suppliers audited | | 48 |
| | Low risk | | 48 |
| | Medium risk | 1st Audit results | 0 |
| | | Number of suppliers reclassified as low risk after review | 0 |
| | High risk | 1st Audit results | 0 |
| | | Number of suppliers reclassified as low risk after review | 0 |
| New suppliers (Number of suppliers) | Number of suppliers audited on-site | | 5 |
| | Number of suppliers audited online (document review) | | 0 |
| | Subtotal of suppliers audited | | 5 |
| | Low risk | | 4 |
| | Medium risk | 1st Audit results | 1 |
| | | Number of suppliers reclassified as low risk after review | 1 |
| | High risk | 1st Audit results | 0 |
| | | Number of suppliers reclassified as low risk after review | 0 |

■ RBA Audit Evaluation Items

| Aspect | Evaluation Item | |
|---|---|---|
| Environmental aspect | ・Environmental permit<br>・Hazardous substance handling, transportation, and storage | ・Water resource management<br>・Energy consumption and GHG emissions |
| Social aspect | ・Ethical corporate management<br>・Information disclosure | ・Respect for intellectual property rights<br>・Fair trade |
| Governance aspect | ・Duties and responsibilities of management<br>・Employee training plan | ・Employee feedback, participation, and grievance<br>・Risk assessment and risk management |
| Labor rights | ・Working hours<br>・Salaries and benefits | ・Humane treatment<br>・Freedom of association |

## Newly Introduced Suppliers

Since its official spin-off in 2023, Giga Computing has implemented procurement management based on a green supply chain, evaluating suppliers according to the following basic principles. Moving forward, the Company will continue to encourage new suppliers to sign the "Integrity Commitment," gradually enhance the ESG evaluation mechanism for new suppliers, and track relevant data for continuous improvement. In 2025, most of Giga Computing's new suppliers were customer-designated component suppliers, suppliers for trial production new material validation, and miscellaneous suppliers, so there were no new suppliers required to sign the "Integrity Commitment."

- Giga Computing's component suppliers must fully comply with local laws and regulations and define their risk control mechanisms (low/medium/high risk).
- Giga Computing's suppliers should establish environmental, employee health and safety, and hazardous substance management systems (supplier environmental, safety, and health management status survey and supplier environmental, safety, and health scoring evaluation).
- Comply with Giga Computing's Harmful Chemical Substances Requirement (HCSR) and the REACH Substances of Very High Concern (SVHC) guidelines.

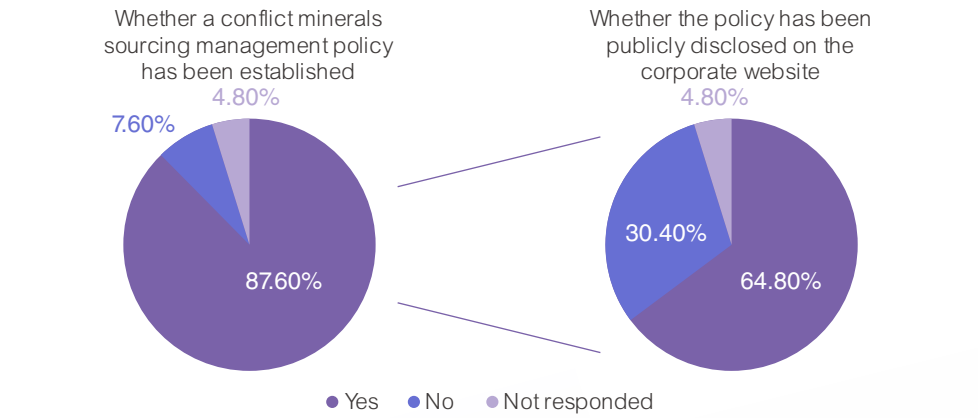
## 4.3.3 Conflict Minerals

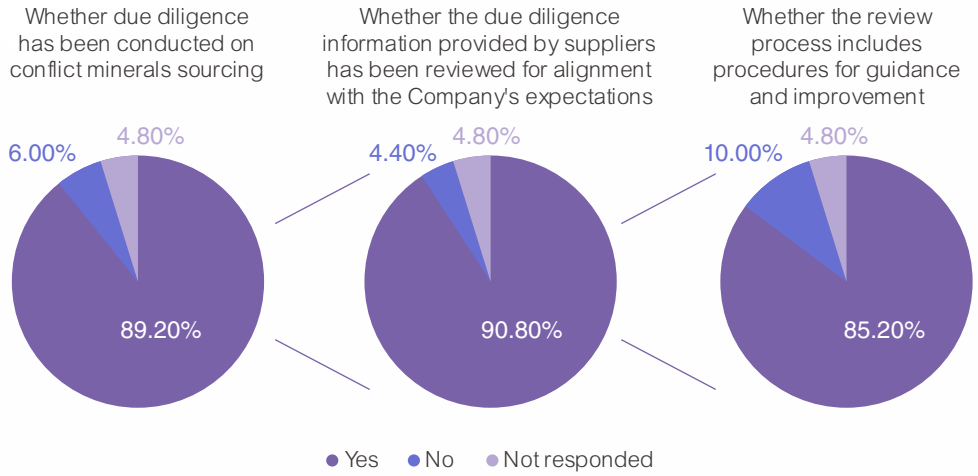
Tungsten, tin, tantalum, gold, cobalt, and mica are essential raw materials for electronic products. However, if these minerals are sourced from regions where forced labor, or armed conflict occurs, they are classified as conflict minerals, which oppress and harm local human rights and living conditions. Based on its commitment to respecting international human rights and fulfilling CSR, Giga Computing avoids using conflict minerals in its products. The Company conducts conflict minerals usage surveys with first-tier suppliers using the latest Conflict Minerals Reporting Template (CMRT 6.5) and Extended Minerals Reporting Template (EMRT 2.0). According to the suppliers' responses, Giga Computing references the qualified smelters published on the Responsible Minerals Initiative (RMI) website and the prohibited smelters indicated by customer feedback to manage its supply chain. If any use of non-compliant smelters is discovered, the supplier is immediately notified to make improvements and is placed on a watch list. If the supplier fails to comply, Giga Computing will notify the relevant internal units to evaluate and potentially prohibit the use of that supplier. In 2025, Giga Computing initiated a survey of 305 first-tier suppliers, with a response rate of 81.07% for the CMRT and 77.05% for the EMRT; suppliers that did not respond are continuously tracked and evaluated for the feasibility of discontinuation. In the future, Giga Computing will continue to initiate annual surveys of first-tier suppliers based on the latest versions of the CMRT and EMRT published on the RMI website to update the smelter list.

## 3TG Metal

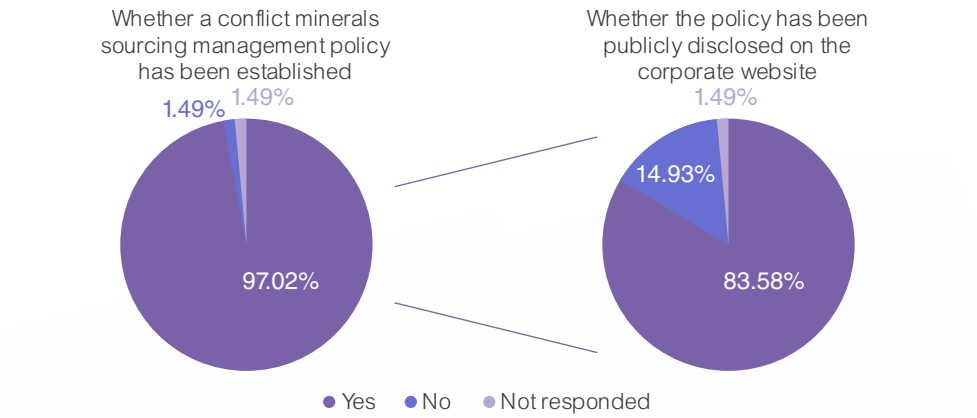
We further conduct statistical analysis of the CMRT forms submitted by suppliers to understand each supplier's actual management of conflict minerals. Annual statistics are divided into two main aspects: the statistical analysis of responses from all suppliers and, among those, the review of the completeness of management policies for highrisk suppliers confirmed to use 3TG metals in products and processes. In 2025, Giga Computing identified 67 first-tier suppliers using 3TG metals from high-risk areas, and over 97% of these suppliers have established conflict minerals sourcing policies.

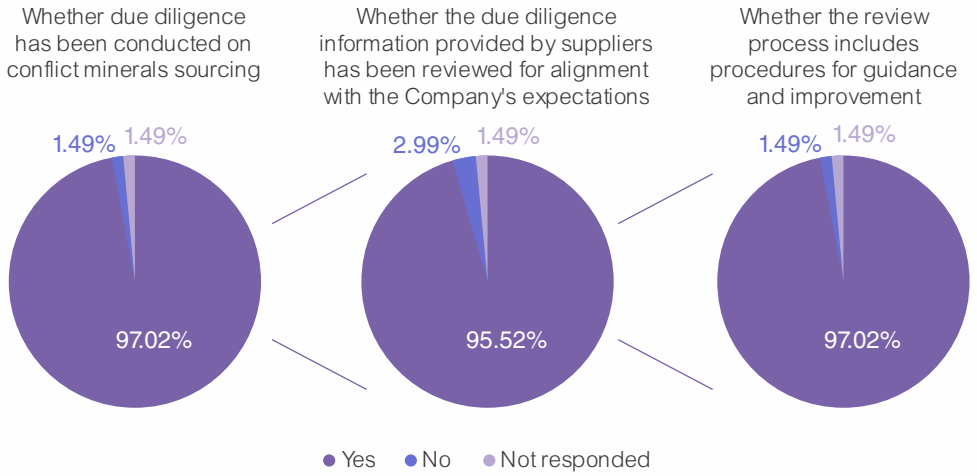
## Overall Status of Suppliers' Responses to the Conflict Minerals Survey




## Management Status of Suppliers Using 3TG Metals Sourced from Covered Countries[Note]




Note 1: Covered Countries include the Democratic Republic of the Congo, the Republic of the Congo, the Central African Republic, South Sudan, Uganda, Rwanda, Burundi, Tanzania, Zambia, Angola, and other countries.

## Cobalt and Mica

In the 2025 survey of first-tier suppliers, 235 suppliers responded regarding their use of cobalt and mica. The results show that 33 suppliers actually used minerals from high-risk areas in their products or processes, and more than 90% of these suppliers conducted due diligence related to conflict minerals with their suppliers. Although the current use of cobalt and mica is not as widespread as that of 3TG metals, we will continue to conduct investigations to eliminate human rights abuses caused by conflict minerals.