

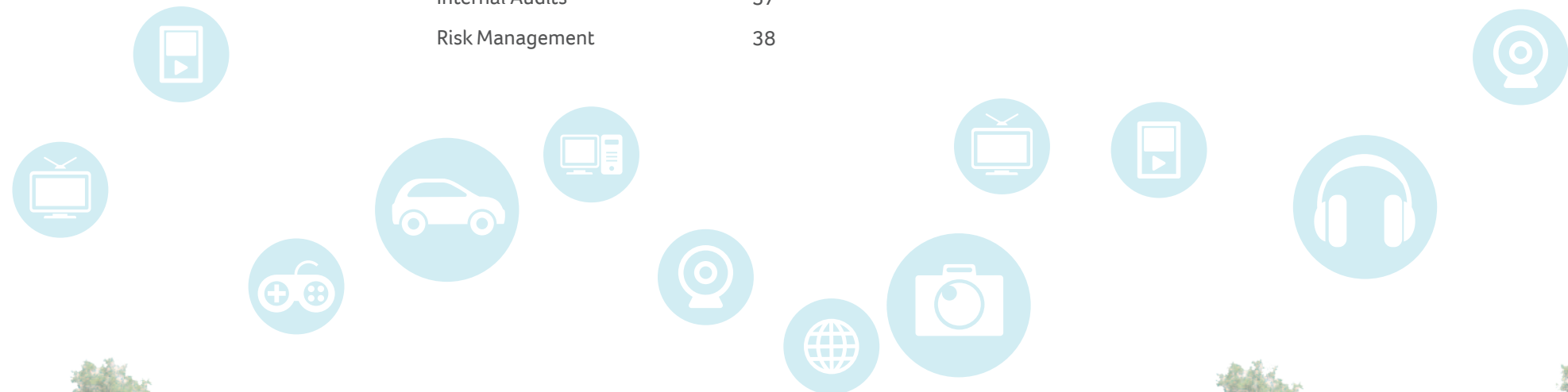


# Acer Corporate Responsibility Report 2015



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Since 2008 Acer has issued annual corporate responsibility (CR) reports simultaneously in English and Chinese, disclosing information and future plans on the three aspects of corporate governance, environment, and society. Such reports enable stakeholders to better understand Acer's efforts and achievements in sustainable development and social responsibility. Previous years' CR Reports and the latest information on sustainable development are available at the Acer Group's sustainability website

<http://www.acer-group.com/public/Sustainability/index.htm>

## Report Boundaries and Scope

This report is based on the principles of consolidated financial statements with regard to organizational boundaries. In scope, this report includes the Acer Group's subsidiaries, the Acer Foundation and the Gateway Foundation, but does not include reinvestment matters, and some performance information is not yet fully incorporated; where there are issues of data adjustment or estimation, they will be stated in the report text. For more detailed finance and organizational information, please refer to the Acer Group's Investor Relations page

[http://www.acer-group.com/public/Investor\\_Relations/overview.htm](http://www.acer-group.com/public/Investor_Relations/overview.htm)

## Report Issuing Dates and Frequency

This report, released June 2016, discloses the Company's performance in key issues of sustainable development during 2015 (January 1, 2015 - December 31, 2015); however, for the sake of information completeness and comparability, a portion of the performance data disclosed dates back to before 2015 or forward into 2016. Acer issues CR Reports each year, with the previous report issued June 2015.

## Report Compilation Principles

The content and framework of this report follows the Global Reporting Initiative's 2013 fourth-generation guidelines (GRI G4); appended to this report is an index of GRI indicators and report content.

## External Assurance

This report commissioned the accounting firm KPMG in accordance with the limited assurance standards of ISAE3000 and in line with GRI G4 Core Options. All financial data in this report was cited from financial statement and has been verified by KPMG. GHG-related data have undergone verification by SGS.

## Responses and Feedback

If you have any questions or suggestions regarding the Acer 2015 CR Report or sustainability issues, you are welcome to contact us. Acer Corporate Sustainability Office e-mail: [cr@acer.com](mailto:cr@acer.com)

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Since our founding, Acer has consistently pursued the goals of creating value and contributing to society through our products and services. These are our commitments and the core values of the Wangdao philosophy of altruism - Value Creation, Balance of Interests and Sustainable Development.

To accelerate Acer's transformation into a hardware + software + services company, the board of directors passed an organizational restructuring that separates new business from the company's core business. In this way, both will enjoy more operational flexibility while also providing mutual

support, and boosting the overall transformation and development of the Acer Group. The company's core business remains focused around notebook computers, desktop computers, tablet computers, digital display products, and server products, involving R&D and integrated global operations. Here, we continue to work toward optimization of operational resources and business models. Our new businesses, meanwhile, will focus on smart devices (including smartphones and wearable devices) and cloud computing. The applications of these extend in a variety of directions, bringing together more partners and expanded plans for the Internet of things/Internet of Beings to speed up the development of these new businesses and secure Acer's place for a sustainable future.

In 2015, Acer's BYOC services were deployed in several important ways in response to the needs of the society. During the company's early days, Acer launched the Micro-Professor I to promote understanding of microprocessors and the principles behind them. Today we continue to promote the application of technology, creating the CloudProfessor, a modular education kit to help beginners learn about the Internet of Things and the application of cloud technology in an easier way. We have also developed a variety of apps that extend the reach of cloud services into the world of sports. Our integrated event information platform provides real-time information and data analysis services, creating a new sporting experience.

Our BYOC Blue Sky Program harnesses Acer's global brand, channels, and resources to stimulate shared social innovation, helping startups reach out to the world and create a cloud-based ecosystem. We also established Acer Cloud Technology (Chongqing) Ltd., bringing together cloud platforms, software design, and hardware manufacturing to help startups commercialize their ideas and work together to expand cloud services.

In addition, we are proud to share with everyone that Acer has for the second year running been included in the Dow Jones Sustainability Indices (DJSI), performing strongly in supply chain management, climate strategy, innovation management and brand management. Also for a second consecutive year, we have been included in the MSCI Global Sustainability Indexes, with particularly strong results in terms of information integrity and transparency regarding conflict minerals management. These results highlight our long-term commitment to sustainable development, our advocacy of the Wangdao philosophy, and response to global trends in sustainability. International investment institutions have shown their approval of how Acer has implemented sustainable operations and the Wangdao philosophy.

Looking to the future, we at Acer intend to continue upholding the spirit of the Wangdao philosophy, creating value for society and sharing the results with our partners. In pursuit of this, we will continue to work closely with our stakeholders, tackling challenges head-on with a passion for changing the world and refining the sustainability of our development.

George Huang  
Chairman

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In 2015, with a firm commitment to stay on top of the industry transformation and global trends, Acer has persisted to provide innovative end-user-centric technologies, while continuing to strengthen our core competencies for long-term sustainable business development and the advancement of society at large. We believe that corporate social responsibility is an integral part of a sustainable business; hence, at all levels of our daily operations, we have incorporated CSR concepts and continue in a full-scale and sustained realization of our commitments.

To ensure a keen understanding of the supply chain environmental and social responsibility management, we have taken measures to improve our supply chain management assessment mechanism and bidirectional communications channels. We provided education and training in line with global trends; in 2015, we invited Chinese labor education organizations and suppliers to hold seminars, and provided training in greenhouse gas inventory for our suppliers. To promote stronger supply chain social responsibility, we worked with first-tier supply chain partners to hold EICC conferences in China to expand the management mechanism among the lower-tier suppliers.

Dealing with environmental pressures from global climate change, we focused on the use of green electricity in our global operations bases. In 2015, Acer expanded green energy usage to subsidiaries in Canada and Spain in our pursuit to reach 60% reduction in carbon emissions by 2020. And with the advent of the post COP21 low-carbon economy, we will continue to collect information on the usage of resources like water and electricity in our global locations, closely monitor changes, and develop and implement ongoing reduction strategies. This “green attitude” has been extended to our product development, expanding the use of environmentally friendly materials and processes in our products.

The core competitive edge of which we at Acer are proudest is our ability to provide quality products and services that help people lead better lives. This remains the cornerstone of Acer’s sustainable development. As a responsible corporate citizen, Acer has thought long and hard about how we can use our technological skills and innovation to address sustainable human development in response to the United Nations’ Sustainable Development Goals. Providing smart solutions helps our products and services stay on top of the needs of global development, while the application of technology to the benefit of humanity remains a major challenge. For example, the Acer Intelligent Parking Cloud and Intelligent Transportation e-ticketing System aim to provide systematic management and analysis tools for addressing urban parking and traffic problems, helping reduce automotive carbon emissions. We will also continue to invest in education by offering projectors, tablet computers, and notebook computers created for educational use to boost diversity and interaction in teaching, helping both students and teachers alike enjoy the benefits technology can bring to education.

At Acer, we value the trust our customers place in us and work hard to meet our commitment to them through prompt, reliable customer service. This conscientious attitude has earned us a broad range of recognition. In 2015, Acer was presented with the Best Service Brand award for the tenth year running in *Popular Computer Week’s* Top Chinese IT Brands, in addition to receiving annual customer service awards in several European countries.

Our efforts toward sustainable development have also continued to win international recognition. In 2015, we were once again included in the Dow Jones Sustainability Indices and MSCI Global Sustainability Indexes, as well as being named one of the Top 50 Green Brands by *Forbes*. Acer will continue to uphold the principles of integrity and transparency, working to put technology to use to create new experiences for users and to become a company that people respect.

Jason Chen  
Corporate President & CEO

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## Market Recognition

C205 projector won iF Design Award



Revo One RL85, Aspire R11, Aspire Switch 10 E, Predator Z35, and K138STi portable LED projector received Japanese Good Design Awards.



Aspire Switch 12, TravelMate P645, Aspire R13, Aspire V Nitro, and Revo One RL85 received Red Dot Design Awards



abPBX received Golden Award for ICT Month 100 Innovative Elite and Golden Award for Technological Excellence in the IT Trends Award.



Aspire Switch 10 E, Aspire E15, Predator X34, Iconia One 8, Acer Chromebook 15, Revo One RL85, and H257HU monitor received Computex Taipei Design and Innovation Awards



Received the Best Service Brand award for the 10th year running in *Popular Computer Week's* Top Chinese IT Brands.



Won annual customer service awards in the Netherlands, France, Spain, Germany, Austria, and the United Kingdom.



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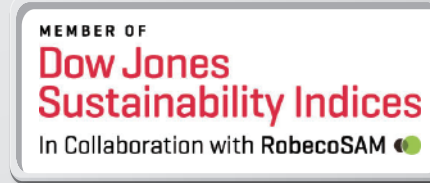
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## Sustainability Outcomes

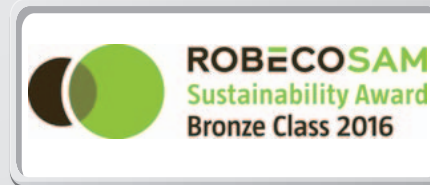
Selected for two consecutive years for inclusion in the Dow Jones Sustainability Indices



Named in the Top 50 Green Brands for 2015<sup>1</sup> by *Forbes*, the only Taiwanese IT brand to be so honored



Received first Bronze Class Distinction for sustainable development from RobecoSAM



Participated in the Carbon Disclosure Project Supply Chain Program for the eighth consecutive year, the only company from Taiwan to be a participant, with suppliers performing better than the global average.



Chosen for two consecutive years to be part of the MSCI Global Sustainability Indexes



Aspire Resort won silver in the EPA's Enterprises Environmental Protection Award for the second year running.



Received Sustainability Reporting Gold Award at Taiwan Corporate Sustainability Awards for second consecutive year



Honored as Outstanding in Friendly Workplace Section, Mother-Child Goodwill Category, New Taipei City Excellent Breastfeeding Room competition.



Note 1: "Top-50 Green Brands--Chosen By Their Customers": <http://www.forbes.com/sites/robertpassikoff/2015/04/22/americas-best-50-green-brands-earth-day-2015/>

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## Governance

### 2015 Goals and Commitments

In response to the company's new vision and strategy, re-examine organizational, personnel, policy, systems, processes, and cultural aspects to ensure consistency and cooperation, thus optimizing organizational effectiveness.

#### Results

- Updated performance evaluation and remuneration policies
- Implemented global recruitment system
- Continued to provide face-to-face communication sessions for staff with chairman and corporate president and CEO.

### 2015 Goals and Commitments

In response to trends in international laws and regulations, enhance the integrity of the company's internal standards, e.g. establish anti-corruption and export compliance policies, strengthening business operations

#### Results

- Stipulate Acer Group export regulation compliance policy
- Formulated director management responsibility standards for European subsidiaries

### 2015 Goals and Commitments

Improving capabilities of suppliers of implementing EICC auditing

#### Results

- Held three Supplier EICC Seminars in China
- Invited senior trainers from Labor Education and Service Network (LESN) to speak on management of student worker at 2015 annual supplier CSR communication meeting

## Social

### 2015 Goals and Commitments

Continued publication of conflict minerals reports

#### Results

- Published 2014 Smelter List<sup>1</sup> in Q1 2015
- In Q2 2015, we published our 2014 Conflict Minerals Report<sup>2</sup>, which included our due diligence work in 2014 and our plans for 2015.

### 2015 Goals and Commitments

Continued use of recycled materials in Acer products

#### Results

- Implemented in 10 display products: B206WQL, B276HK, B276HUL, B276HL, B346C, B346CK, V206WQL, V246HYL, V246WL, and V276HL
- Implemented in VZ4710G All-in-One PC

### 2015 Goals and Commitments

Continue to increase the amount and proportion of green electricity, and to promote the use of renewable energy throughout supply chain

#### Results

- In 2015, green electricity use expanded to include subsidiary locations in Canada, France, and Spain, bringing total green electricity usage for the Acer Group to 19,802,992.09 kWh, accounts for 41.02% of Scope 2 electricity usage
- Provided major suppliers with education and training with regard to latest GHG Protocol Scope 2 guidance
- Green electricity usage incorporated into supply chain CSR scorecard

## Environmental

Note1 : 2014 Smelter List: <http://www.acer-group.com/public/Sustainability/chinese/pdf/2014%20List.pdf>

Note2 : 2014 Conflict Minerals Report: <http://www.acer-group.com/public/Sustainability/chinese/pdf/Conflict-Minerals-Report-2014.pdf>



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<p><b>Social</b></p>	<p>No major workplace accidents</p>	<p>Developing Smart Strategy and responding to the United Nations Sustainable Development Goals (SDGs) through solutions using our core products and services</p>	<p>Disclosing important corporate governance information and reinforcing legal operations</p>	<p><b>Governance</b></p>
<p>Strengthening global recruitment system, improving internal talent pool, implementing effective human resource management</p>	<p>Implemented global performance management system</p>	<p><b>2016 Goals and Commitments</b></p>	<p>Continued use of recycled materials in products</p>	<p>Using Science Based Targets (SBT), reviewed original carbon reduction targets and planned long-term reduction direction for 2030</p>
<p>Continuing to conduct on-site audits of medium- and high-risk suppliers</p>	<p>Continuing to publish conflict minerals reports, incorporating conflict minerals management into supplier CSR scoring mechanism</p>	<p><b>Environmental</b></p>	<p>Requiring suppliers to draft medium- and long-term carbon reduction goals using SBT</p>	<p>Improving product transport efficiency and reducing energy consumption</p>

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# 1

## Acer Overview

Acer Incorporated was founded in 1976. The company's headquarters is located in Xizhi, New Taipei City, Taiwan. An international technology firm with its own brand, Acer's primary business involves the development, design, marketing, sales, and service of personal computers, LCD displays, projectors, servers, tablet computers, and smartphones. At present, the company is actively working on the development of the Build Your Own Cloud (BYOC) cloud-based platform and service. Our customers and clients include users of consumer electronics, small and medium enterprises, large corporations, schools, and governmental agencies.

In 2015, Acer's total revenue was US\$7.98 billion, making the company one of the five biggest personal computer brands in the world.



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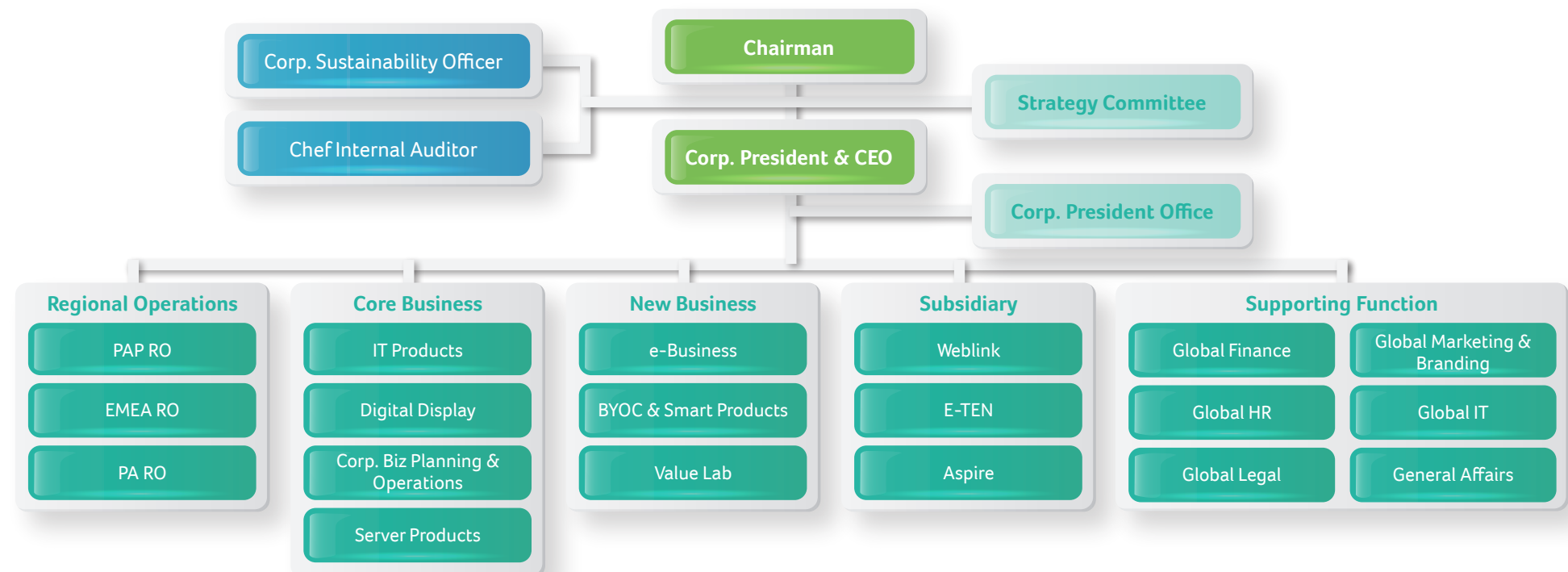
Acer Inc. is listed on the Taiwan Stock Exchange under the ticker 2353. Acer Incorporated's brands include Acer, Gateway, and Packard Bell, and the company employs approximately 6900 people in its global operations in over 100 countries. Acer has regional headquarters covering the EMEA, Pan-American, and Pan Asian-Pacific regions, operating in local consumer and commercial markets. Acer's notebook computers are primarily manufactured in Chongqing, China, while the Taiwan region plays host to research and development departments.

Through the development of the Build Your Own Cloud (BYOC) system and ongoing development of core products, Acer is gradually undergoing a transformation into a hardware + software + services company. On the way, we have brought together allies from a variety of fields, combining different specialties toward shared development and anticipating a premier role in the age of the Internet of Things. Acer is also committed to building green supply chains and promoting the use of environmentally-friendly materials and energy-saving design in every product line.

Due to the popularity of mobile devices, the electronic products industry has undergone tremendous changes in recent years. The PC is no longer at the heart of people's technological lifestyles, and mobile phones have become indispensable everyday devices. The integration of ICT products with the Internet of Things has become a significant trend, and a major driver of change and innovation in ICT products has been cloud services and big data analysis; these offer tremendous room for innovation and development across fields.

Acer's ongoing development is grounded in the fundamentals of the company's core products, coupled with the development of the new BYOC business and an ongoing transformation into a software + hardware + services business. We hope that the integration of hardware fundamentals, software application development, and cloud services including the BYOC platform, paired with various devices and a system of balanced interests will facilitate our ongoing pursuit of sustainable development and the building of shared values with our partners.

Acer Organization Chart<sup>1</sup>



Note1 : Effective March, 2016

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Acer's mission has always been to break down the barriers between people and technology. As such, we insist on ergonomic design and remain committed to the "Explore beyond limits" spirit. We strive to create reliable, easy-to-use products that meet genuine needs of consumers and to develop friendly, convenient interfaces that offer users a fun, relaxing experience and helps them enjoy the fun of high technology while also improving their quality of life.

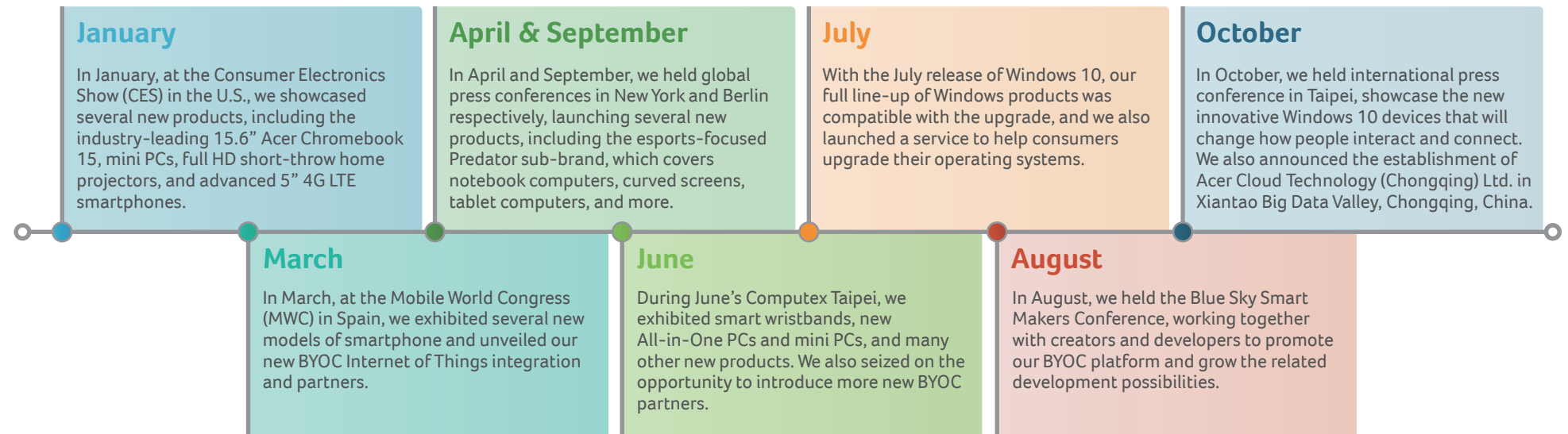
The new core spirit and values of the Acer brand are built on the cultivating of ideals of passion, user-centricity, innovation, teamwork, balance of interests, and integrity in both thought and action among staff and partners.

We hope our staff will have the passion to change the world, and that through teamwork they will find more innovative ideas, better understand consumers' needs, and create user-centric products and services. Through the application of the "5Cs"--Communication, Communication, Communication, Consensus, and Commitment--we aim to earn and keep the trust of staff, commercial partners, and consumers alike, balancing the interests of each and creating shared values.

Acer adheres to the principles of sincerity, honesty, transparency, initiative, promptness, and regularity, working within the relevant legal frameworks in each location to communicate to partners, consumers, and the media our beliefs, product information, and service information effectively through our corporate website, subsidiary sites, advertising, product exhibitions, press conferences, and sponsored activities. In addition to traditional media, Acer makes use of social and other digital media in the hopes of increasing communication with users or potential customers. The company also continues to sponsor a variety of athletes and sporting events, including marathons and basketball. In 2015, Acer held or participated in many large-scale events around the world.

In the future, Acer will continue to follow the Wangdao spirit, building on its core products, with the BYOC and cloud services an essential element of the strategic combination of hardware, software, and services. The company's primary focus is on continuing to create innovative models and integrated products that realize the ideal of a "New Computing and Communication."

Major Events Acer Held or Participated in 2015



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# 2

## Corporate Responsibility Commitment and Implementation



Acer takes a proactive view toward the sustainability issues, listening to stakeholders, and participating in both domestic and international CSR advocacy and organizations. In 2008, we formally established the CSR Executive Committee and a management unit focused on CSR issues, the Corporate Sustainability Office (CSO); In 2011, we established our Global Corporate Social Responsibility Committee (GCSRC), expanding the scope of our CSR governance structure. We continue to revise and adjust our strategies and advocacy direction with regard to CSR, responding to the growing concern with sustainable development and committing ourselves to playing a sustainable role in our communities.

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## Definition of Acer's Corporate Sustainability

We define Acer's corporate sustainability as "a successful global IT company that achieves in triple-bottom line, i.e., outstanding balanced performance in economy, environment and society", thus pursuing financial growth, environmental protection and social advancement as Acer actively works to fulfill its CSR.



## Corporate Responsibility Policy

We aim to meet the growing expectations of stakeholders and seek continuous improvement in business operations, better communication with stakeholders, and recognition and support from the market.

We will walk the talk on CSR by means of a top-down process with practical, prioritized, workable and measurable action plans which are relevant to our products and services.

We will manage the risks and explore the opportunities of sustainable development through efficient governance wherever we operate.

We will engage suppliers to work together for business ethics, mitigating climate change and improving resource efficiency.

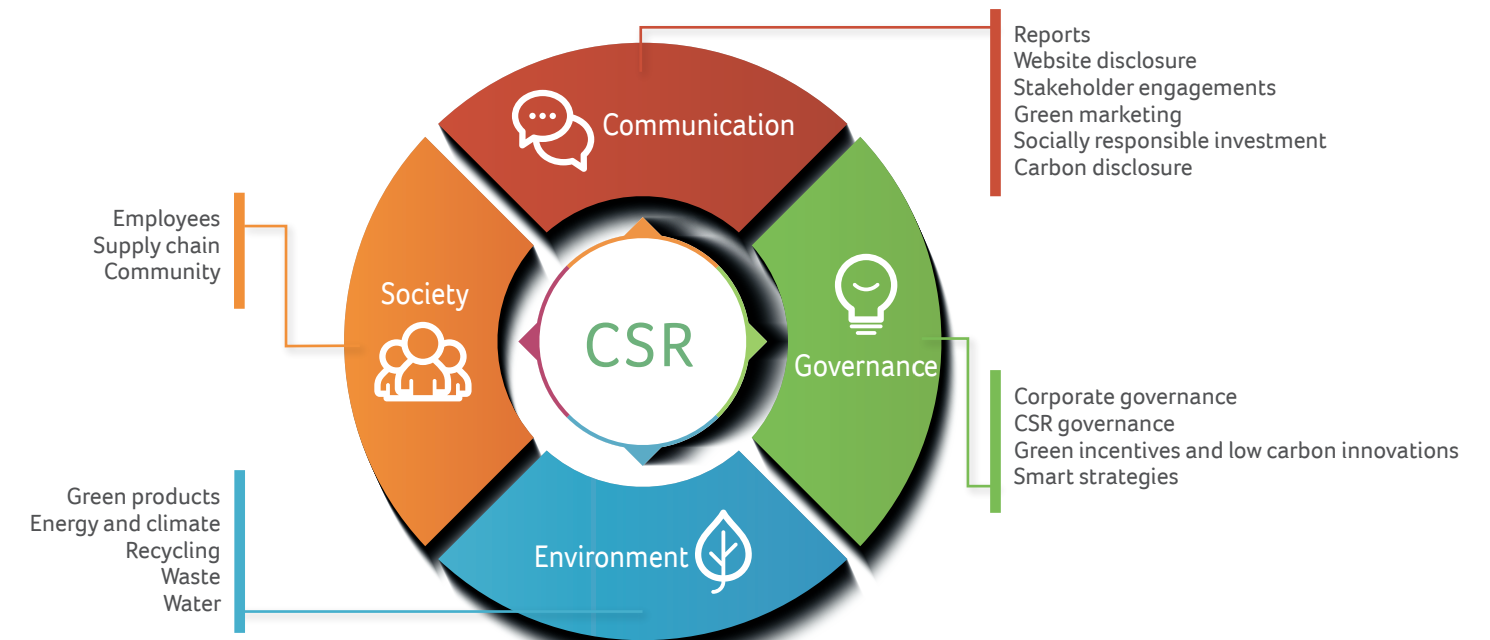
## Corporate Responsibility Development Strategy

In 2015, Acer's corporate responsibility efforts entered the value creation phase. We have reviewed the overall environment and the expectations of our stakeholders to plan strategy in terms of corporate responsibility implementation over the coming decade. We hope this will further deepen the integration of the organization and the overall value chain, gradually building toward strong governance and innovation development goals that serve as a model for the industry.

In September 2015, the United Nations officially published the Sustainable Development Goals (SDGs), covering 17 goals and 169 targets across the major sustainable development challenges and issues faced by humanity. The United Nations has called on governments, corporations, and individuals to incorporate SDG considerations into their daily operations, operating strategies, and technological development in order to contribute to the sustainable well-being of mankind.

In response to the SDGs and in order to provide better solutions for people's lifestyles and development, through discussions with senior management of each business group, in 2015 Acer began planning how to link our technology, products, and services with the SDGs; laying out a business development strategy; and looking at how we can continue employing our core competencies to address the needs of society. This project continues on into 2016, with initial results found in the "Products and Services that Respond to Society" section of this report.

### Key Areas of Acer Strategic CSR—E (Environment), S (Society), G (Governance), C (Communication)



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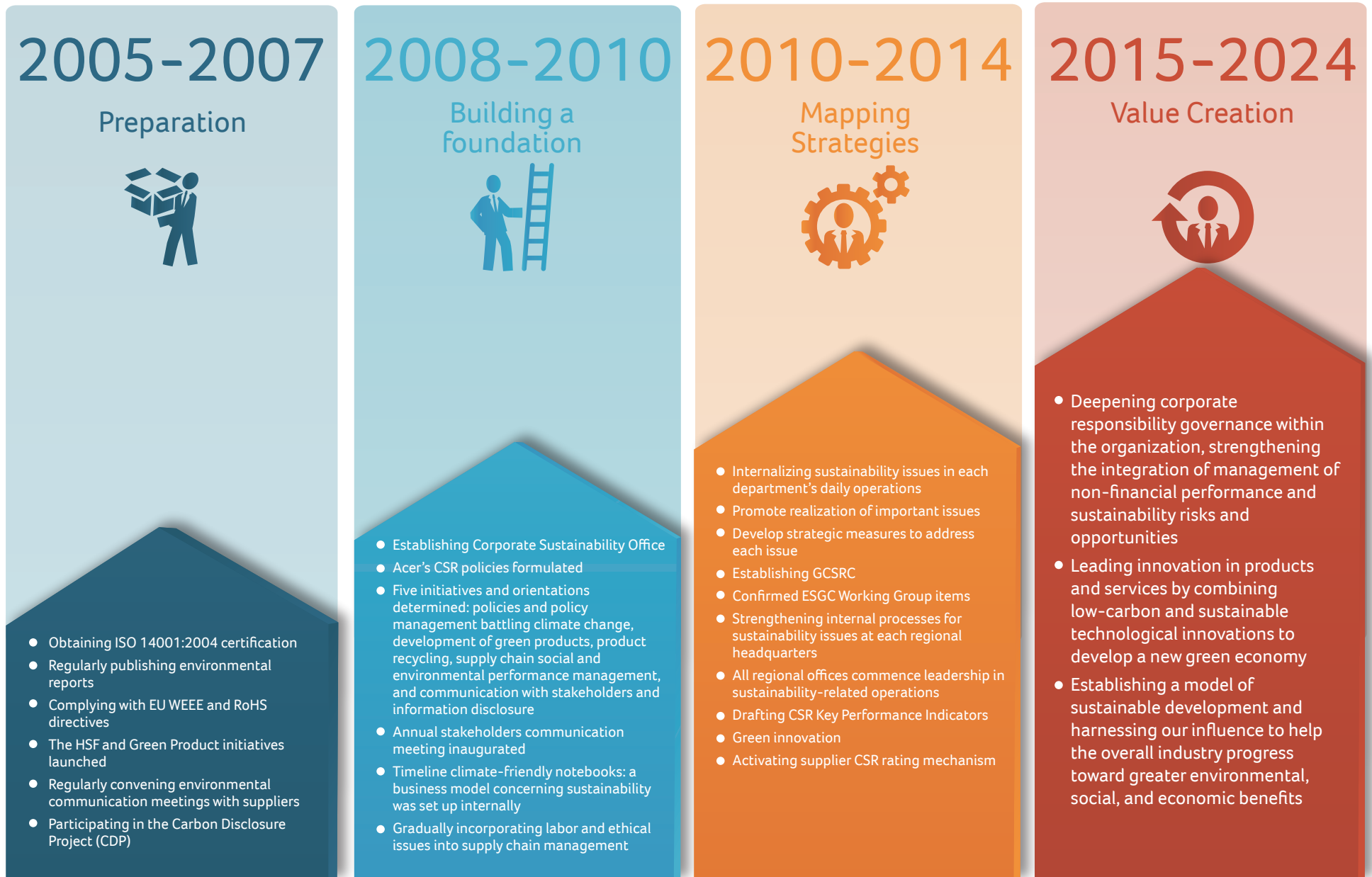
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Timeline of Acer's Corporate Responsibility Efforts and Achievements



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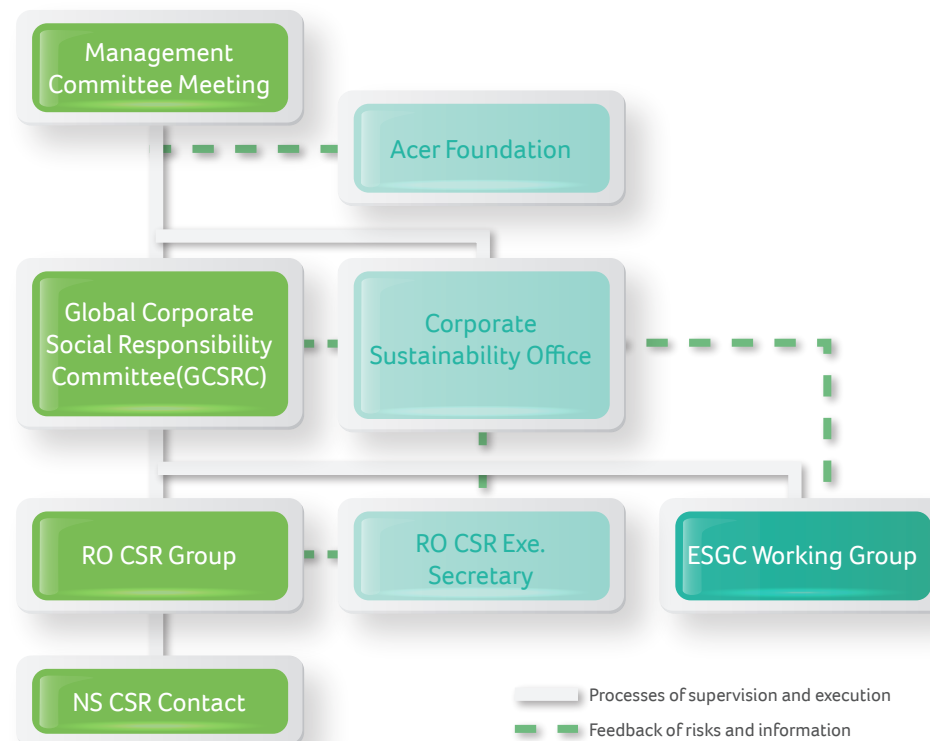
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Acer's Corporate Sustainability Office, under the Chairman's Office, is the company's corporate responsibility management unit and is responsible for collating information on economic, environmental, and social issues for the company's reference. In order to broaden the scope of corporate responsibility governance and incorporate sustainable development strategies in daily operations, in 2012 we convened for the first time the Global Corporate Social Responsibility Committee (GCSRC). The members of the GCSRC are drawn from senior management in major business units, functional units, and regional offices. To promote effective communication across global locations, we have put in place CSR Executive Secretaries in each regional office. These executive secretaries are tasked with representing each region on the committee. The GCSRC meets regularly to help improve the effectiveness of Acer's implementation of corporate responsibility and build consensus around global CSR operations by assessing CSR-related risks and opportunities, evaluating CSR performance, and sharing CSR experience.


Governance Structure of Acer Corporate Responsibility




The Corporate Sustainability Office is Acer's specialist unit committed to corporate responsibility. Led by the Corporate Sustainability Officer, its primary responsibility is managing economic, environmental, and social issues. Reporting directly to the chairman of the board, the office also regularly provides reports to the GCSRC regarding trends, influence, and performance with regard to these issues. The Corporate Sustainability Office plays an important role in as a communications bridge between the various working groups and the GCSRC, helping working groups and the CSR teams at the regional offices implement the CSR agenda. Acer takes a proactive attitude to reviewing and promoting important sustainability issues and strives to incorporate sustainable development policies into daily operations.

Since 2014, in line with the company's business strategy, Acer undertook organizational adjustments which resulted in a constant changing in the membership of the GCSRC, and, as a result, suspending meetings of the GCSRC in 2014 and 2015. We have continued to communicate regarding issues of corporate responsibility governance through the established channels, continuing to push forward on decided items and to deepen corporate responsibility governance in the company. Such efforts have included:

- 

To deepen corporate responsibility governance and integrate it with business strategy, in 2015, Acer made further adjustments to its governance structure. Our dedicated corporate responsibility management unit, the Corporate Sustainability Office, changed from reporting to the Corporate President and CEO to reporting to the chairman of the board, while the head of the Office also appointed as the Corporate Sustainability Officer.
- 

In 2015, we continued to deepen coordination on CSR issues between the chairman/Corporate Chief Strategy Officer, Chief Financial Officer, and the Corporate Sustainability Officer, including smart and sustainable business, the "New New Acer", and low-carbon cloud business development.
- 

The Corporate Sustainability Office continues to analyze new product innovation opportunities presented by sustainability issues, with a particular focus on:

  - the United Nations Sustainable Development Goals
  - the potential impacts on the company and global low-carbon development after the United Nations Framework Convention on Climate Change (UNFCCC)'s 21st Conference of the Parties (COP 21)
  - our contribution to reducing carbon emissions globally by 2030 through smart ICT application and the potential business opportunities of this.

We expect to hold another meeting of the CCSRC in Q3 2016, focusing on the identification and discussion of sustainable development risks and opportunities, the ongoing strengthening of Acer's global corporate responsibility mechanism, and the implementation of corporate responsibility management.



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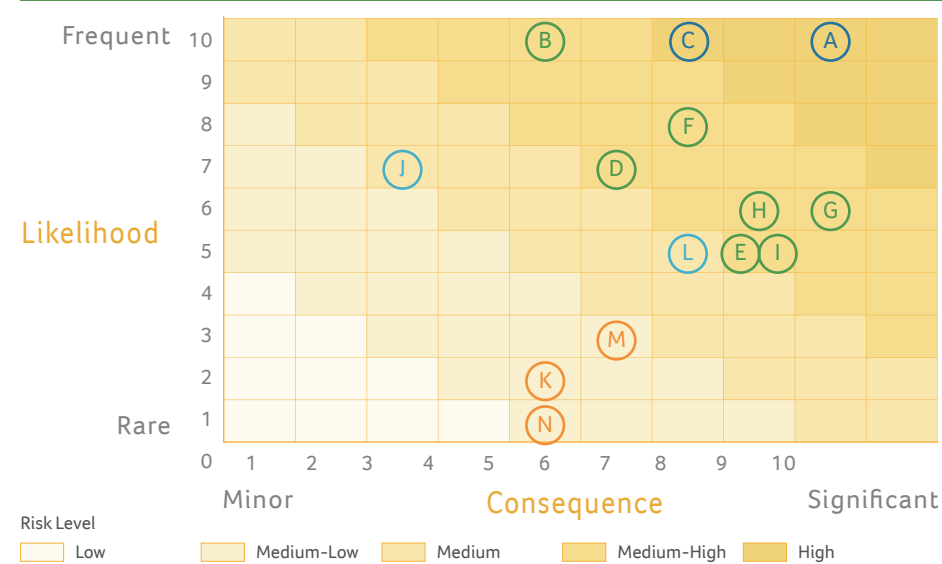
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In late 2012 Acer established a risk management working group, which spans the Legal, Finance, Human Resource, Supply Chain Management, Marketing, IT, Environmental Safety and Health, Asset Management, and Product Business Groups and the Corporate Sustainability Office. Every year the working group identifies risks the company may face in three aspects: economic, environmental, and social. We use risk maps to categorize the probability and severity of risks and analyze the potential threat to the company of those risks, distinguishing them by level of risk and priority of handling. At the same time, we use methods including correlation analysis, sensitivity analysis, and stress testing to undertake further quantitative analysis of each risk item and examine whether there is a high correlation between risk factors. The working group aggregates the results of these and drafts follow-up action plans, reporting to the convener of the group. Material risk information is also reported to Audit Committee. In 2015, we identified a total of 64 risk items, of which 9 were categorized as medium-high risk or higher.

Note1: The risk identification process begins in Q4 each year and is completed in Q1 the following year.

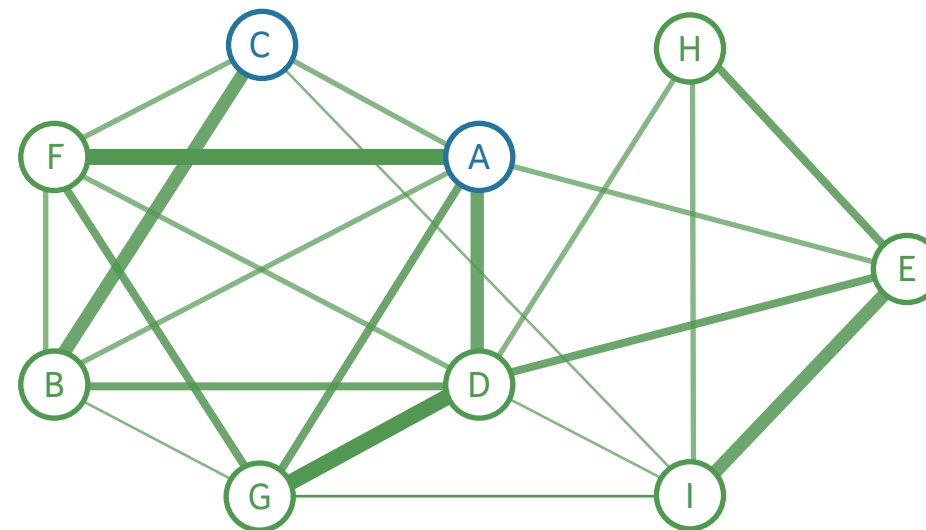
Acer Risk Map<sup>2</sup>



Risk Items<sup>3</sup>

- (A) Commercial Operating Risk
- (B) International Agreements Regarding Climate Change
- (C) Fuel / Energy Taxes
- (D) Breach of Contract
- (E) Product Launch Information Leak
- (F) Foreign Exchange Fluctuation
- (G) Credit Risk
- (H) Intellectual Property Risk
- (I) Personal Information Leak
- (J) Information Systems Risk
- (K) Supply Chain Risk
- (L) Asset and Equipment Risk
- (M) Human Resource Risk
- (N) Environmental Safety and Health Risk

Interconnection Map of Major Risks<sup>4</sup>



Note2: Risk maps primarily show risk items categorized as medium-high or above, along with some medium or medium-low risk items.  
 Note3: Some risk items are presented by category.  
 Note4: Only undertaken on risk items categorized as medium-high or above.

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After a risk has been identified and analyzed, staff from relevant departments are assigned to develop a follow-up management plan, including response strategies of reducing, avoidance, sharing, and retention. These staff will also assess the effectiveness of related resource inputs, priority of execution, and follow-up. At the same time, risk response and mitigation plans and crisis management mechanisms are set out to facilitate prevention and early warning, thus reducing the potential impact of these risks on operations.

We take proactive steps to manage all risk items, employing a forward-looking approach to prevention. In 2015, our risk management efforts focused primarily on:



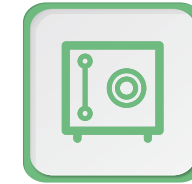
**Corporate governance and legal compliance**

Continuing to strengthen the functions of the board, improve internal operating standards, and implement internal audits. For more details, please refer to the "Deepening Corporate Governance" section of this report.



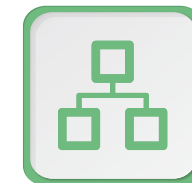
**Climate change and environmental management**

Setting carbon reduction targets for the group, putting to use renewable energy in our various locations, continuing to reduce the environmental impact of our products, and implementing environmental management systems. For more details, please refer to the "Implementing Environmental Management" section of this report.



**Financial management**

Establishing a sound risk management framework to monitor risks related to inflation and exchange rate changes, focusing on changes in domestic and foreign policies and regulations and their potential impact on corporate finances, and developing response measures. For more details, please refer to Chapter 8 of the 2015 Annual Report.



**Supply chain operations**

Establishing a comprehensive management structure and evaluation mechanism, continuing to undertake on-site audits, assisting in improving supplier ability to manage social and environmental issues. For more details, please refer to the "Responsible Supply Chain" section of this report.



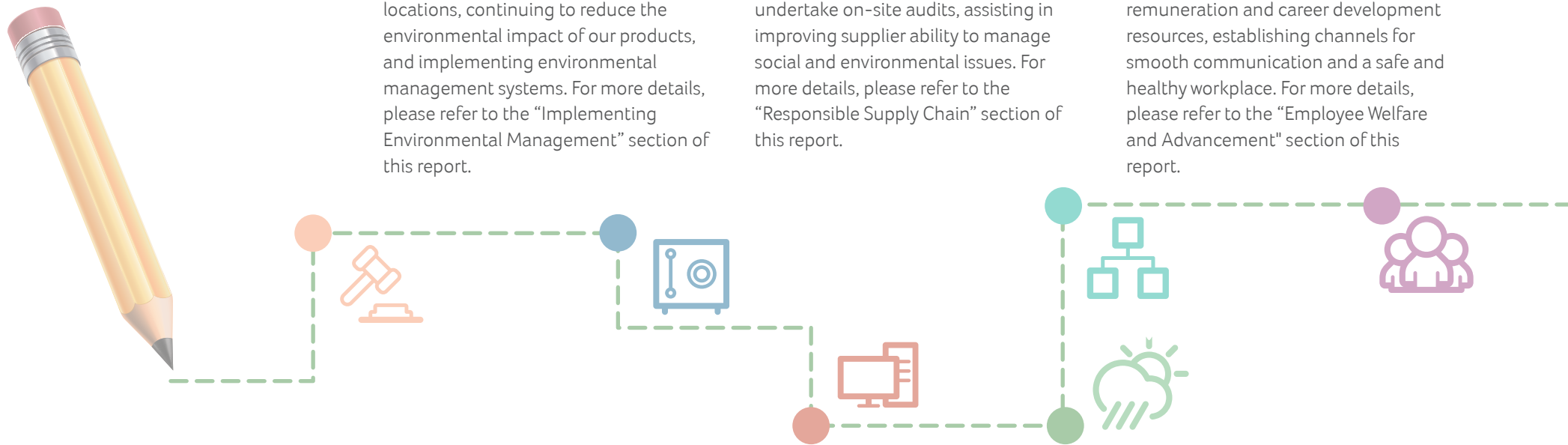
**Products and services**

Providing products and services that meet the needs of society from a user-centric perspective, and continuing to pursue technological innovation and product excellence to maintain our core competitiveness. For more details, please refer to the "Innovative Research and Development" section of this report.



**Human resource management**

Constructing a sound HR management and performance evaluation system, providing competitive overall remuneration and career development resources, establishing channels for smooth communication and a safe and healthy workplace. For more details, please refer to the "Employee Welfare and Advancement" section of this report.



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Meeting the expectations of stakeholders is an important goal of Acer's CSR policies. Through communication and interaction with them, we strive to properly understand the demands of different stakeholders.

## Stakeholder Identification and Communication

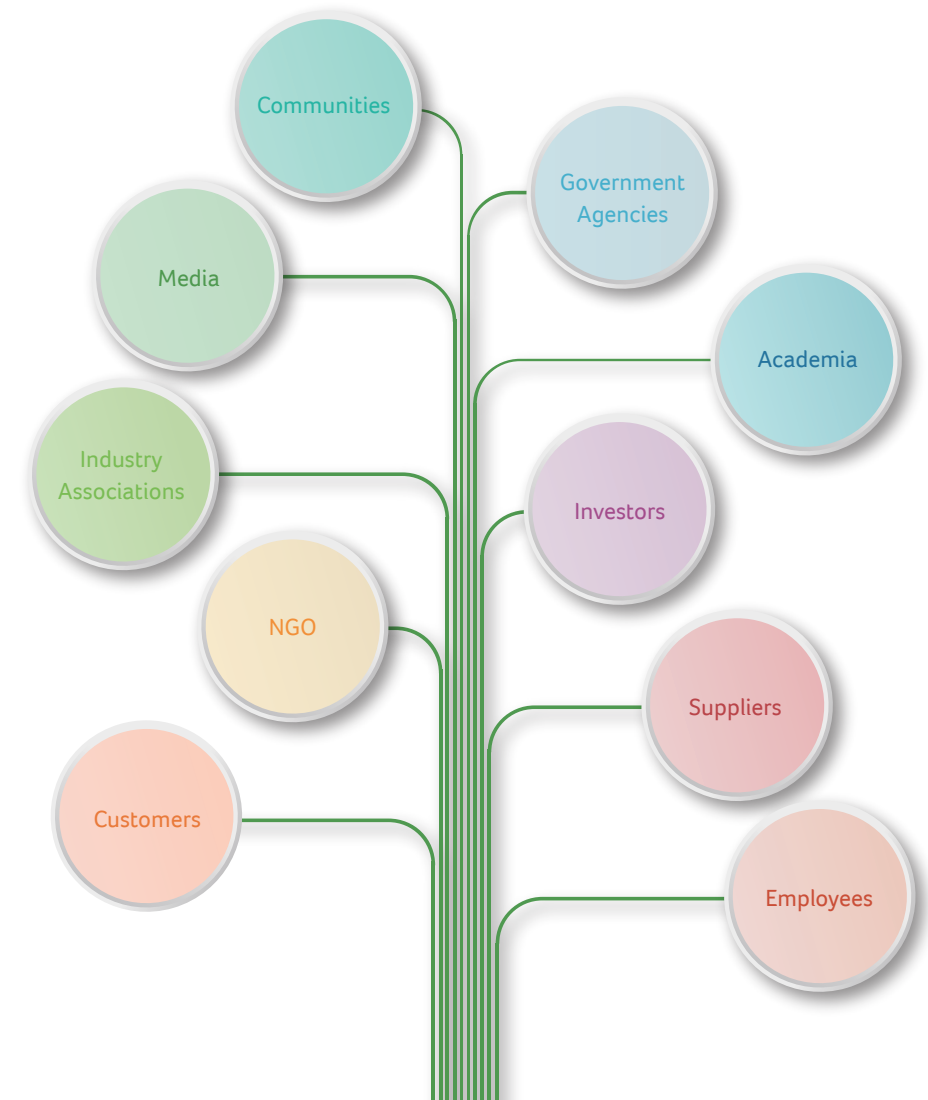
According to the three core values of Wangdao philosophy-- value creation, balance of interests, and sustainable development, along with reference to the AA1000 Stakeholder Engagement Standard, we have set out a process for communication with stakeholders, identifying them and engaging them in in-depth communication.

### Acer Stakeholder Identification Criteria



Through communication, consultation, dialogue, and cooperation, we create mutual exchange with stakeholders. In order to use the results of this communication to promote ongoing progress, we have also designed a communications evaluation mechanism and procedure for managing issues of concern. These are aimed at properly managing the opinions of different stakeholders as collected and assessed through communication channels, and at helping us achieve the expected level of communicative performance.

### Major Stakeholder Categories



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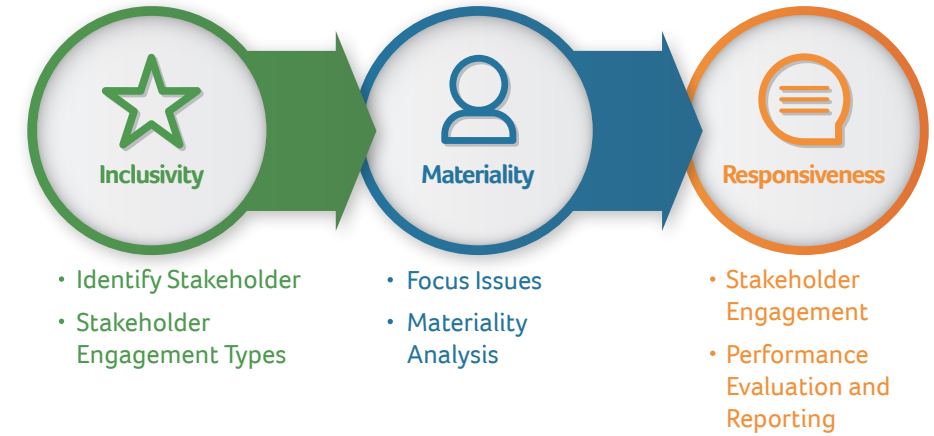
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Approaches to Stakeholder Engagement



Stakeholder Concern Management Procedure



**Responding to Issues of Media Concern**

In 2015, some of the media drew attention to Acer's financial situation<sup>5</sup> and manpower deployment<sup>6</sup>; however there was some discrepancy between the angle taken in the reports and the fact, misleading readers and stakeholders. In response to this, we used the following channels to communicate with stakeholders as soon as possible:

Issuing official statements on the day of reporting and the following day to respond to and clarify the issues raised by the reports, helping stakeholders understand the reality of the situation

Communicating with staff through letters and Employee Representative Meetings to ease any anxieties they may have had.

Note5: <http://www.acer-group.com/public/chinese/News/2015/20150818.htm>(Chinese only)

Note6: <http://www.acer-group.com/public/chinese/News/2015/20150929.htm>(Chinese only)

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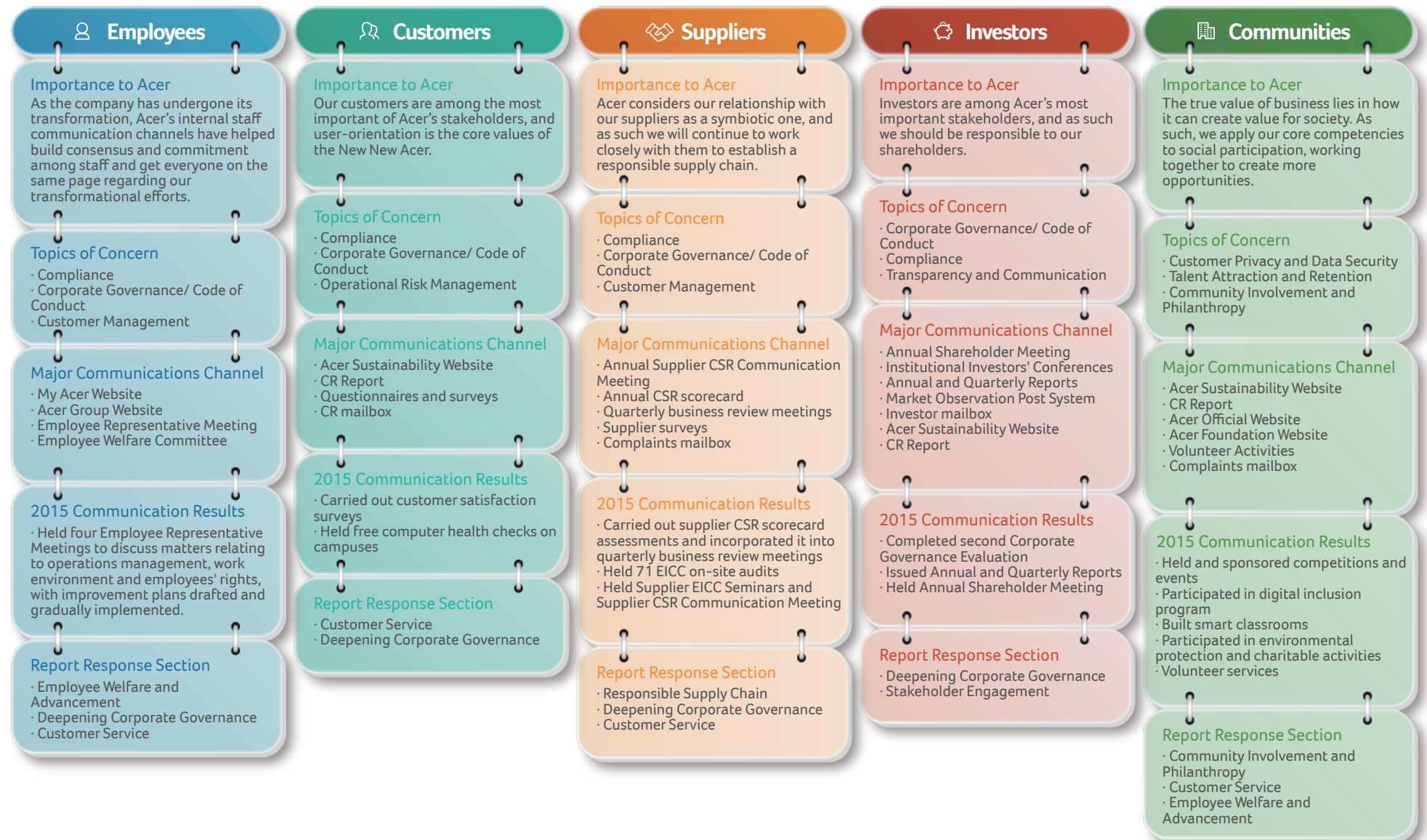
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## Channels and Results of Communication with Stakeholders



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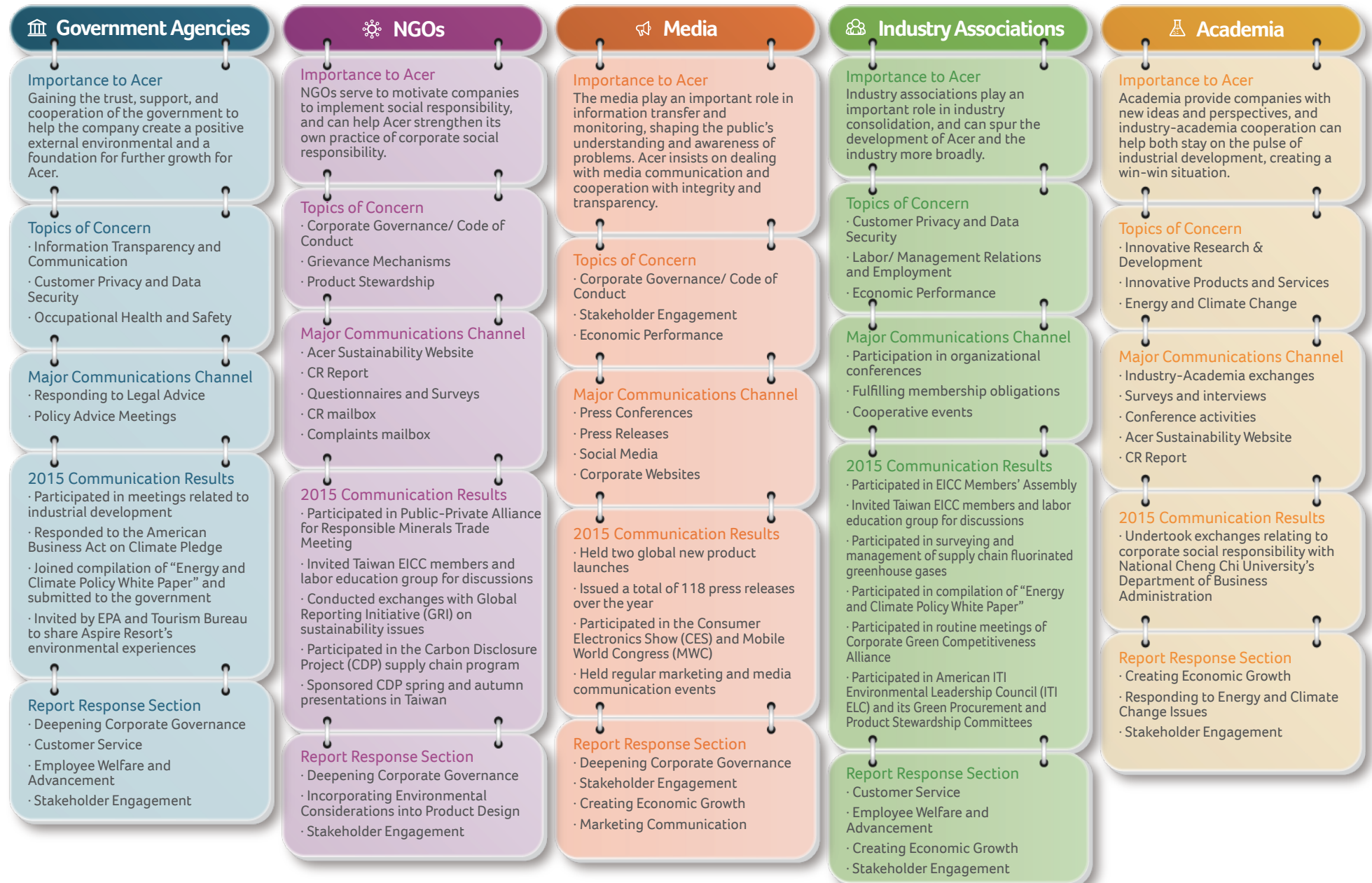
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## Material Aspects and Boundaries Identification

Acer uses the Global Reporting Initiative (GRI) fourth-generation guidelines for sustainability reporting (G4) as the framework for establishing a process for identifying material topics regarding sustainable development and providing the information upon which our CR Report disclosures are based, ensuring stakeholders receive the information they need.

### 1. Inventory of Sustainability Topics

Enumerating sustainable development topics relating to Acer and the ICT industry, drawn from material topics from GRI G4 Aspects, the Dow Jones Sustainability Indices (DJSI), the Sustainability Accounting Standards Board (SASB), and the Global e-Sustainability Initiative (GeSI).

### 2. Aggregating Sustainability Topics

Combining similar topics drawn from the above to avoid confusion when investigating. Resulted in a total of 29 topics.

### 3. Investigation of Materiality

Through online and in-person surveys, opinions of all kinds of stakeholders with regard to the materiality of aforementioned 29 topics were collected. A total of 306 valid surveys were returned.

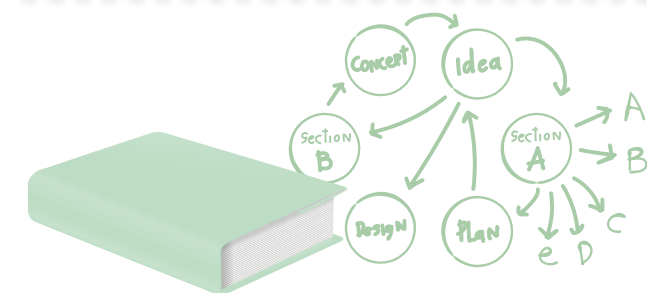
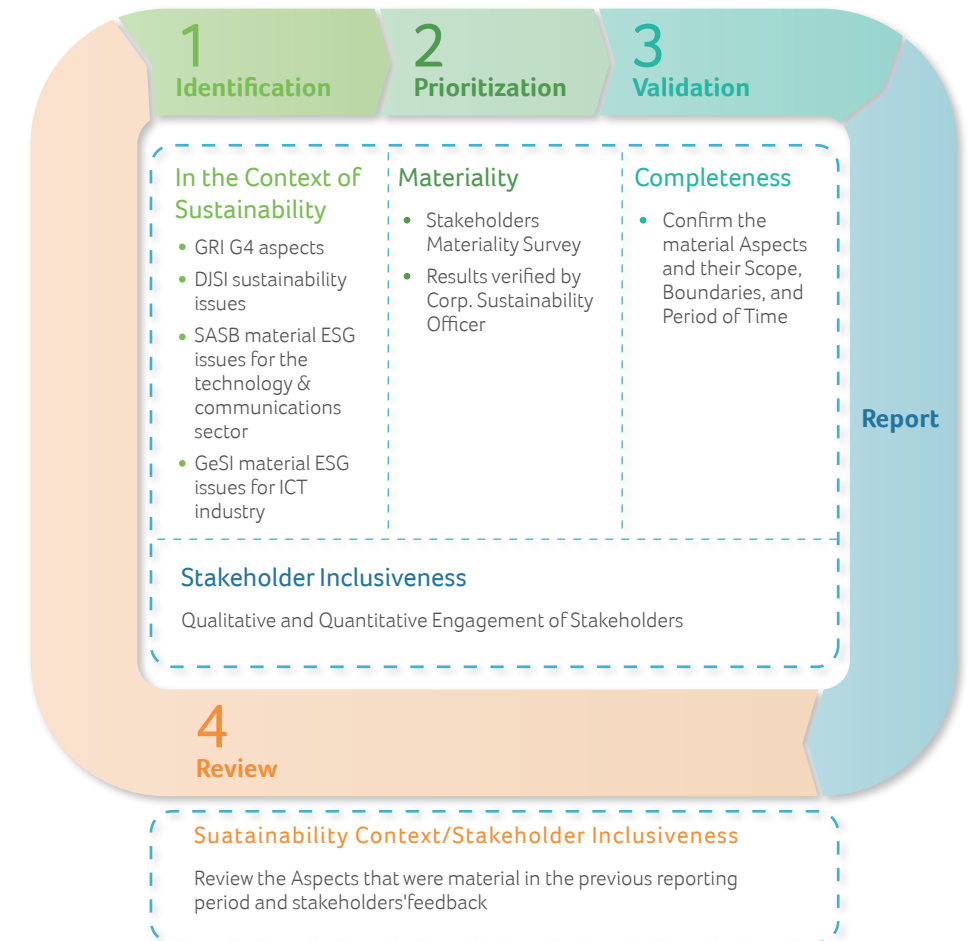
### 4. Prioritizing of Material Topics

Analyzing the returned surveys using the opinions of internal stakeholders (employees) on the topics as baselines for assessing the level of importance while the opinions of external stakeholders (other nine categories of stakeholder) serve as baselines for assessing the level of concern. A matrix of material topics is drawn up and submitted to the Corporate Sustainability Officer to be verified in line with sustainability context, the industrial environment, and the company's status.

### 5. Identifying Material Aspects and Boundaries

By pairing material topics with G4 Aspects, we identify material aspects for disclosure and their boundaries.

## Process of Defining Material Aspects and Boundaries



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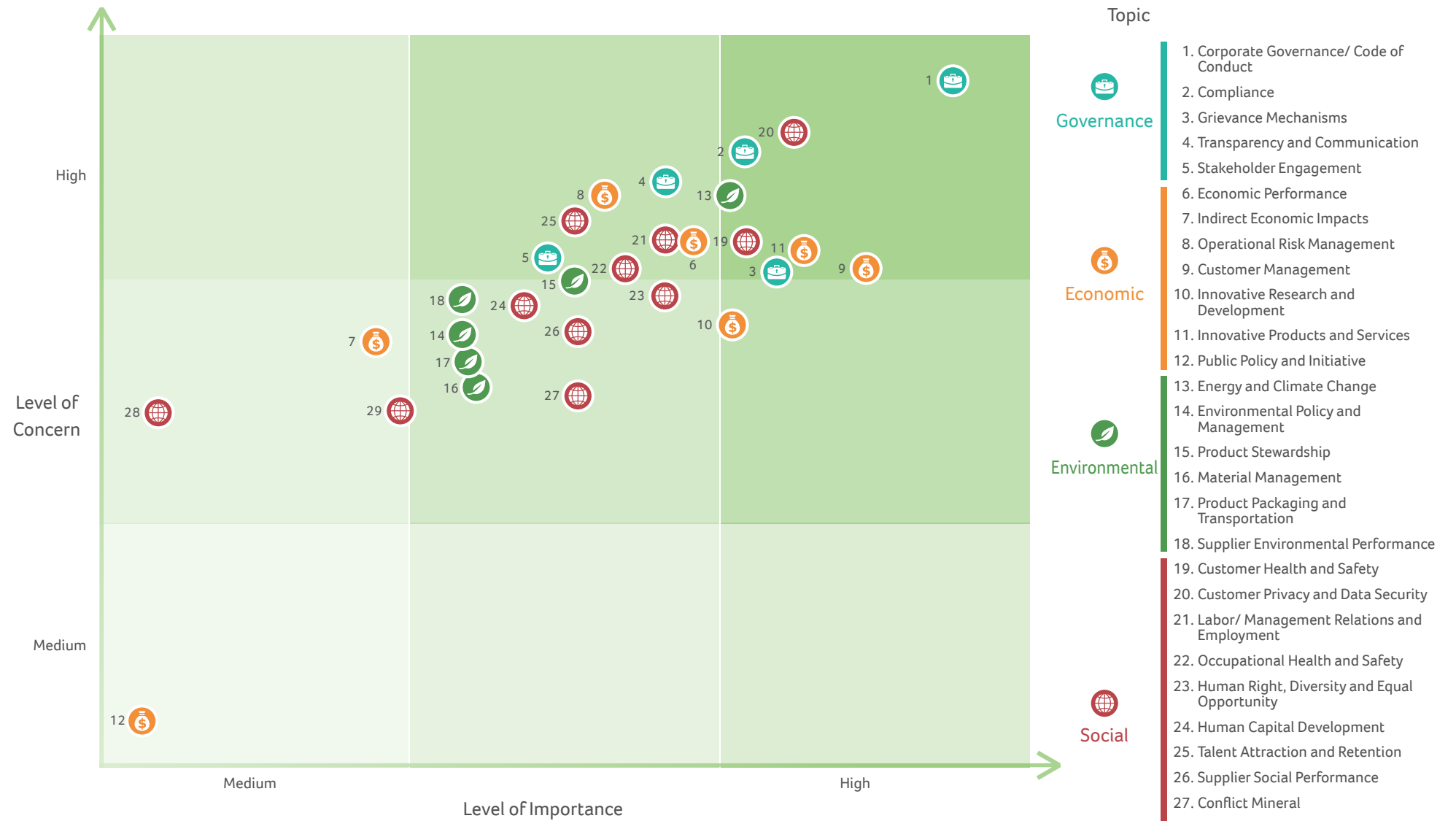
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Materiality analysis of stakeholder concerns<sup>7</sup>



Note7: Level of importance refers to the scale of impact of a topic on corporate operations as evaluated by Acer employees; Level of concern refers to the degree of concern among stakeholders regarding Acer's response to said topic, as evaluated by external stakeholders.



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## Implication of Materiality Analysis

Topic Category	Top Three Material Topics <sup>8</sup>	Implications for Acer Management	Business Management Strategy
 Governance	Corporate Governance/ Code of Conduct	Corporate Governance/ Code of Conduct serve as Acer's guidance and management mechanisms, including the setting of company operating targets, monitoring reaching of targets and operational performance, and protecting the legal rights of shareholders and the interests of other stakeholders.	Acer strives for transparency in its operations, stronger corporate governance, and a strong and effective board of directors. To this end, we established our Standards of Business Conduct, linked those with performance evaluations, and implemented a system of integrity management.
	Grievance Mechanisms	Corruption can inhibit the core spirit of a company, and illicit profits obtained through bribery can hinder corporate development. Acer prohibits any and all fraud, corruption, violations of the Standards of Business Conduct, or any other kind of illegal behavior in order to safeguard the interests of stakeholders and ensure ongoing corporate development.	We provide direct, secure channels for complaints, collecting feedback from stakeholders in order not only to protect their interests, but also to strengthen the company's internal management.
	Compliance	Compliance with the law is a non-negotiable bottom line for Acer. Thanks to this, we have not only earned the trust, support, and cooperation of the community, but also established a favorable external environment for the company.	Acer abides by all regulations in the countries and territories in which it operates, and develops strategies in response to regulatory trends.
 Economic	Customer Management	One of Acer's core values is user-centricity, and through our global-scale foundation and end-to-end holistic thinking, we have established a customer management system that can help us boost the brand and the experience of our customers.	We listen carefully to feedback and opinions from our users and strive to stay on top of market demands. By establishing a systematic management mechanism, accompanied by regular follow-up on customer needs and user experience, we continue to enhance our service quality. And by implementing new technologies into our customer service, we also improve customer satisfaction.
	Innovative Products and Services	Innovation is one of Acer's core values, and through innovative products and services, we are able to meet the needs and values of our users and create user stickiness.	We encourage innovation and improvement. By putting ourselves in our users' position and observing user habits and needs in daily life, we can design and provide products and services that surprise and move users.
	Innovative Research and Development	Innovation is one of Acer's core values, and through innovative research and development we create differentiation, establish superiority, and are able to implement full-scale innovation with value.	<ul style="list-style-type: none"> <li>• Through end to end, start to finish integration, together with our strategic partners we make deft use of knowledge and methods to create value.</li> <li>• We view our users' needs objectively and realistically, and committing to R&amp;D, patent acquisition, and other core competitivenesses. We also provide open source solutions to promote shared social innovation.</li> <li>• At the same time, we take into consideration costs, quality, and value to users in such efforts.</li> </ul>
 Environmental	Energy and Climate Change	Responding and adapting to climate change is an unshirkable responsibility for any corporate citizen, and presents us with both risks and opportunities.	<ul style="list-style-type: none"> <li>• Developing group carbon reduction targets and strategies</li> <li>• Requiring suppliers to disclose and set carbon reduction targets</li> <li>• Continuing to improve product energy efficiency and the use of environmentally friendly materials</li> </ul>
	Product Stewardship	Through product lifecycle management, we are able to both manage our products and reduce their potential impact on the environment. We strive to find a balance between product management and environmental performance in order to provide our customers with more environmentally competitive products.	We are committed to reducing the environmental impact of our products at all stages, from design and packaging to shipping, use, and recycling, by reducing our materials and resource usage.
	Supplier Environmental Performance	Acer considers our relationship with our suppliers as a symbiotic one, and as such we will continue to work closely with them to reduce environmental risk, pursue overall supply chain environmental performance, and establish a responsible supply chain.	Formulating concrete environmental management practices and goals, and exercising environmental responsibility through audits, training, communication, and leadership of the supply chain.
 Social	Customer Privacy and Data Security	Customer privacy is extremely important to Acer, and customer information can help us provide better user experiences. As such, we use several secure technologies to protect customer information and take good care of the information our customers provide us.	Developing privacy policies, implementing relevant staff training and education, and incorporating information security technologies into our products.
	Customer Health and Safety	Providing customers with safe products, developing our creative capabilities, and introducing new solutions are all ways in which we can protect our customers' health and safety.	During the R&D phase, we propose safety requirements to our supply chain, and we are sure to include instructions for safe usage and appropriate warnings in our manuals and public documents, as well as offering means of contacting us for assistance.
	Labor/ Management Relations and Employment	Employees are Acer's greatest asset, and we work hard to create a positive, passionate working environment for them. Through systematic training and a focus on teamwork, we help foster the power to change the world.	We adhere to the principle of making the best use of the right people, recruiting openly and equally, and providing our staff with a variety of channels for communication and feedback.

 Note<sup>8</sup>: Where there is inconsistency between levels of concern and importance, importance is taken as reference for sorting; where the difference is minimal and insufficient for determining placement, level of concern is taken as reference

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### Material Aspects and Boundary Identification

🏛️ Governance														
Topic		Corporate Governance / Code of Conduct		Compliance				Grievance Mechanisms				Transparency and Communication	Stakeholder Engagement	
GRI G4 Aspect		Anti-corruption	Anti-Competitive Behavior	Marketing Communications	Product and Service Labeling	Compliance (Environmental)	Compliance (Social)	Compliance (Product Responsibility)	Environmental Grievance Mechanisms	Labor Practices Grievance Mechanisms	Human Rights Grievance Mechanisms	Grievance Mechanisms for Impacts on Society	Covers all aspects	Stakeholder Engagement
GRI G4 Indicator		SO4-SO5	SO7	PR7	PR3-PR5	EN29	SO8	PR9	EN34	LA16	HR12	SO11	Covers all indicators	G4-24-G4-27
Boundaries /Within the Company	Headquarter	●	●	●	●	●	●	●	●	●	●	●	●	●
	Regional Offices /Subsidiaries	●		●		●	●	●	●	●	●	●	●	●
Boundaries /Outside the Company	Customers	●		●	●	●	●	●					●	●
	Suppliers	●				●	●	●	●	●	●	●	●	●
	Community								●		●	●	●	●
Report Response Section		Internal Audits /Continuous Learning and Growth /Standards of Business Conduct	Code of Ethics /Legal Compliance /Standards of Business Conduct	Marketing Communication /Legal Compliance	Legal Compliance /Prudent Management of Chemicals in Materials /Acer Group Service Model /Customer Satisfaction Survey	Legal Compliance			Internal Audits (Acer has established a contact channel for stakeholders to submit complaints: 📧 whistleblower@acer.com, and a mailbox for corporate responsibility issues at 📧 cr@acer.com)			Covers all chapters	Stakeholder Engagement	
💰 Economics														
Topic		Economic Performance	Indirect Economic Impacts		Operational Risk Management	Customer Management	Innovative Research and Development	Innovative Products and Services		Public Policy and Initiative				
GRI G4 Aspect		Economic Performance	Indirect Economic Impact	Procurement Practices	Strategy and Analysis	★ Customer Service	★ Innovative Research and Development	★ Environmental programs related to cost saving and value creation	★ Social programs related to cost saving and value creation	Public Policy				
GRI G4 Indicator		EC1-EC4	EC7-EC8	EC9	G4-1-G4-2	★ Acer EC1-Acer EC2	★ Acer EC3-Acer EC5	★ Acer EN1	★ Acer SO1	SO6				
Boundaries /Within the Company	Headquarter	●		●	●	●	●	●	●	●	●			
	Regional Offices /Subsidiaries	●		●	●	●		●	●	●				
Boundaries /Outside the Company	Customers					●		●	●					
	Suppliers			●										
	Community		●											
Report Response Section		Operation Overview /Identification and Management of Sustainability Risks /Risks and Opportunities of Climate Change /Competitive Compensation Packages /Community Involvement and Philanthropy	Community Involvement and Philanthropy	Supplier Social and Environmental Management Structures	Message from the Chairman / Message from the Corporate President and CEO / Current Status and Development / Identification and Management of Sustainability Risks / Risks Management / Risks and Opportunities of Climate Change	Acer Group Service Model /Enhancing Service Quality	Innovative Technology /Open Source and Collaborative Innovation /Products and Services that Respond to Society	Towards Sophisticated Packaging Design /Refining Product Transport Efficiency /Innovative Technology /Products and Services that Respond to Society	Enhancing Service Quality /Products and Services that Respond to Society /Customer Satisfaction Survey	In 2015, Acer made no political contributions				

Note9: Topics of importance to Acer, not included under the GRI G4 aspects, but with corresponding indicators set by Acer and included for disclosure are labeled here with a ★. Please refer to the GRI index of the Report for more information.

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Environmental											
Topic		Energy and Climate Change		Environmental Policy and Management			Product Stewardship	Material Management		Product Packaging and Transportation	Supplier Environmental Performance
GRI G4 Aspect		Energy	Emissions (Greenhouse Gases)	Water	Emissions (Airborne Pollutants)	Effluents and Waste	Products and Services	Materials	★ Management of Hazardous Substances	Transport	Supplier Environmental Assessment
GRI G4 Indicator		EN3, EN5-EN7	EN15-EN19	EN8-EN10	EN21	EN22-EN23	EN27-EN28	EN1-EN2	★ Acer EN2	EN30	EN32-EN33
Boundaries /Within the Company	Headquarter	●	●	●	●	●	●	●	●	●	●
	Regional Offices /Subsidiaries	●	●	●		●	●			●	
Boundaries /Outside the Company	Customers		●				●		●		
	Suppliers	●	●	●	●	●	●	●	●	●	●
	Community										
Report Response Section		Products and Services that Respond to Society /Improving Product Energy Efficiency /Greenhouse Gas Reductions and Strategy /Energy Conservation Projects /Staff Transportation and Commuting /Environmental Information	Greenhouse Gas Inventory /Greenhouse Gas Reductions and Strategy	Water Resource Management /Environmental Information	The primary focus of Acer's global business model is product sales and customer service; primary facilities are office buildings, and no volatile organic compounds are produced	Water Resource Management /Waste Management /Environmental Information	Incorporating Environmental Considerations into Product Design	Incorporating Environmental Considerations into Product Design /Paper Reduction and Recycling	Prudent Management of Chemicals in Materials	Refining Product Transport Efficiency /Staff Transportation and Commuting	Supplier Social and Environmental Management Structures /On-Site Audit

Note9: Topics of importance to Acer, not included under the GRI G4 aspects, but with corresponding indicators set by Acer and included for disclosure are labeled here with an ★. Please refer to the GRI index of the Report for more information.



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Social										
Topic	Customer Health and Safety	Customer Privacy and Data Security	Labor/ Management Relations and Employment		Occupational Health and Safety	Human Right, Diversity and Equal Opportunity				Human Capital Development
GRI G4 Aspect	Customer Health and Safety	Customer Privacy	Employment	Labor/Management Relations	Occupational Health and Safety	Equal Remuneration for Women and Men	Diversity and Equal Opportunity	Non- Discrimination	Freedom of Association and Collective Bargaining	Training and Education
GRI G4 Indicator	PR1-PR2	PR8	LA1-LA3	LA4	LA5-LA6	LA13	LA12	HR3	HR4	LA9-LA11
Boundaries /Within the Company	Headquarter	●	●	●	●	●	●	●	●	●
	Regional Offices /Subsidiaries	●	●	●	●	●	●	●	●	●
Boundaries /Outside the Company	Customers	●								
	Suppliers				●			●	●	
Community										
Report Response Section	Prudent Management of Chemicals in Materials /Legal Compliance	Protection of Customer Privacy	Staff Structure /Competitive Compensation Packages /Health and Safety in the Work Environment	Staff Structure /Employee Relations	Health and Safety in the Work Environment	Staff Structure		Supplier Social and Environmental Management Structures /On-Site Audit /Employee Relations		Continuous Learning and Growth
Topic	Talent Attraction and Retention	Supplier Social Performance						Conflict Mineral	Community Involvement and Philanthropy	Digital Inclusion
GRI G4 Aspect	★ Talent Attraction and Retention	Supplier Assessment for Labor Practices	Supplier Human Rights Assessment	Investment	Child Labor	Forced or Compulsory Labor	Supplier Assessment for Impacts on Society	★ Conflict Mineral	★ Corporate Citizenship and Philanthropy	★ Digital Inclusion
GRI G4 Indicator	★ Acer SO5- Acer SO6	LA14-LA15	HR10-HR11	HR2	HR5	HR6	SO9-SO10	★ Acer SO7	★ Acer SO2- Acer SO3	★ Acer SO4
Boundaries /Within the Company	Headquarter	●	●	●	●	●	●	●	●	●
	Regional Offices /Subsidiaries	●							●	●
Boundaries /Outside the Company	Customers							●		
	Suppliers		●	●	●	●	●	●		
Community	●								●	●
Report Response Section	Staff Structure /Competitive Compensation Packages /Continuous Learning and Growth	Supplier Social and Environmental Management Structures /On-Site Audit	Supplier Social and Environmental Management Structures /On-Site Audit /Conflict Minerals Management	Employee Relations /Continuous Learning and Growth	Supplier Social and Environmental Management Structures /On-Site Audit/Employee Relations	Supplier Social and Environmental Management Structures /On-Site Audit	Supplier Social and Environmental Management Structures /On-Site Audit /Conflict Minerals Management	Supplier Social and Environmental Management Structures /On-Site Audit /Conflict Minerals Management	Community Involvement and Philanthropy	

Note9:Topics of importance to Acer, not included under the GRI G4 aspects, but with corresponding indicators set by Acer and included for disclosure are labeled here with an ★. Please refer to the GRI index of the Report for more information.

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## Interaction with Stakeholders

Acer actively reaches out to all kinds of stakeholders and, with an open mind, listens to their various opinions. We continue to hold interaction activities to deepen two-way communication with those stakeholders.



Chairman George Huang hands out awards to outstanding supply partners

We invited chairman George Huang to attend the meeting, as well as rewarding supply partners with awards to encourage the common creation of a top-flight sustainable supply chain.



EICC members in Taiwan focusing on discussions of management of student workers

of managing the welfare and rights of those students. For the 2015 Supplier CSR Communication Meeting, Acer specially invited the senior trainer from the Labour Education and Service Network Ms. So, Sheung to give a talk to Acer's purchasers and suppliers in the hopes of providing a better internship experience for those students interning in our supply chain.

We also invited Ms. So to a face-to-face discussion with EICC members in Taiwan, addressing issues of student worker management, good management practices, and future challenges in this area. Through this, we helped promote a shared solution to the problem of student worker management in the ICT industry as a whole, while also helping establish a responsible supply chain.

### Supplier CSR Communication Meeting

Every year, we invite representatives of our major suppliers to participate in annual CSR Communication Meeting, not only promoting global trends in CSR, but also explaining Acer's requirements of and goals for supply chain CSR management. In 2015, we

### Invited Taiwan EICC members and labor education groups for discussions

Chinese secondary vocational education institutions are attracting an ever-growing number of students; however lax supervision has meant that educational institutions, students, and employers all face challenges in terms



Faculty and students from NCCU's Department of Business Administration exchange opinions and experience regarding the promotion of CSR with Acer

and community participation. The students put forward a number of questions and opinions regarding the implementation of and trends in supply chain management and corporate social responsibility in the electronics industry, helping advance mutual understanding and cooperation while also bridging the gap between theory and practice.

### Interaction with International Advocacy Organizations

We attach great importance to advocacy organizations and their expertise and influence in their focused areas. In 2015, we had the opportunity to engage in exchanges with the Global Reporting Initiative (GRI), focusing on supply chain management, carbon management, sustainable governance, and the deepening and implementation thereof. Through this, we not only gained first-hand information, but also provided our own feedback to GRI regarding our experiences promoting sustainable development.



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## Major Initiatives and Participation

To facilitate more in-depth discussion of CSR-related issues and work with NGOs around the world on improving ICT industry sustainability, we have been a long-time member of organizations interested in issues of sustainability. We continually strive to make use of Acer's influence to inspire other businesses to take more proactive measures in this regard.

### Comprehensive Sustainable Development Issues

- World Business Council for Sustainable Development (WBCSD)
- Information Technology Industry Environmental Leadership Council (ITI ELC)
- Business Council for Sustainable Development of Taiwan
- Taiwan Corporate Sustainability Forum (TCSF)
- Center for Corporate Sustainability

### Human Rights

- Electronic Industry Citizenship Coalition (EICC)
- Public-Private Alliance for Responsible Minerals Trade (PPA)

### Environmental Trends/Carbon Management

- Carbon Disclosure Project Supply Chain Program
- Corporate Green Competitiveness Alliance



CDP representatives together with representatives from Taiwanese advocacy organizations and corporations

Stephen Chow to share their experiences with supply chain management and help the industry seize the opportunities that come with climate risk and carbon reduction.



President of Acer Taiwan Operations Towny Huang (front row, third from left) with representatives of various companies submitting the white paper to vice president Wu, Den-yih (front row, fifth from right) and Minister of Economic Affairs Deng, Chen-Chung (front row, fourth from right)

Company have laid out a plan, beginning in 2014, for a three-year green electricity pricing pilot program. This program is open to any interested company or electricity consumer willing to buy green energy, offering differential pricing. We look forward to this program being able to help Taiwan's renewable energy sector mature and to increase Taiwan's total renewable power generation.

In 2013, in response to calls from the Taiwan Corporate Sustainability Forum, Acer worked with representatives from domestic corporations to establish the Working Group on Climate and Energy Policy, convened the Improving Energy Efficiency Group, and participated in the compilation of the "Energy and Climate Policy White Paper." This white paper was submitted to the government on June 30, 2015, and received by the Minister of Economic Affairs and the Minister of the Environmental Protection Administration. From the perspective of sustainable development, Acer has put forward suggestions to assist the government in forming proactive policies regarding issues including energy, energy efficiency, water resource management, and environmental education. In this way, we are striving to help Taiwan integrate into the global green economy and effectively respond to the risks related to climate change.

### Ongoing Carbon Disclosure Project

Since 2008, Acer has been a consistent supporter and promoter of the Carbon Disclosure Project (CDP) in Taiwan. In addition to continuing to promote the annual spring and autumn presentations by the CDP, in 2015 Acer also invited the Head of CDP's supply chain program Mr. Dexter Galvin and Asia region Special Advisor Mr.

### Energy and Climate Policy Advocacy

Since 2011, Acer has, through the Taipei Computer Association, made recommendations to relevant government departments to promote a green electricity pricing policy, thus encouraging the development of renewable energy as a whole. Through communications with government agencies, legislators, civic groups, and industry associations, the Ministry of Economic Affairs and the Taiwan Power

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### White House Climate Initiative

In 2015, Acer America Corporation responded to the White House's American Business Act on Climate Pledge by reiterating the group's pledge to reduce greenhouse gas emissions by 60% (compared to 2009 levels) by 2020, Acer America ongoing commitment to using 100% green electricity, and the continuing increase in other Acer locations' usage of renewable energy.

### Participation in Supply Chain F-GHG Management

Through various lifecycle assessment studies, flat panel display manufacturing has been identified as a major carbon impact hotspot within our supply chain due to the release of fluorinated greenhouse gases (F-GHGs) from the manufacturing process. These F-GHGs have a very high heat-trapping potential and have the potential to contribute greatly to global warming. Due to the impact of these F-GHGs, in 2015 Acer began working with several other leading companies, along with the US EPA, to engage our display suppliers to improve the transparency and reporting of their manufacturing processes and to set new targets for reducing the F-GHGs emissions associated with these processes. As part of this voluntary effort, the industry group is using its relationships with the Carbon Disclosure Project (CDP) and the Electronic Industry Citizenship Coalition (EICC) to develop a reporting process to capture information on the manufacturing processes and the F-GHG emissions from industry suppliers. In addition, Acer is working to develop proposed criterion for the next release of the IEEE 1680.1 Standard for Environmental Assessment of Personal Computer Products to create incentives and market access for those display suppliers that improve the measurement and reduction of their F-GHG emissions. Acer believes that this engagement will result in reduced GHG impact in our supply chain while taking advantage of the efficiencies of a coordinated effort among industry members.

### Participation in the Public-Private Alliance for Responsible Minerals Trade

For a third year, Acer continued its involvement in the Public-Private Alliance for Responsible Minerals Trade (PPA), the multisector and multi-stakeholder initiative that aims to support supply chain solutions to conflict minerals challenges in the Democratic Republic of Congo (DRC) and the Great Lakes Region (GLR) of Central Africa. The PPA provides funding and coordination support to organizations working within the region to develop verifiable conflict-free supply chains; aligns due diligence programs and practices; encourages responsible sourcing from the region; promotes transparency; and bolsters in-region civil society and governmental capacity. In June of 2015, Acer attended the annual member meeting in Washington, D.C. During the meeting, members heard updates from Great Lakes Region and identified opportunities for the PPA to continue supporting responsible minerals sourcing and development; we discussed updates and outcomes from PPA alignment activities and funded projects to get an update on the lessons learned; and discussed the status of PPA work for 2015 and the priorities and resource needs for 2016, including identifying next steps and timelines for the PPA. Going forward, Acer will continue remain involved in the PPA and monitor its progress and needs for resources so that it continues to improve the minerals tracking systems and provides support for other due diligence efforts in the region.



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# 3

## Deepening Corporate Governance

Acer makes use of a comprehensive mechanism for the coordinating the interests of the company and those of our stakeholders, thus strengthening corporate governance. The company has constructed a corporate governance system atop an effective governance structure. At its heart are the three core beliefs of the Wangdao philosophy: value creation, balance of interests, and sustainable development. With comprehensive systems guidelines, regulations, and processes in place for all of these, Acer is able to strengthen its corporate governance.



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## Board of Directors



Acer insists on transparency in its operations, with a focus on stockholder rights, and believes that a healthy, effective board

of directors is fundamental to a strong company. As such, in addition to being qualified and experienced, board members not only must adhere to relevant legal requirements, they are also held to exceptionally high professional standards. Acer's directors are elected at shareholder meetings and have all previously served in major positions with well-known companies. They are expected to have a wealth of experience with commerce, finance, accounting, and corporate operations. In 2014, the board of directors was up for reelection, with Ji-Ren Lee, F.C. Tseng, and Chin-Cheng Wu elected as independent directors, making use of world-class experience, professionalism, and intelligence to take Acer's corporate governance and overall operational quality to a higher level. There are a total of nine members on the board, including the three independent directors and one female director. In accordance with the law, the current board will hold their positions for three years, a term running from June 18, 2014, to June 17, 2017. The appointment of current Corporate President and CEO<sup>1</sup> Jason Chen was passed by the board, with Mr. Chen taking up his position from January 2014; the current chairman of the board was appointed by the board, with George Huang commencing the chairmanship in June 2014. Additionally, Stan Shih currently serves as honorary chairman.

## Corporate Governance Structure



## Board of Directors<sup>2</sup>



Note1: The term "chief executive" has no formal definition in law. However, Acer feels that, out of internal leadership structural considerations, having separate people serve as chairman and CEO has several advantages:

(i) According to law, the chairman is the company's legal representative and must take on civil or criminal responsibility where necessary, whereas the chief executive is considered corporate management. Having different people serve in each role can help improve checks and balances in the company, as well as implement the fundamental spirit of corporate governance. With a clear split between the supervisor of decision-making and the executor of those decisions, the company avoids the potential for a negative impact on performance caused by too much concentration of power.

(ii) According to the corporate governance best-practice principles for TWSE/GTSM listed companies, the chairman and the CEO both have clearly defined roles and duties, and the two roles should not be filled by the same person. Thus by separating the two roles, the company implements a form of risk management.

Note2: For information on the academic experience and any other concurrent corporate positions, please refer to our annual report.

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In 2012, the company amended its rules regarding conflicts of interest. In accordance with these rules, directors or their legal representatives are expected to clarify their interests, and should there be a conflict of interest with that of the company, said directors may neither participate in discussions or votes, nor serve as a representative of another director in exercising their right to vote. Additionally, should an independent director oppose or express reservations on the record and/or in writing about any issue resolved by the board, this should not only be recorded clearly in the minutes but also be reported within two days of the meeting through the reporting website specified by regulatory authority.

With regard to the everyday business of Acer (including economic, environmental, and social matters), all matters, with particular specified exceptions, are to be handled in accordance with the decision of the board. In order to ensure that actions are consistent with the results of board discussions and that investors are aware of how the board is exercising its authority, attendance of board meetings is disclosed in the company's annual reports.

### Meeting Attendance by Board of Directors and its Committees in 2015



In August 2015, Acer completed its board of directors' performance evaluation and report. This evaluation included self-evaluations in areas including the makeup and professionalism of the board, board interaction atmosphere, board efficiency, strategic and risk management, and succession planning. Each director also gave suggestions of which issues should be priorities for the board in the coming year, helping the board's continuing operation and overall performance. To maintain the board's professional skills and strengths, the full nine members took a variety of training courses during 2015, including "Corporate Corruption Risk Prevention and Detection: Parent-Subsidiary Management Structure and Separation of Powers among Relevant Directors and Supervisors," "Corporate Governance and the Path to 'Built to Last': Corporate Decision-Making and the Function of Board of Directors," "Development Trends and Case Studies in Corporate Mergers and Acquisitions," and "Corporate Risk Management and Corruption Risk Protection and Detection."

Under the board are four committees: the Audit Committee, the Remuneration Committee, the Asset Management and Handling Committee, and the Transformation Advisory Committee. Each of these committees operates under its own set of guidelines and standards: the Regulations Governing Procedure for Board of Directors Meeting, Audit Committee Charter, Remuneration Committee Charter, and Criteria for Authorities of Assets Management and Handling Committee. The Audit Committee and the Remuneration Committee were convened by independent directors F.C. Tseng and Ji-Ren Lee, thus demonstrating the independence of these committees and further improving Acer's corporate governance.

### Members of the Committees



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## Audit Committee



In order to ensure robust supervision of the board and to strengthen the management

mechanism that applies to the board, on June 18, 2014, Acer established an Audit Committee. This committee replaces the former Financial Statements/Internal Controls Audit Committee and is composed of independent directors, at least one of whom is a finance or accounting specialist. This committee serves terms of three years, and must serve again should they be reelected. The Audit Committee is headed by independent directors F.C. Tseng, current vice chairman of the board of TSMC. By having him on the Audit Committee, we hope to make use of his rich experience in all aspects of business. This committee's primary goals are supervision in the following areas:



## Remuneration Committee



The Remuneration Committee is chaired by independent director Ji-Ren Lee, who has previously held important positions, including directorships, with a number of well-known international companies and financial institutions. The responsibilities of the Remuneration Committee include setting and periodically reviewing director and manager performance evaluations, along with remuneration policies, systems, standards, and structure, and making regular evaluations of the remuneration of the aforementioned personnel.

According to the Company's Articles of Association, Principles Governing Remuneration for Directors, and Management Principles Governing Remuneration for Senior Officers, directorial remuneration should be first subject to advice from the Remuneration Committee and then approved by the Board before coming into effect. The Company's Articles of Association also specify that, where the Company has profits at the end of a fiscal year, after paying all relevant taxes and making up losses from the previous year, the Company shall first set aside 10% of said profit as legal reserve (unless such legal reserve amounts to the total authorized capital). After the Company sets aside a special reserve in accordance with the applicable laws and regulations, and if any balance remains, no more than 1% shall be set aside as remuneration to directors<sup>3</sup>

Remuneration of directors is handled in accordance with the regulations laid out in the Principles Governing Remuneration for Directors. The targets of such remuneration do not include directors concurrently serving as managers. The remuneration structure applicable to senior management is governed by the Management Principles Governing Remuneration for Senior Officers. Short-term incentives are tied to managers' individual performance and the company's overall performance; long-term incentives are tied to shareholder value. Managers' annual performance indicators include financial and non-financial strategic performance indicators as determined by policy-responsible management so as to ensure senior management understands and collectively achieves the company's strategic goals. Severance payments are handled in accordance with the relevant local regulations. Senior executives are reminded of the mandatory requirement of compliance with the Standards of Business Conduct in the remuneration confirmation letter each year.

Note3: In response to the amendments of Company Act in 2015, it has been approved by Acer's Board of Directors that when there is profit of the current year, after accumulated losses is covered, any balance left over shall be distributed as remuneration of directors for not more than 8/1000; the standard for distribution of remuneration will be recommended by Remuneration Committee and determined by the Board of Directors. The amendment of the Articles of Association is pending for Shareholders Approval.

## Asset Management and Handling Committee



The Asset Management and Handling Committee is chaired by Mr. Stan Shih. In addition to Acer, Mr. Shih has

chaired several investment companies and actively participates in various asset management projects. He has been appointed as chair due to his extensive experience with investment and asset management.

This committee's duties include providing asset management suggestions to the board of directors and deciding on the timing, method, price, and other relevant factors of any asset management approved or licensed by the board. Additionally, the committee reports on the results of such management to the board.



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## Transformation Advisory Committee



In recent years, the ICT industry has undergone tremendous changes, and Acer faces significant

challenges, making transformation a pressing necessity. In November 2013, the board of directors resolved to establish a "Transformation Advisory Committee," headed up by Mr. Stan Shih and with chairman George Huang serving as executive secretary. Corporate President and CEO Jason Chen is also a member.

The Transformation Advisory Committee has two primary duties:



Acer's core product lines, including PCs, tablets, and smartphones, are the focus of ongoing investigation by the Transformation Advisory

Committee, with the committee looking at the company's existing philosophies and operating and system processes in order to ensure Acer becomes more competitive.



Acer is also drawing on its tangible and intangible strengths to find promising new lines of business that are sufficiently forward-looking and

large-scale. With regard to development in new directions, not only must the committee consider how to make use of Acer's core competencies and strengths, it must also actively seek out potential partners.

## Future Development of Corporate Governance

Acer continues to pursue higher levels of corporate governance and look for ways to strengthen it in the hopes of achieving the international standard for a top-tier multinational enterprise. During 2013, the board passed a draft amendment to the Company's Articles of Association which then passed a vote at that year's Shareholder Meeting. Since the elections held for all board positions at the 2014 shareholder meeting, Acer has continued to revise and amend a variety of internal guidelines, including establishing the Audit Committee to replace the supervisory function, in line with the latest articles. Into the future, Acer will follow the Governance Roadmap, establishing a model of governance with its directors and managers at all levels while achieving each goal set in the Roadmap and thus furthering the deepening of corporate governance.

## Governance Roadmap



### Regulations 1

- Articles of Incorporation
- Ethical Code of Conduct
- Corporate Social Responsibility
- Rules of Procedures for Shareholders Meetings
- Rules Governing the Exercise of Rights and Participation in Resolutions by Juristic Person Shareholders with Controlling Power
- Internal Control System
- Acer Procedures Governing the Application of Trading Halt and Resumption

### Regulations 2

- Rules of Procedure for Board of Directors Meetings
- Procedures Governing Election of Directors
- Continuing Education for Directors
- Responsibilities and Duties of Independent Directors
- Audit Committee Charter
- Remuneration Committee Charter
- Assets Management and Handling Committee Charter
- Other Functional Committee Charter

### Regulations 3

- Regulations of Finance and Business of Subsidiaries
- Management of Transactions with Affiliated Persons
- Disclosure for Material Inside Information & Merger & Acquisition Information
- Procedures Governing the Acquisition and Disposal of Assets
- Procedures Governing Loaning of Funds and Making of Endorsements/Guarantees
- Procedures for Derivatives Tradings
- Principals of Antitrust and Faire Competition
- Rules Governing Insider Trading
- Rules Governing Internal Auditing
- Gender Equality & Personal Data Protection

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Acer has drafted the Standards of Business Conduct<sup>4</sup>(SBC) to serve as a basic guideline for staff in their interactions with clients, business partners, shareholders, and the community. The standards are based on Acer's core values: passion, user-centric, innovation, teamwork, balance of interests and integrity. They offer specific guidance with regard to fair competition; respect for the environment; intellectual property rights; conflicts of interest; the banning of improper payments, gifts, or hospitality; political contributions and activities; and so forth.

Note<sup>4</sup>: Acer Group Standards of Business Conduct  
<http://www.acer-group.com/public/Sustainability/approach/policy-2.htm>

Acer has always prided itself on being compliant with the law, and as such 2015 saw no incidences of:

Receipt of any fines regarding environmental damage, nor any related disputes	Receipt of any significant fines or non-monetary sanctions for breaches of the law
Breaches of safety regulations or voluntary codes with regard to the impact on consumers' health and safety of any products or services	Breaches of regulations or voluntary codes with regard to product or service information/labeling
Breach of any regulations or voluntary codes with regard to marketing activities (including advertising, promotions, and sponsorships)	Receipt of significant fines due to breach of regulations regarding the provision or use of products or services

An Anti-Bribery and Corruption Policy was put in place across all elements of Acer Group and a corruption risk analysis was undertaken. Acer also proactively sends letters to suppliers and clients making clear the company's anti-corruption stance and requesting they refrain from presenting Acer staff with any improper gifts, hospitality, or money.

In 2015, Acer found no cases of violations of anti-bribery policies, nor was the company litigated for anti-competitive, anti-trust, or monopolistic behaviors.

## Internal Audits

Acer has set up an internal audit system directly under the board of directors.

### Primary goals:

- Inspection and assessment of internal control systems and their effectiveness
- Measuring the effectiveness and efficiency of operations
- Ensuring the reliability, timeliness, and transparency of reporting, and its compliance with relevant legislation
- Providing timely recommendations for improvement and ensuring the sustained effectiveness of internal control operations

### Key practical measures:

- In accordance with relevant regulations from Taiwanese management, carrying out audits in line with the annual audit plan and carrying out irregular audits as risk considerations require
- Issuing audit reports and tracking improvements
- Communicating audit results to independent directors and presenting report to Audit Committee and board of directors.
- Regularly revising internal control systems and internal audit enforcement rules, conducting annual self-assessment regarding internal controls

The Standards of Business Conduct were developed to serve as a reference for staff behavior, ensuring that all Acer staff act in accordance with the highest legal and ethical standards. To safeguard the interests of stakeholders and promote stronger governance and communication with stakeholders, in late 2014 Acer set up [whistleblower@acer.com](mailto:whistleblower@acer.com), encouraging people inside and outside the company to directly report any incidences of fraud, corruption, breaches of the SBC, or any other activity that is illegal or a counter to good corporate governance. Addition to that, people can also report to personnel, legal, or auditing departments. Each report passed on to the appropriate authorities for confidential investigation.

In 2015, Acer had received a total of one report. This report was investigated in conjunction with the relevant departments in a confidential manner, with the facts and findings reported to the Audit Committee and board of directors in November 2015.

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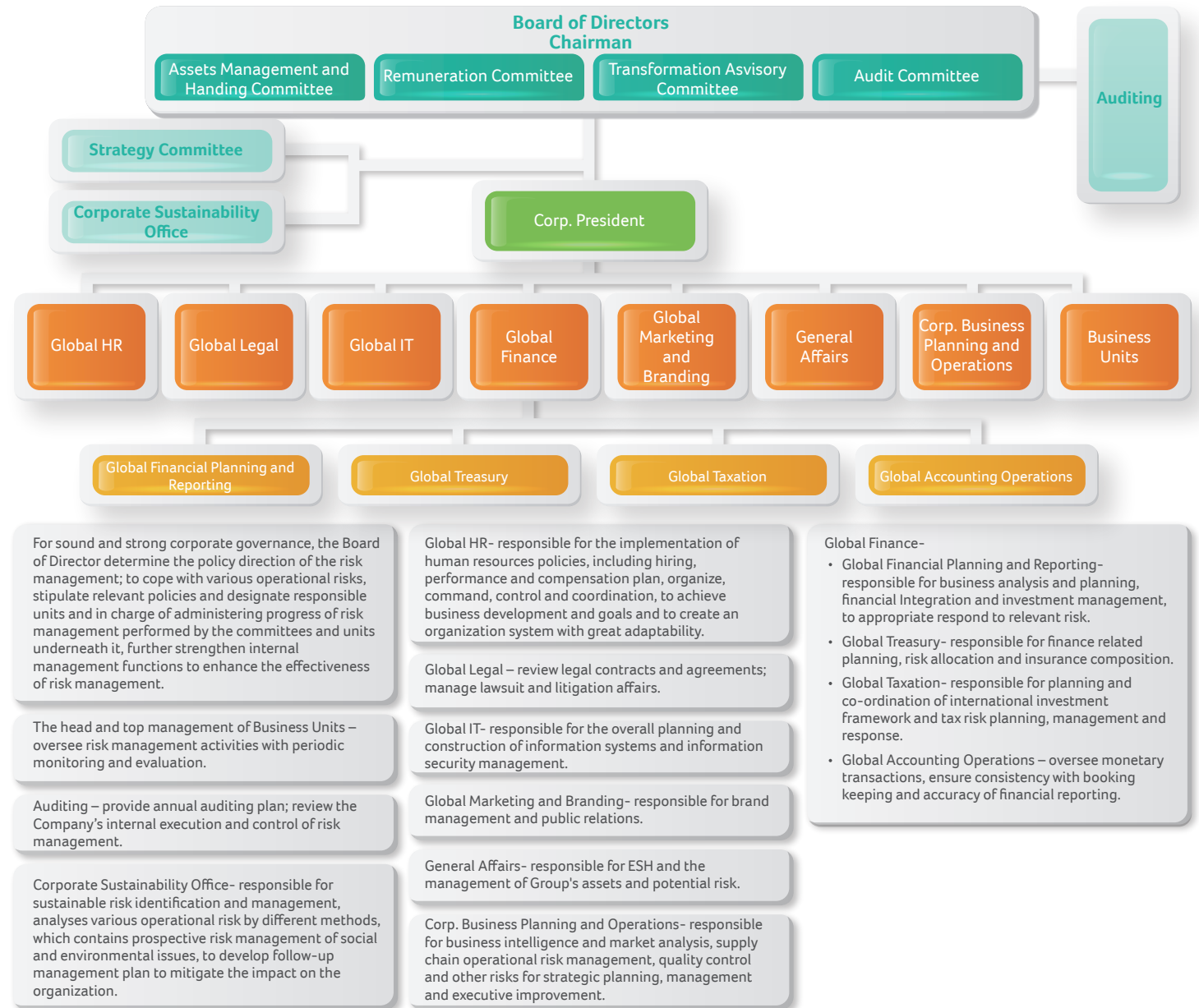
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Acer collects and evaluates potential strategic, operational, financial, and hazard risks that could impact the company's operations, setting out management policies and enforcements mechanisms and organizations in response to ensure risks are controlled and responded to appropriately. For the sake of ongoing monitoring, strengthening of risk management, timely response, where risk has been identified, it is included in routine meetings of the Audit Committee, where it is taken into consideration alongside the operating conditions of the company and a decision regarding the relevant department and issue is made. The committee also aggregates risk environment, risk management priorities, risk assessment, and response measures, with the chair reporting this to the board.

The coverage of risk management includes, but is not limited to, liquidity, foreign exchange, inventory, accounts receivable, legal action, taxation, and information systems. Report topics in 2015 included:

-  Currency hedging and insurance risk management
-  Global information security controls and annual strengthening of information systems
-  Inventory management mechanism report and tax risk assessment and reporting

Acer's risk management framework is as follows. For more details regarding risk management, please refer to the "Risk Analysis and Evaluation" section in the Company's 2015 Annual Report.



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## Creating Economic Growth

Innovation is one of Acer's core competencies. We are committed to research, development, and innovation, as well as to gaining a deep understanding of what both customers and markets demand. By combining these with cutting-edge technology, we can provide products and services that are innovative and reliable. We also share resources with our partners through a variety of channels, creating innovative cooperation in this rapidly changing industrial environment and mutually seizing the possibilities.

Acer has always been committed to a quality policy of "Serve with honor and work with pride." We aim to provide professional products and services fueled by the credo "service is the pride of Acer." We strive to provide safe products with strict quality control and a thorough and improved customer service system, ensuring our customers can enjoy the fun and usefulness of technology with peace of mind.



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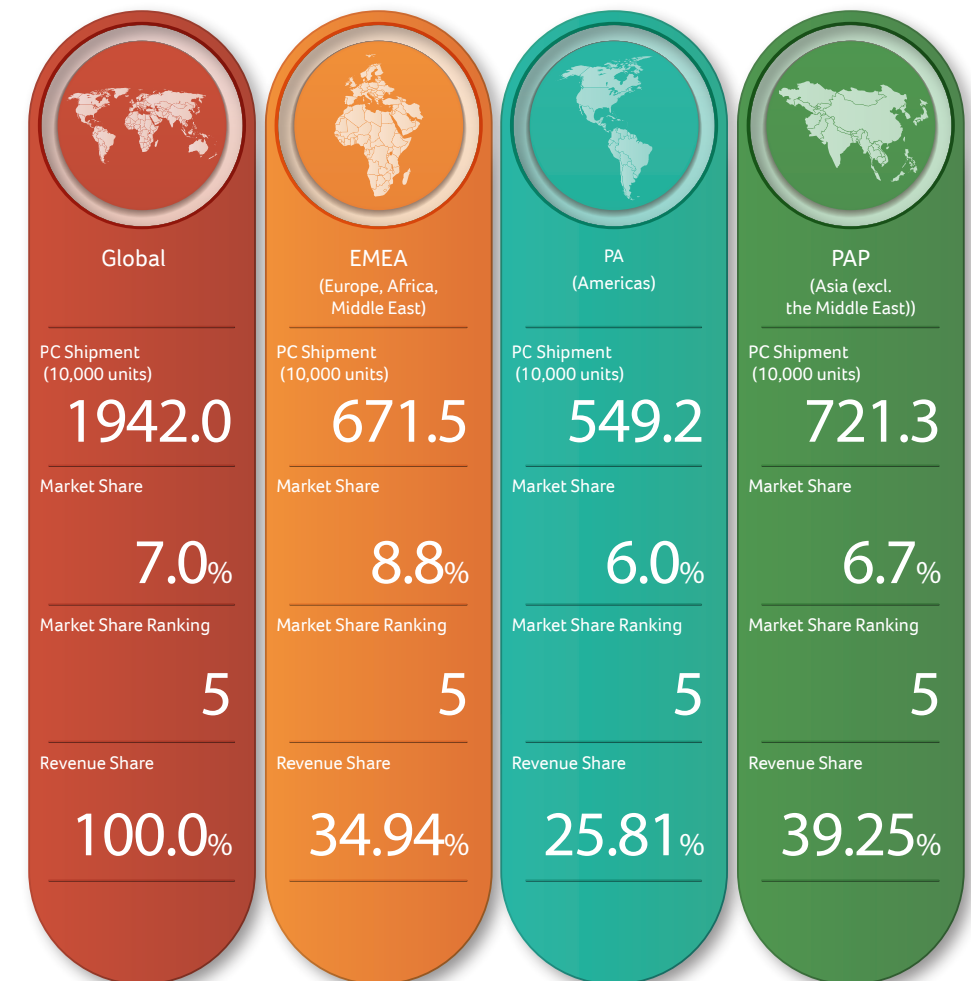
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In 2015, the company reported consolidated revenues of US\$7.98 billion<sup>1</sup>, operating income of US\$28.39 million, and basic EPS of US\$0.01. For more details on the company's operating performance and financial information, please refer to the Acer Incorporated 2015 Annual Report.

## Financial Information<sup>2,3</sup>

	2013	2014	2015
Consolidated Revenue (US\$ million)	12,024.44	10,394.23	7,977.23
Operating Income (Losses) (US\$ million)	(380.96)	85.37	28.39
Net Income (US\$ million)	(685.12)	56.46	18.26
Basic EPS (US\$)	(0.25)	0.02	0.01
Operating Expenses (US\$ million)	(1,141.72)	(837.61)	(732.53)
Employee Benefit (US\$ million)	(523.87)	(470.43)	(428.32)
Dividend (US\$)	-	-	0.02
Income Tax Benefit (Expense) (US\$ million)	18.18	(25.97)	(7.34)
Liabilities (US\$ billion)	4,482.42	4,113.29	3,202.30
Equity (US\$ million)	1,878.18	1,911.53	1,991.63

## 2015 Acer PC Shipment and Market Share



Note1: All currency amounts mentioned in this report, unless otherwise specified, shall be in New Taiwan Dollars (NT\$).

Note2: The scope of the financial information in this report includes neither the Acer Foundation nor the Gateway Foundation.

Note3: Year 2015 raise funds of NTD \$ 5,400,000,000 by issuing of 300,000 new shares (each with a NTD\$10 par value), the issue price per share is NTD\$18

Note4: The Board of Directors approved cash distribution at a ratio of NT\$0.5 per share from the capital surplus derived from any common stock issued by the Company, will be approved by the General Shareholders' Meeting and authorize the Board of Directors with full power to determine the record date for the cash distribution from capital surplus.



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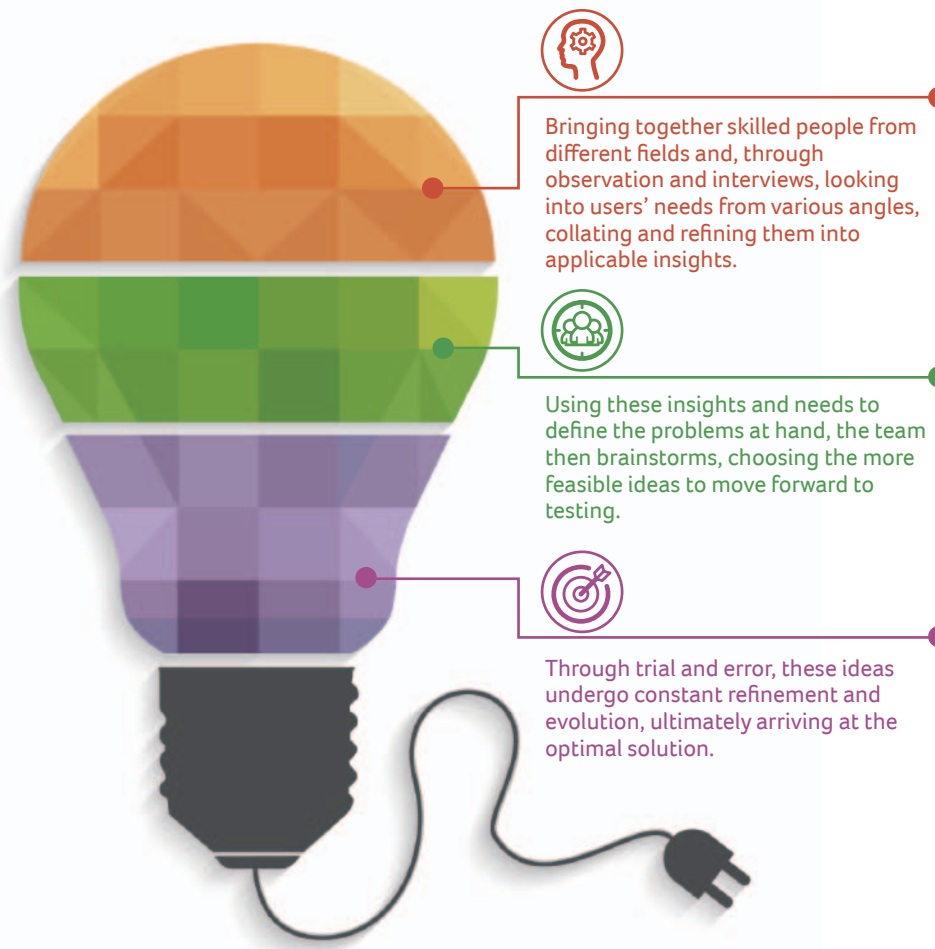
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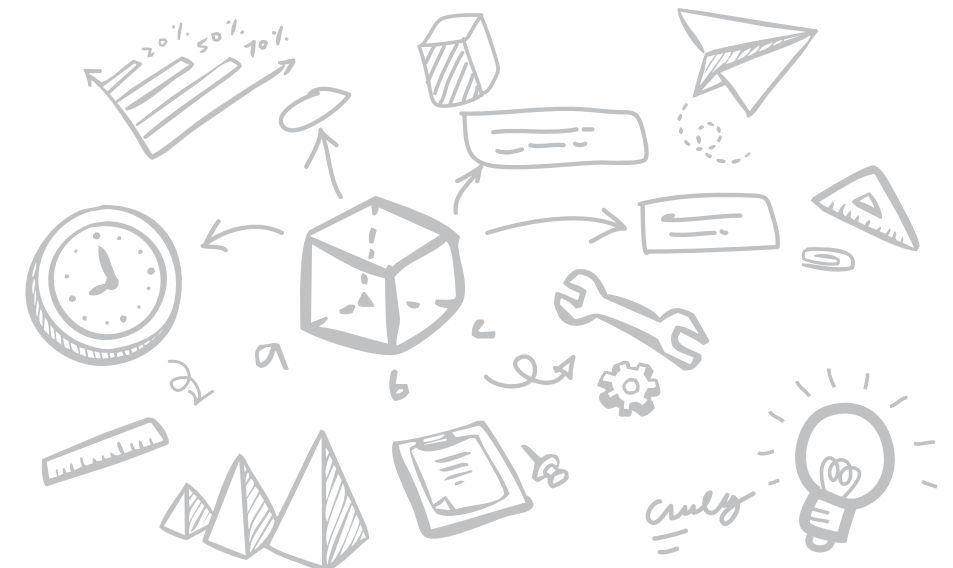
## Innovative Design Thinking

The core of Acer's design work is design thinking, putting people first in both the spirit and development of our designs. We have established a multidisciplinary, cooperative, and innovative design R&D process that is refined through experience and entails not only an understanding of the needs and behaviors of users but also takes into consideration technological and commercial feasibility. Our design team strives to put this process into practice across all product innovation:



The Aspire R13 and Aspire S7 are examples of design thinking in action. We found that consumers view metal machining as the sign of a high-end computer product, and so we aimed to incorporate this into the structure of our high-end product. However, the process of machining aluminum alloy consumes a significant amount of materials and energy. As such, we asked ourselves how we could retain the stiffness and metallic feel of aluminum alloy without unnecessarily wasted materials and with a shorter processing schedule. After looking for suitable solutions, we developed a shaping and reprocessing method using extruded aluminum, substantially reducing the materials necessary while maintaining the outstanding quality and appearance of the final product and upholding our responsibility to the environment.

Another example is found in the design of our AeroBlade heat-dispersing metal fan. As space inside devices is limited, developing a heat dispersal solution for super-thin, high-performance devices was a sizable challenge. To resolve the overheating problem, we needed to increase the rotation speed of the fan, but that had always resulted in increased noise. To address both of these considerations, we developed a fan blade that is fashioned from 0.1mm-thick super-thin metal rather than the original plastic, effectively increasing cooling efficiency while also reducing the fan speed and achieving our goal of quiet operation.



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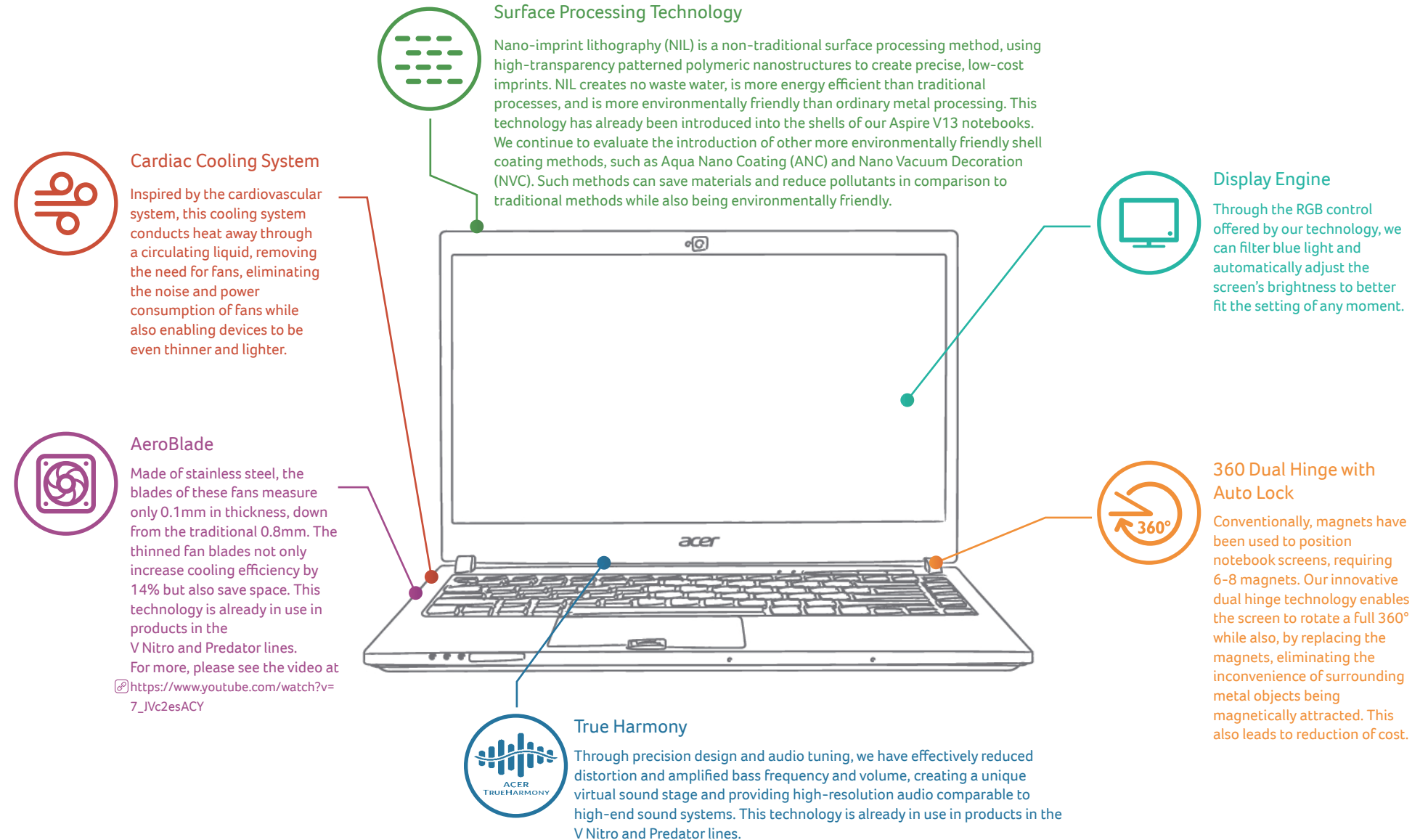
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## Innovative Technology

We continue to pursue research and innovation, and in 2015 we were granted 630 patents worldwide with an 80.6% approval rate for our patent applications. In 2015, Acer developed a number of applications and technologies across all product levels, including:



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## Products and Services that Respond to Society

The widespread application of technology at all levels of life can help people create innovative solutions to problems and improve quality of life. In 2015, the Global e-Sustainability Initiative (GeSI) issued the SMARTer2030 report, indicating that by 2030, the ICT industry could help reduce global greenhouse gas emissions by 20%, connect 2.5 billion more people to the knowledge economy, and generate over US\$11 trillion in economic benefits each year.

In addition, in September 2015 the United Nations announced the Sustainable Development Goals (SDGs), identifying directions in which sustainable development will face challenges and require hard work. They also called on governments, corporations, and individuals to incorporate particular considerations into their daily operations, operating strategies, and technological development in order to contribute to the sustainable well-being of mankind.

Acer continues to make good use of its core competencies to respond to the UN's SDGs, employing technology, products, and services to help meet these challenges. In 2015, Acer launched a variety of products and services responding to society's needs, further helping realize the contributions the ICT industry is most able to make as laid out by the GeSI<sup>5</sup>.



## THE GLOBAL GOALS For Sustainable Development



Note5: For more detail, please refer to pages 29-63 of the SMARTer2030 report:  
[http://smarter2030.gesi.org/downloads/Full\\_report.pdf](http://smarter2030.gesi.org/downloads/Full_report.pdf)

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## E-Learning

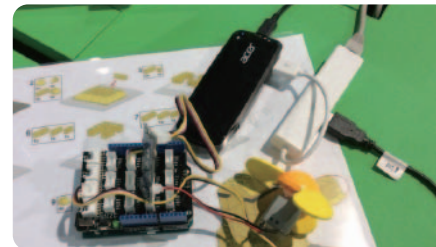
In Response to SDG 4: Quality Education

### Cloud Professor-Internet of Things Education Module

In its early days, Acer considered itself “The Gardener of Microprocessors,” introducing the Micro-Professor I and striving to promote education in microprocessor technology. The MPF-I went on sale in 30-plus countries, and remains on sale in the United Kingdom today, earning it a reputation as the longest-selling computer product in global computing history. Now, in the era of the Internet of Things, Acer holds its mission “breaking down barriers between people and technology,” and to this end created Cloud Professor, a teaching module focused on the Internet of Things, to help beginners quickly get to grips with the world of connected devices. Cloud Professor combines peripheral sensors and control components that enable users to learn how to design IoT devices using personal devices including notebook computers, tablet computers, and smartphones. This groundbreaking development also earned recognition at the 2016 Mobile World Congress, receiving a nomination for the MWC Best Mobile Innovation for Education award.



Across the years, Micro-Professor I has helped promote microprocessor technology



Cloud Professor enables users to easily express their creativity through the creation of IoT devices



The Iconia Tab 10 for Educational Use

### Tablet Computers for Education

The Iconia Tab 10 is specifically designed to meet the demands of educational environments: the body is specially reinforced for greater durability; the screen greatly cuts glare and refraction, making it readily readable even in sunlight and thus suitable for outdoor learning.

Additionally, the number and concentration of touch sensors in the screen are increased, improving touch sensitivity and accuracy and greatly reducing errors.

### Education Series Projectors

To meet the demands of educational settings, Acer has launched several projectors for educational use, including the short-throw U5320W and U5520B projectors. These are capable of projecting a 100-inch image from as close as 50cm, overcoming the limitations of classroom space. Combined with interactive Acer Smart Pen II technology, the screen transforms into electronic whiteboards thanks to the ability to write and draw on it, further increasing classroom interactivity. The Education Series of projectors consumes a minimal amount of power in standby mode, extending lamp lifespan to as much as 7,000 hours, helping reduce costs both in terms of power consumption and changing of lamps.



Education Projector U5320W



Education Projector U5520B



TravelMate B117 education notebook

### Notebook Computers for Education

The TravelMate B117, which uses Windows 10 Pro, includes built-in Acer TeachSmart educational solutions. Using an LED status indicator, students can immediately respond to teachers’ questions, while teachers can use Microsoft OneDrive to handle online assignments and evaluations. The distinctive hinge design means the notebook can open to a flat 180° and take up to 25,000 swings, making it suitable for sharing and discussions.

The outstanding performance and high-quality after-sales service have earned Acer’s notebooks praise from educational organizations around the world. In 2015, Acer received large-scale orders from educational authorities in Taiwan, India, Australia, the United States, Chile, Spain, and France, providing better solutions for the digitization and the diversification of the global educational environment.

### Campus Information Systems

Since 2006, Acer has been involved in campus digitization and school systems for tertiary education institutions, developing entrance examination systems, career development systems, educational assessment management systems, and more. These are highly integrated and easily expanded and maintained, assisting in the sharing of educational resources, the management of learning performance, the provision of career counseling, and job matchmaking, improving overall educational effectiveness.

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### E-Health

In Response to SDG 3: Good Health and Well-Being

#### Health Examination System

Acer Health Examination system supports health check processes by improving service efficiency and value, providing a comprehensive interface for health information, and improving report production efficiency and accuracy, including endoscopic and ultrasound checks and X-rays, facilitating follow-up and ensuring more attentive service and helping achieve the goals of preventive medicine.



Xplova Cycling Computer

#### Smart Cycling Computers with Healthy Concepts

A healthy life is a goal shared by all people. In 2015, Acer acquired cycling computer company Xplova, using the mature trip tracking functionality and sensor devices to record cyclists' speed, distance, time, altitude, temperature, heart rate, pace, and calories burned. By using the

information recorded, cyclists can adjust their training plan, enhance their physical status and seek better performance. On top of this, we have created a cyclists' social networking platform, providing cyclists with a taste of cloud computing and big data.



abSportsfun is a one-stop source for sports information

#### abSportsfun

abSportsfun is a cross-platform integrated service created on the foundation of our BYOC technology, aiming to satisfy sports associations, charitable organizations, clubs, and manufacturers, as well as sports enthusiasts, athletes, coaches, and referees with its experiential, user-friendly sharing of information.

For the Wanjinshi Marathon, we set up a specialist app called abMarathon, communicating important information through mobile devices, including messages from the organizers, weather information for the venue, up-to-the-minute traffic conditions, and more, as well as providing the ability to look for runners' current locations and free photograph functionality. In 2016 we have continued to support the Wanjinshi Marathon, using chips and track mats to collect race data and transmit it through abSportsfun using the cloud. Through systemic data analysis, reports are also produced that let participants plan their personal training or race and give organizers quantitative data on competitors. This service provides both participants and organizers with important race information, creating new breakthroughs in sports-related technology.



### E-Business

In Response to SDG 8: Decent Work and Economic Growth

#### aBeing One

aBeing One is a development platform designed to help SMEs and makers rapidly develop and test Internet of Things applications, providing a variety of development kits and reducing the difficulty of development. With aBeing One, creative ideas for cloud-based applications can be realized quickly. The Acer Open Platform SDK is built into aBeing One, including programming interfaces and sample code needed for the development of IoT applications. This enables developers to quickly design and prototype, giving them more time to focus on creating core services.



aBeing One



abPBX

#### abPBX

The abPBX Plus series uses the latest software-defined PBX to provide greater security and scalability than traditional office PBXs, reducing overall costs for enterprises. This system can be integrated with a variety of communications tools, including traditional office phone systems,

desktop computers, tablets, and smartphones, breaking through the traditional indoor-outdoor limits of offices and increasing productivity.

abPBX is a full-scale enhancement of the office communication experience, standing out from over 400 others to win the Golden Award in the 100 Innovative Elite from ICT month. Additionally, in the annual IT Trends Awards, abPBX was selected by a panel of over 30 judges; 7 experts from industry, government, and academia; and editors, along with a month-long online popular vote, for the 2015 Golden Award for Technological Excellence in the Enterprise Applications category.

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### Smart Mobility and Logistics

In Response to SDG 11: Sustainable Cities and Communities

#### Acer Intelligent Parking Cloud

The Acer Intelligent Parking Cloud combines parking space detection, parking guidance, license plate recognition, and multiple payment options, collating this information in the cloud and linking it to phones to provide real-time parking services. It provides a powerful solution to difficult parking problems while also reducing fuel consumption and carbon dioxide emissions. The platform offers a comprehensive range of smart parking functions:



Acer Intelligent Parking Cloud technology is at work in parking lots



License plate recognition

Using dedicated toll cameras and e-Tag readers, drivers' vehicles can be quickly identified without needing a card.



Smart ticketing and tolls

Combining integrated farecard readers and toll management systems, and compatible with a variety of electronic tickets, this system makes rate setting more convenient.



Parking space sensors and guidance

Using visual, ultrasonic, and magnetic sensors, it automatically detects parking space use and provides real-time parking information. Additionally, it provides a car finding service—by simply entering your license plate number at the parking kiosk, you can find the location of your space and the best route to find it.

### Intelligent Transportation e-ticketing System

This solution brought together scheduling, vehicle monitoring, arrival inquiries, and electronic bus stop signs to provide bus operators with a comprehensive management system and bus riders with convenience. Already 55 bus operators are using the system, covering approximate 1,300 routes, 6,000 buses, and about two-thirds of Taiwan's cities and counties. Through its real-time information gathering and processing functionality, this system provides detailed data analysis that can be used for fleet management or route optimization. Additionally, through driver behavior analysis, RPM data, and other such information, oil consumption is easily tracked, further improving fuel efficiency.



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**Open Source and Collaborative Innovation**

Faced with the rapidly changing industry environment and the rise of the Internet of Things, Acer has strived to uphold its commitment to creating value, balancing interests, and sustainable development—the core concepts of the Wangdao philosophy. By sharing resources with our partners, we have built a collaborative model that creates sparks of innovation. By taking on the strength of Taiwan's supply chains and people to create a cloud-based ecosystem, we can jointly face the challenges and opportunities of the age of the Internet of Things.

**Acer BYOC Blue Sky Program**

Internet of Things creates innumerable opportunities for the application of technology, however while many startups may boast creativity and technology, they lack a pathway to the international market. The Acer BYOC Blue Sky Program aims to use Acer's brand, channels, and resources to help startups reach out to the world, working with partners to promote innovation and create a shared cloud-based ecosystem.



Acer BYOC president Maverick Shih speaking at an Acer IoB Mining Day

**Three Elements of Acer BYOC Blue Sky Program**

**Acer Open Platform (AOP)**

Using this platform, there is no need to waste resources on building the foundations of a cloud-based architecture and begin offering services. This enables startups to focus on developing their core business.


**BYOC Empowered**

Using Acer's marketing resources to help startups develop international visibility. Through this, in 2015 we took startup teams participating in major trade shows around the world, including the Mobile World Congress (MWC), Chongqing International Cloud Computing EXPO (CCEXPO), Computex Taipei, and the Internationale Funkausstellung Berlin (IFA).


**Connections**

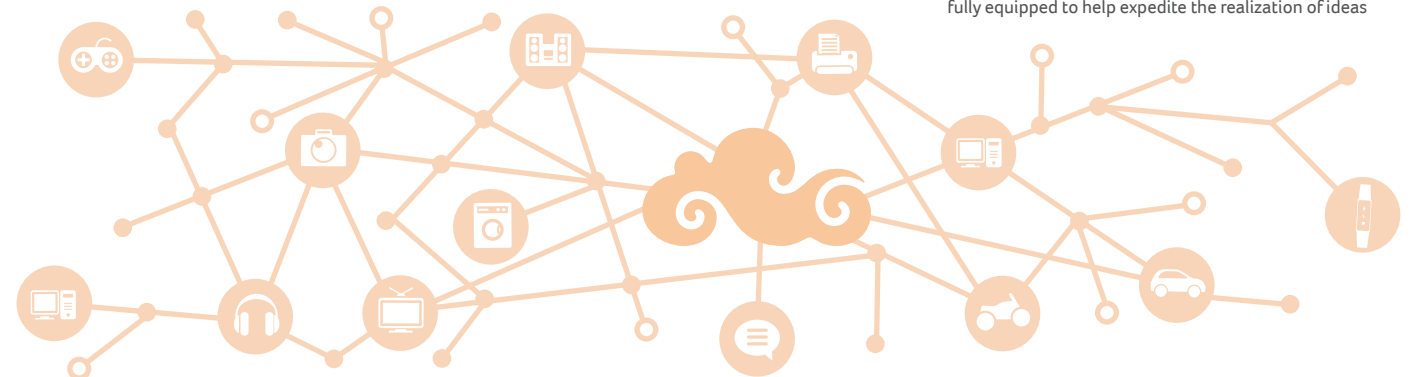
Bringing together the resources of Acer, venture capital from various fields, and incubation centers, we help startups develop. In 2015, we worked with well-known venture accelerators Orange Fab Asia and AppWorks; government agencies like the Ministry of Economic Affairs and the Institute for Information Industry have also worked with us, holding several Acer IoB Mining Days to further accelerate innovation exchange.

**Innovation and Commercialization Accelerator**

The Innovation and Commercialization Accelerator is part of Acer Cloud Technology (Chongqing) Ltd. which situated in Xiantao Big Data Valley in Chongqing. Chongqing is China's largest and most important notebook computer production base. The Accelerator makes use of the area's high concentration of global industrial heavy hitters, bringing together cloud platforms, software design, and hardware production resources to provide a one-stop shop for inquiries, sample making, planning, and marketing services to inspire more creative applications and accelerate startups' journey from idea to product.



The Innovation and Commercialization Accelerator is fully equipped to help expedite the realization of ideas



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## Acer Group Service Model

The Acer service network is made up of Acer's directly controlled service centers and authorized maintenance centers. We have set up maintenance centers around the world, and cooperate with authorized service centers where required. The four key features of this service model are:



## Multiple Service Channels

Acer is devoted to helping customers understand the features of our products and services, and to using a variety of methods to understand what our customers need. Acer customers can feel free to contact us at any time and provide comments and suggestions through the following channels:



## Free Computer Health Checks

In 2015, Acer India provided free computer health checks to students affected by the Chennai floods. Over 12 days, Acer India went to campuses to provide these checkups, cleaning, and troubleshooting services on-site.



## Product Alerts and Recalls

In accordance with the law, all Acer products and services carry required labeling and product information. Manuals for Acer products include guidelines for safe usage, laying out proper usage and items to be aware of, as well as environmentally friendly recycling methods for when replacing a product. Product manuals and the company website all provide contact details for Acer, facilitating consumers' use of telephone or online customer service.

Whenever important product information or recalls arise, we provide all customers with full details on our various national websites, such as in the Support section of our Taiwan website. There, customers can see if their product(s) are affected, with information on the appropriate steps to take if that is the case. In addition, we inform all customers calling our telephone support center and help them resolve any issues.

In 2015, there was one major recall of DC adaptor. As we had found that other brands that had purchased similar notebook adaptors had suffered overheating problems, we decided to put in place a program for customers to voluntarily exchange their adaptors for new ones. Acer announced this voluntary exchange program in May 2015, accepting adaptors from September 2010 through June 2012 that had been packaged and sold with some notebook computers, with eligible customers provided free replacement adaptors.



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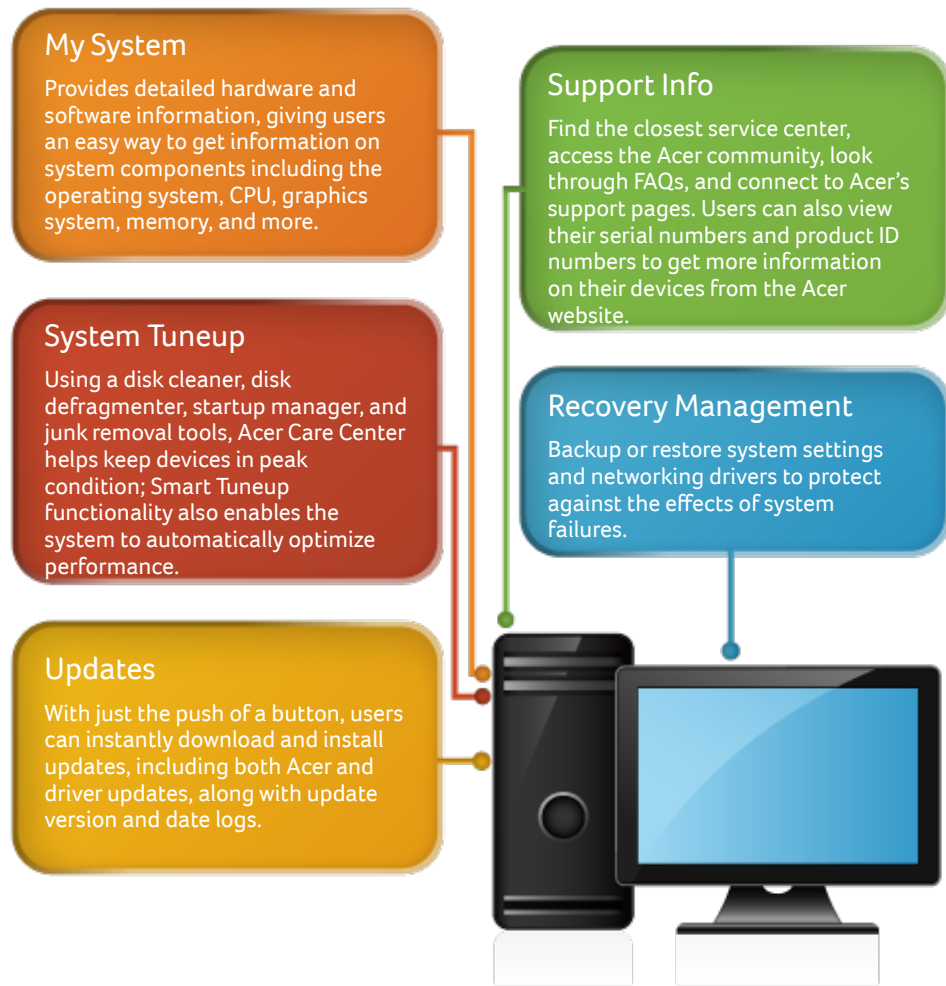
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## Enhancing Service Quality

### Convenient Self-Testing System



Acer Care Center is Acer's optimization software, coming preinstalled on Acer notebooks and desktops and available for installation on any Acer computer produced post-2014 and using Windows 8.1 or newer. Acer Care Center can link users to Acer's support team, helping ensure devices are kept in optimal condition. The primary functions of this software include:



Acer Care Center user interface

In addition, the Acer Diagnostics Suite (ADS) also provides hardware diagnostics for service centers performing maintenance. ADS can help maintenance personnel zero in on the causes of hardware failures, condensing the time needed for testing and for accurately identifying faults, thus providing improved service quality. The

development of ADS has created annual savings of US\$495,000 by eliminating the need to purchase commercial diagnostic software licenses. This system is already in widespread use in the service centers in Taiwan, PAP, PA and EMEA. With continuing feedback from maintenance personnel, the system is constantly evolving and improving, providing even better service.



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### Listening to the Voices of Customers



In late 2012, Acer launched the Acer Community website, providing customers with an online communications channel that enables them to post their problems at any time and receive prompt, accurate responses from Acer Community members. The website supports multiple languages, including English, Spanish, German, and Portuguese. Additionally, in late 2013 we added Acer Idea, a channel for all registered members to put forward their ideas for products, accessories, and services, including product hardware or software improvements, more customer-friendly web pages, and so forth. These ideas help us understand what our customers need, knowledge that can be applied to later product development and service improvements.

### Customer Service System



A good system is fundamental to excellent customer service. To improve customer service, we developed the Acer Customer Service System (CSS) to centrally manage Acer's directly-managed service centers, authorized service centers, professional maintenance companies, telephone service support centers, spare parts planning and warehouse management, as well as managing customer interactions through the network. In this way, we can ensure improved service speed and quality. This system is already in use in Europe, the Middle East, Africa, Asia-Pacific, and the Americas, with a dedicated system for the China and Taiwan regions, providing customers around the world a better quality of service.

### Online Education and Training for Employees and Partners



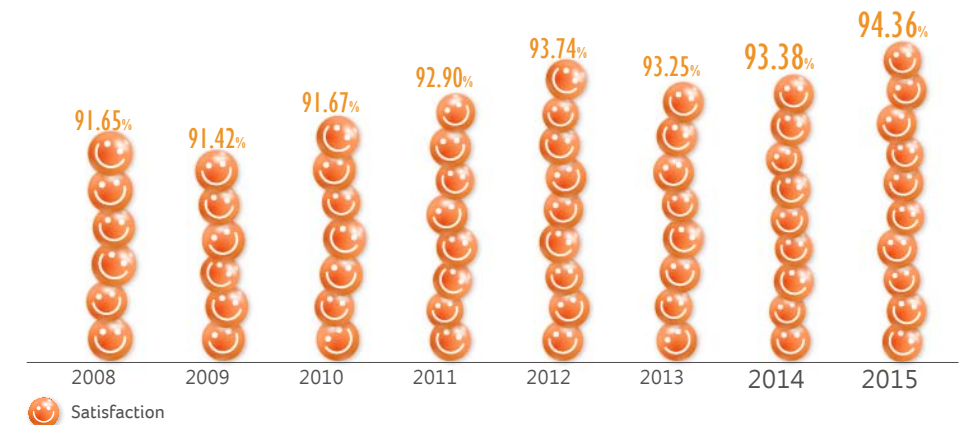
To facilitate our worldwide customer service staff's provision of the best customer advice and assistance, we established an online learning system (Acer E-Academy) in 2009. This system provides professional training in new products, resolution of common product queries, customer skills, and standard processes to front-line customer service employees and operating unit employees, including an online evaluation after the course has finished. Currently, Acer E-Academy provides 444 online courses, with more than 7,700 employees and partners around the world gaining access to the latest product information through this system, equipping them to provide better customer service.

## Customer Satisfaction Survey

Acer conducts customer satisfaction surveys to obtain feedback and make improvements to our products and services. These surveys take two forms. The first of these is focused on single product lines, such as Acer America's surveys on the e-sports focused Predator line, enabling us to better understand the specific suggestions and level of satisfaction customers enjoy with regard to a particular line, facilitating follow-up and improvements. Thanks to such feedback, in 2015 we were able to launch 15-inch and 17-inch Predator notebooks to rave reviews from consumers, who praised the overall performance, screen design, and button layout; e-sports gamers also praised the button spacing and depth. The Predator X34 monitor was also well reviewed by Techspot, with its 21:9 aspect ratio and curved screen creating a new experience for gamers.

The second kind of survey focuses on customers' questions regarding our products and is carried out as after-sales follow-up evaluations and surveys, including questioning customers who have made use of service centers or telephone tech support. The aim of these is to ensure customers' needs are met, and the feedback gathered through such surveys has proven a valuable source of continued improvements to Acer's operating procedures. Once that feedback is analyzed, relevant units can be properly notified of any issues, develop improvement plans, implement those plans, and follow up on their results. In aggregate, our survey results show high global satisfaction, with positive customer evaluations accounting for 94.36% of total evaluations.

### Global Customer Satisfaction Survey



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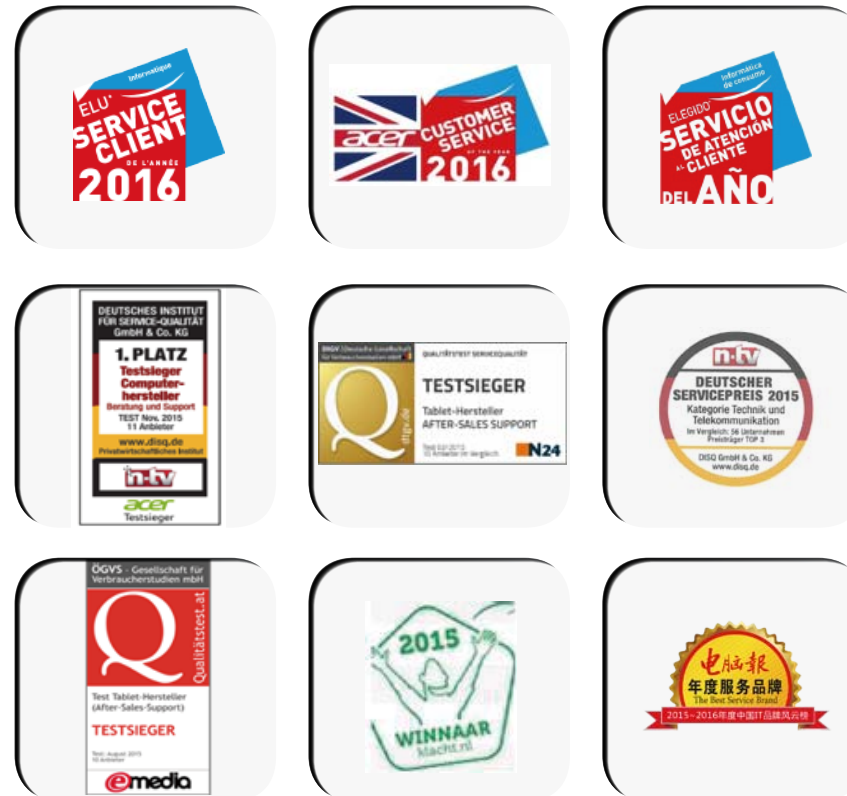
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In 2015, Acer was the recipient of several customer service awards from around the world as a result of our efforts. In China, we received the Best Service Brand Award for the tenth year running (2006-2015) in Popular Computer Week's Top Chinese IT Brands; In Europe, Acer won annual customer service awards in the Netherlands, France, Spain, Germany, Austria, and the United Kingdom. In the future, we will continue taking on board customer praise and suggestions and transforming it into a force for further improvement.



Acer's customer service received several awards in Europe and China in 2015

**Protection of Customer Privacy**

We strictly adhere to Acer's Privacy Policy. All Acer employees are required to carefully protect confidential or proprietary information provided by customers, and our products make use of data security technology.

Our customer privacy protection measures include:



In 2015, we had no complaints regarding infringement of customer privacy or loss of customer information.

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## Implementing Environmental Management

The growing risk of climate change, excessive consumption of natural resources leading to exhaustion, burning fossil fuels causing air pollution, using complex chemical substances threatening human health.... All of these phenomena have significant impacts on human life, potentially even endangering the survival rights of the next generation. Given this, we insist on upholding our responsibility to the environment, making use of renewable energy and putting in place energy saving and carbon reducing measures. We also invite our suppliers to work with us, continually improving our energy management, increasing the use of environmentally friendly materials, and reducing our greenhouse gas emissions. Through such efforts, we create a virtuous cycle of environmental protection, not only providing safe, harmless products, but also exercising our innovative capabilities, using our core technologies to help save energy and reduce carbon emissions. By seizing both the risks and opportunities presented by climate change, we continue to reach for our goal of being an environmentally friendly company.

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Acer is well aware of the potential for serious environmental impact by its products and services, and as such we carefully consider environmental factors in every stage of the lifecycle of our products, from selection of materials through packaging, shipping, usage, and recycling. Our goal is the reduction of the load on the environment, and by using Acer products, people are thus able to contribute in some way to helping the environment.

### Acer's Green Product Policies

Based on the concept of product lifecycle, we provide outstanding products that are low in toxins, low pollution, energy efficient, resource efficient, and easy to recycle.

Through green procurement and communication, we work with our suppliers to go above and beyond global environmental standards and establish a green supply chain.



### Design - Prudent Management of Chemicals in Materials



In order to comply with regulatory requirements and customer standards, Acer integrates environmental and safety-related standards into the product R&D stage, and through rigorous review processes, ensures that the production processes of suppliers are also in line with environmental and safety requirements. And to help users fully understand the safe use of Acer products and how to properly recycle them, Acer includes explanations in product manuals and provides them for download on the company's official website.

To protect the health and safety of users and reduce potential environmental risks, Acer strives for prudence in its management of chemicals in materials. In addition to adhering to regulatory restrictions on the use of chemical substances, we also proactively work to meet the needs and demands of each regional market, including those environmental certifications that focus on the limited use and traceability of substances, e.g. Taiwan Green Mark, China Environmental Labeling, the Electronic Product Environmental Assessment Tool (EPEAT), and TCO Certification.

We pay close attention to international environmental law and have taken the initiative in managing chemical substances that may pose a threat to human health or the environment. Since 2009, we have continued to voluntarily promote the production of notebooks, desktops, displays, and smartphones that do not include polyvinyl chlorides (PVCs) or brominated flame retardants (BFRs), as well as continuing to move forward on dehalogenization. In 2012, we added to our product environmental safety specifications limiting the use of seven phthalates that could potentially have an impact on human health; in 2013, we added two further phthalate limits, as well as completing surveys into the use of five chemical substances - beryllium, antimony, arsenic, selenium, and bismuth - in our notebook computers. In 2015, we added further restrictions, introducing limits on the use of two more phthalates, along with sulfur and red phosphorus.

In 2014, together with the Canada Gov. Gazette (Vol. 147, No. 28 - July 13, 2013), Acer completed a survey on the usage of phthalates, learning that although only a portion of phthalates are prohibited by law, there remain potential environmental risks in the usage of other phthalates. In response, Acer included "Phthalate Usage Disclosure" as a new item for assessment in the 2014 Supplier CSR Scorecard, encouraging suppliers to give priority to materials not containing phthalates and thus helping promote the dephthalatization of our products.

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## Acer's Disclosure Substances and Banned and Restricted Substances


 PVC/BFR-free Product Line from 2010 to 2015<sup>1</sup>

Notebook Computer		Desktop Computer and Accessories		Display	Smartphone
Aspire 3811TZ	TravelMate 6495T	Aspire Revo		C233HL	ICONIA SMART
Aspire 3811TZG	TravelMate 6495TG	Veriton L4620G		C193WL	Liquid S500
TravelMate 8172T	TravelMate 8473T	Veriton L6620G		C223HQL	Liquid S2
TravelMate 8372T	TravelMate 8473TG	Veriton N4620G		C226HQL	Liquid X1
TravelMate 8472T	TravelMate P633-M	Acer USB KB/Pro2 KB75211			
TravelMate 8572T	TravelMate P633-V	Acer USB Mouse Moanuo			
NS10 (Gateway)	TravelMate P643-M				
NS30 (Gateway)	TravelMate P643-V				
NS40 (Gateway)	TravelMate P653-M				
NS51 (Gateway)	TravelMate P653-V				
TravelMate 6595T	Aspire S5-391				
TravelMate 6595TG	TravelMate P645				
TravelMate 8573T	TravelMate P645-S				
TravelMate 8573TG					

Note1: Desktop computers exclude power cables, keyboards, and mice; Smartphones exclude accessories; displays exclude FFC LVDS cables

## Design - Use of Post-Consumer Recycled Plastics



Acer supports the concept of resource recycling, and as such we actively strive to use post-consumer recycled plastics (PCR) in our products. To address the pollution and safety issues that readily occur during the recycling of reusable materials, we work with plastics manufacturers and upstream recyclers to conform to international standards of quality, environmental safety, occupational health and safety, and responsible recycling (R2), earning international export licenses and recycling service provision qualifications from local governments.

When deciding on machinery and proportion of PCRs during the planning of products, we are careful in our selection of plastics suppliers; for products using PCRs, we strive to stay as close as possible to the physical properties of our materials during formulation; in the design process, we focus on improving strength and reliability, and in product testing we have added stronger tests of strength, reliability, and lifespan to ensure product quality. This means that users can not only enjoy products made of quality recycled plastics but also take practical action to support the use of reused or recycled materials.

Between 2013 and 2015, Acer continued to expand the use of PCR material for displays and All-in-One PCs. We are also continuing to find new ways to increase the proportion of our products made using PCRs.

## Acer Product Models Using PCRs

2011	2013	2014	2015
<b>Display</b>	<b>Display</b>	<b>Display</b>	<b>Display</b>
B173 xK B193W xK V173 xK V193W xK B193 xK B223W V193 xK V223W xK	B196L B276HUL V236HL B226HQL B286HL V246HYL B236HL B296CL V246HL B226WL B326HUL V276HL B246HYL V196L V286HL B246HL V226HQL B276HL V226WL	B196WL V176L B206HQL V196HQL B246HQL V196WL B246WL V206HQL B276HK V246HQL B286HK V246WL B326HK	B206WQL V246HYL B276HK V246WL B276HUL V276HL B276HL B346C B346CK V206WQL
<b>2012</b>	<b>All-in-One Computer</b>	<b>All-in-One Computer</b>	<b>All-in-One Computer</b>
B225HQL B235HL V235HL Kbd 6 V226HQL	V22660G V22640G	V22120G VZ4810G	VZ4710G

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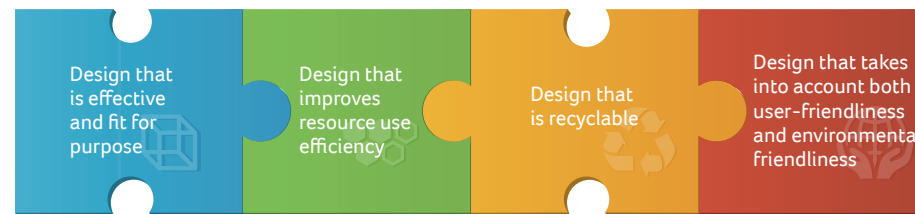
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## Packaging - Towards Sophisticated Packaging Design



Through the Acer Packaging Design Principles, we are able to examine the life cycle of our packaging and make informed decisions about the environmental impact of our packaging at every stage, from initial R&D and selection of materials through fabrication and transportation, to use and eventual waste processing.

### Acer Packaging Design Principles



We actively pursue reductions in packaging volume and weight through principles like simplified packaging, unified package dimensions, and minimized printing. These principles also help reduce the fuel consumption involved in transportation. While our notebooks, for example, may be of differing sizes, our consistency of box type and dimensions has facilitated greater commonality of use and reduced stagnancy of materials. We also place great emphasis on recyclability. Since 2013, we have transitioned the interior packaging of over 70% of new notebook models from folded cardboard to molded recycled paper; this percentage grew to 85% in 2014, and then further to 92% in 2015. The molded pulp used in this packaging continues to be made of 90% recycled paper. All of the brochures included with products are produced with Forest Stewardship Council certified paper, while all printing uses environmentally friendly water-based and soy inks.



Consistency of packaging type and dimensions reduces idle stock while the packaging makes use of environmentally friendly molded pulp materials

As for our desktop products, to reduce the potential harm to the environment of non-biodegradable, bulky polystyrene (Styrofoam), we require suppliers to use less physically bulky inflatable packaging material- the air bags, greatly reducing the space occupied by wastes while also reducing the cost of transportation for recycling. The air bags consist of inflated, vacuum-sealed, lightweight bags assembled to create a protective buffer for the products. In 2016, Acer will study the expanded use of these air bags, including improvements to the shape of the bags and their buffering capability. We hope to be able to use these for packaging computers with larger form factors, replacing Styrofoam.



Inflatable air cushion packaging provides a buffer for products

Every year, Acer strives to increase the number of product models using high-percentage recycled paper pulp in their packaging, using the recyclability and biodegradability of paper pulp to reduce environmental impact.

### Acer Desktop Models Incorporating Molded Paper Pulp in Packaging, 2014-2015<sup>2</sup>

#### VM Series

VM2120	VM2631G	VM2632G
VM4630G	VM4640G	VM6640G

#### VX Series

VX2120G	VX2632G	VX4630G
VX4640G	VX6640G	

#### VL Series

VL2620G*	VL4620G*	VL4630G*
VL6630G*		

#### VN Series

VN2620G*	VN4620G*
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#### EM Series

EM2610
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Note2: Models marked with a \* have had pulp introduced globally; those without have only had pulp introduced in the Americas.



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## Transport - Refining Product Transport Efficiency



We have used the following principles to reduce energy consumption, carbon emissions, and costs in transportation:



### Increasing Loading Efficiency

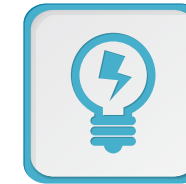
In our maritime shipping, in order to reduce the number of containers required and the number of trips needed, we raised container loading rate by increasing the target of loading rate. For example, the container loading rate of Pan America shipment for 20ft and 40ft containers was raised to 90% from 60% and 80% respectively. Besides, we adjusted merged shipment limitation for Asian shipment to allow a certain period of shipments of same destination port to be combined. Furthermore, we refined pallet loading process to allow different products to be combined in one pallet to reduce the number of pallets shipped.

### Changing Shipping Modes and Improving Supply Chain Management

We have reduced the amount of air shipping used and increased the percentage of rail shipping; compared with 2014, in 2015 we accomplished a 1% decrease in air shipping. In notebook transportation, we accomplished a 17% reduction in air shipping for China domestic shipments, and a 17% increase in rail shipping from Chongqing to Europe.

Together with our partners, we have adjusted our container shipping management, enabling us to handle empty container deliveries at our Chongqing production site and eliminating the 1800-plus-kilometers of overland transportation between Shenzhen and Chongqing. In 2015, the Chongqing site directly handled some 36% more in empty container deliveries than in 2014, not only reducing shipping time, saving about US\$1.05 million transportation cost, but also improving supply chain lead time.

## Use - Improving Product Energy Efficiency

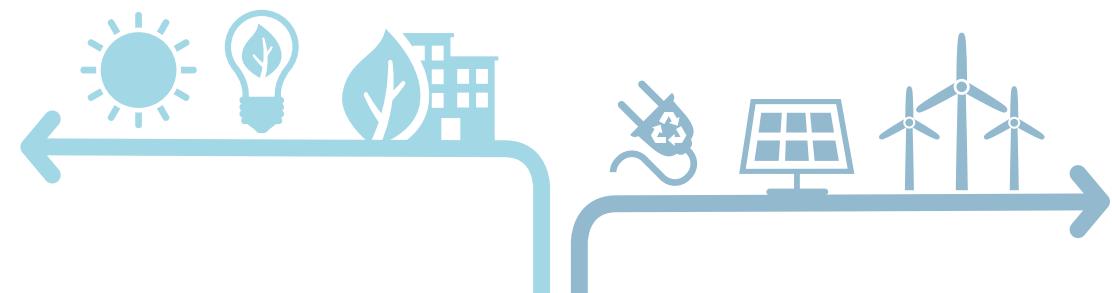


Acer is committed to improving product energy efficiency, helping consumers to save energy and electricity, and doing our part to reduce greenhouse gas emissions. Whether it is introducing more energy efficient components like CPUs and power supplies for our products or replacing traditional cold cathode fluorescent lamps with LED backlighting in monitors, we continue to implement methods of improving product energy efficiency.

A unique characteristic of the American Energy Star standard is the application of different standards for different product types, along with periodic reviews and updating of specifications. For example, display standards are currently in version 6.0, which took effect on June 1, 2013; version 7.0 was officially published in November 2015, and will take effect as of July 1, 2016. While our products are in the design stage, we ensure that all Acer commercial models are in compliance with Energy Star standards.

Taiwan's Energy Label indicates that a product's energy efficiency is over the national standard by 10-50%. We hope that such labeling will help encourage consumers to use more energy efficient products. Similar to Energy Star, the Energy Label also employs different efficiency standards by product type. During the product specification revision stage, we engage in discussions and provide our own experience and opinions. Acer's desktop computers, notebook computers, and displays currently hold a total of 31 Taiwan Energy Label certificates.

We continue to focus on changes and developments in energy efficiency standards in other countries, engaging with manufacturers where necessary and cooperating with suppliers, labs, and certification organizations to ensure that products sold in each location are in compliance with the law and meet customers' needs.





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## Recycling - Improving Product Recycling Channels



Recycling is beneficial to both the environment and to human life, and so we strive to put in place measures that will reduce resource consumption and environmental impact. We actively support Individual Producer Responsibility (IPR), and are committed to working with the government, consumers, and retailers to shoulder the responsibility for recycling electronic waste. Waste electronic equipment contains many recyclable materials, and so throughout our product design we have strived to create a sustainable materials supply chain, from reducing materials used to minimizing waste production. Acer not only offers easily recyclable products, but also provides consumers with convenient channels for recycling.

In Taiwan, Acer continues to cooperate with the Environmental Protection Administration by taking part in their recycling program. Based on statistics from the EPA's Recycling Management Fund on electronic waste recycling in Taiwan, we have calculated the level of recycling of Acer products in Taiwan. In addition, since mid-2010 we have set up collection boxes at 25 locations around Taiwan to facilitate the submission of cellphones by consumers for recycling; in 2011, we expanded this to include collection of notebook computer batteries.

Recycling Amount by Year for Acer in Taiwan

2011	2012	2013	2014	2015
Units Recycled				
207,871	112,863	204,788	279,151	228,990
Recycling Rate (%)				
37.72%	18.70%	30.97%	40.57%	32.46%
<b>Total Recycling Weight (tonnes)</b>				
2,361	1,269	2,325	3,081	2,476



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In Japan, we work with the PC3R Promotion Association to enable consumers to register products for recycling through our website, by e-mail, or by fax, and to submit products for recycling through the post. We also established PC recycling collection centers to provide consumers with more information and advice, as well as to collect personal computers that are primarily employed for home use.

 Acer's Participation in the Japanese PC3R Promotion Association<sup>3,4,5</sup>

	2010	2011	2012	2013	2014
Desktop Computers <sup>6</sup>	31,969	37,958	35,899	32,168	32,748
Notebook Computers	1,663	2,477	4,184	5,079	6,548
CRT Monitors	34,134	25,208	19,818	15,299	13,808
LCD Monitors	2,015	4,295	5,187	6,166	6,656
<b>Total</b>	<b>69,781</b>	<b>69,937</b>	<b>65,087</b>	<b>58,712</b>	<b>59,760</b>

Note3: Unit: kg  
 Note4: Includes Acer, eMachines, and Gateway brands  
 Note5: As of April 2016, PC3R statistics for 2015 were unavailable. When they are formally announced, Acer will immediately publish them to our Acer Sustainability website, and they will also be disclosed in next year's report.  
 Note6: Incl. All-in-One PCs

In Europe, Acer's products, batteries, and packaging are designed and recycled in accordance with the relevant EU directives, including the European Union Waste Electrical and Electronic Equipment Directive (WEEE). For more information on our recycling channels, please consult Acer's various European websites.

In North America, Acer continues to provide legally required and voluntary electronic product recycling channels, giving consumers peace of mind and convenient recycling opportunities. In 2015, we continued to participate in recycling efforts with the Reverse Logistics Group Americas (RLGA), as well as continuing working with the Consumer Electronic Association (CEA) developed Billion Pound eCycling Challenge. Acer's total recycling in 2015 was 974,074 kg. Acer has also continued to take part in Best Buy's recycling program, in which consumers bring the product to be recycled to a Best Buy store. This has also seen a year-on-year increase in recycling. We require all recycling programs to provide suitable disposal of electronic equipment, and that all parts and materials be appropriately managed. In the United States, Acer works exclusively with environmental management system certified recycling partners, including Responsible Recycling (R2) and eStewards. In addition, we also require all recycling suppliers to comply with Acer's waste processing standards.

Acer's Recycling in North America by Year

	2011	2012	2013	2014	2015
<b>Recycling Weight (tonnes)</b>	<b>9,308</b>	<b>8,372</b>	<b>8,568</b>	<b>8,223</b>	<b>7,134</b>

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## Risks and Opportunities of Climate Change

World Meteorological Organization (WMO) research shows that 2015 had the highest yearly average temperature since meteorological records began and carbon dioxide levels in the atmosphere continued to rise. This information illustrates that the global temperature is rising and that this and the attendant climate change are issues confronting social and business sustainability that cannot be ignored.

In December 2015, the 21st Conference of the Parties (COP21) was held in Paris, France, reaching a global climate agreement. As a global corporate citizen and leading ICT industry brand, Acer supports this agreement's goals of keeping global temperature increase within 2 degrees Celsius of the temperature prior to the Industrial Revolution, and within 1.5 degrees Celsius if possible. As such, in both our operating locations and our supply chain, we have taken actions that oriented toward Nationally Determined Contributions of each country.

Through our working group on risk management, we continue to consider the potential impacts of climate change, forecasting the probability and potential impact of these risks, drafting contingencies and risk mitigation measures, and developing crisis management and early warning mechanisms to mitigate the impact of risks on operations. Currently, major climate risks that have been identified and will have a more significant effect than in the past include natural disasters, the various national product energy efficiency regulations, consumer preferences regarding the environment and climate-friendly products, we are analyzing and developing countermeasures for the various factors according to their probability of occurrence and their potential impact, and we anticipate seeing a reduction in the impact of climate risks.

With regard to climate change derived opportunities, we not only continue to pursue improvements to product energy efficiency, but also strive to integrate our core businesses and new business groups to create a low-carbon, sustainable "Smart Strategy." This will enable us to make the most of the expertise of the ICT industry to help all levels of society reduce carbon emissions and make adaptation.

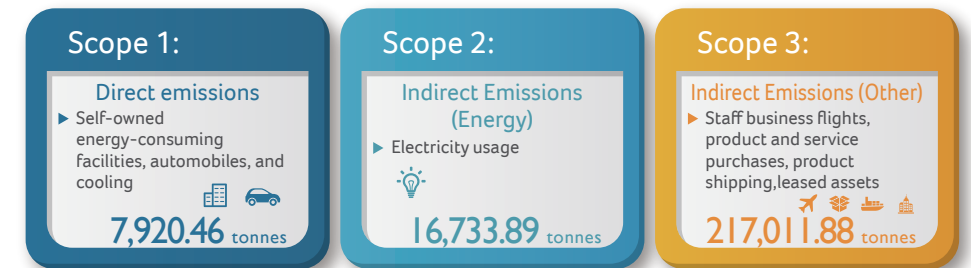


## Greenhouse Gas Inventory

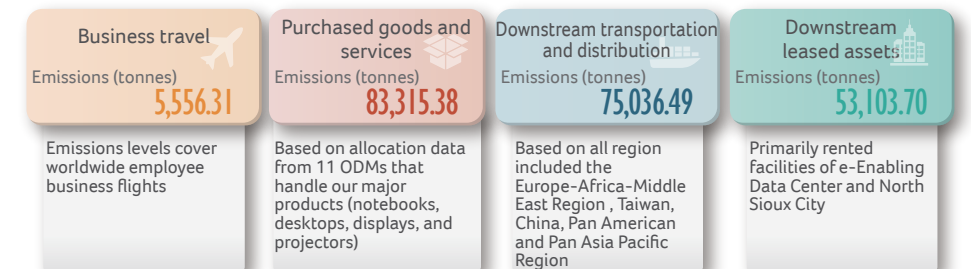
Since 2011, Acer has contracted a third-party verification agency with both CDP and Taiwan EPA accreditation to undertake external verification for the GHG Protocol Scope 1, Scope 2 and partial categories of Scope 3. Through this, we found that the Acer Group was responsible for 24,654.35 tonnes of Scope 1 and Scope 2 (market-based) carbon emissions in 2015, with Scope 1 emissions primarily from North American and European natural gas usage and global automotive combustion activity, and Scope 2 electricity usage accounting for approximately 70% of those emissions. In comparison with the baseline year (2009), 2015 total emissions were down 41.34%, and compared with 2014, they were down a slight 0.35%. Per capita emissions were approximately 3.24 tonnes<sup>7</sup>.

In addition, in accordance with GHG Protocol Scope 3 principles, we inspect the emissions produced by staff business flights, product and service purchases, product shipping, and leased assets to gain a clearer understanding of carbon risks and opportunities in the value chain and help in the drafting of reduction strategies.

### Acer Greenhouse Gas Inventory Scope



### Scope 3 Greenhouse Gas Emissions Sources and Levels



Note7: Based on the end of 2015 number of employees, 7607 (including temporary and contracted staff)

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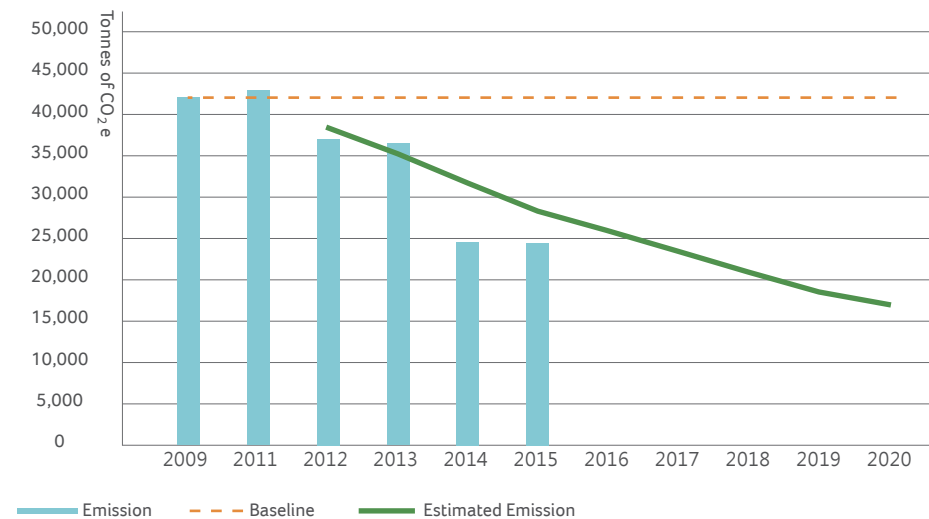
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## Greenhouse Gas Reductions and Strategy

According to Acer's energy and climate strategy, we continue to prioritize energy efficiency at all of our operating locations, with the use of green energy the next priority. Where appropriate, we use renewable energy power generation facilities alongside measures such as Renewable Energy Certificates (RECs) and carbon credits to support the development of renewable energy and climate protection plans.

Greenhouse Gas Emissions and Reduction Targets for Acer Group



In terms of green electricity, in 2015, Acer's use of renewable energy at its operating locations expanded to include Canada, Spain, and France. Usage methods differ by region, with Taiwan setting up its own renewable energy generators, such as solar panels; the US and Canada going through local Green-e certified Renewable Energy Certificates (RECs); and European countries such as Germany and Spain purchasing renewable energy Guarantees of Origin (GOs). Additionally, Acer America Corporation participates in the EPA Green Power Partnership Program, by adopting renewable energy certification, 100% of the company's electricity coming from wind, solar and other renewable energy sources. According to EPA Green Power Partnership statistics to 2015<sup>8</sup>, Acer ranks in the top 30 largest renewable energy users of all companies in the ICT sector in the U.S., known as the Top 30 Tech & Telecom.

In total, Acer Group uses as much as 19,802,992.09 kWh of green electricity, accounting for 41.02% of Scope 2 electricity usage. Into the future, we will continue to consider the accessibility, effectiveness, and institutional maturity of green electricity or renewable energy in our operating locations worldwide in an effort to achieve our long-term goal of a 60% carbon reduction by 2020.



Acer France has achieved 100% renewable energy usage certification



Acer Iberica uses renewable energy

Note<sup>8</sup>: EPA Top 30 Tech & Telecom website: <http://www.epa.gov/greenpower/toplists/top30tech.htm>



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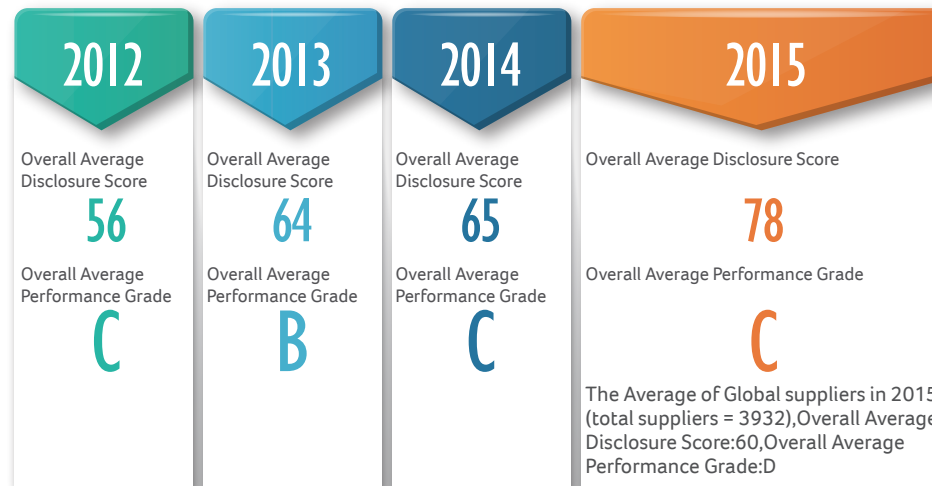
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## Managing Greenhouse Gases in the Supply Chain

Acer has been a member of this CDP supply chain program since 2008, and we have encouraged our suppliers to respond surveys regarding greenhouse gas emissions and policies in response to climate change. This information has then been made public or disclosed to members of the CDP Supply Chain Program. As of the end of 2015, Acer was the only company from Taiwan to be a participant in the international Carbon Disclosure Project Supply Chain Program, with suppliers performing better than the global average.

In 2015, our disclosure performance saw significant improvement. Valid returns by Acer suppliers of CDP surveys reached 80%, well above the global average of 51%; average disclosure score was 78, a marked improvement on 2014 and above the global average of 60; overall performance was ranked a C grade, again surpassing the global average of D.

### Acer Supplier CDP Response Rates



Overall carbon management, carbon reduction results, and green energy usage status of tier one and tier two suppliers account for our supplier CSR scorecard, these evaluations also include whether or not the group's greenhouse gasses inventory and verification have been completed for the year and whether or not the supplier reached its intensity reduction target of 5% and makes use of green electricity. Into the future, we will be focusing on supply chain management at the operational level, as through this we will be able to elevate the overall performance of our supply chain in responding to climate change.

In January 2015, the World Resource Institute announced new Scope 2 Accounting Guidance focused on the calculation and disclosure of renewable energy and green electricity in greenhouse gas inventories. This aims to encourage businesses to adopt renewable energy sources as a means to reduce carbon emissions while providing guidelines for the follow-up disclosure thereof. We work with the Business Council for Sustainable Development of Taiwan to provide suppliers with free education and training in the new Scope 2 Accounting Guidance. We have also coordinated these efforts with our vendor CSR scorecard requirements in the hopes of further reducing overall supply chain carbon emissions.



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## Product Carbon Footprint



Chromebook C740

In 2015, we took the lead in joining the Carbon Footprint Calculation Platform established by the Taiwanese EPA. With the cooperation of our major suppliers, we have set out a plan to broaden the carbon footprint inventory across indicator products, completing a carbon footprint report for the Chromebook C740. This cloud-based platform can

effectively integrate many parties in the supply chain, providing timely calculation services and greatly reducing operating expenses, as well as accelerating inventory work.

This effort focuses on the office mode of the model, and the results have shown that carbon emissions across the product's lifecycle total approximately 123.70 kg. The raw materials and the using phases account for greater proportions of that figure, specifically 64.50% and 33.97% of total emissions respectively. The lightweight, quick-booting, quick-connecting nature of the product and the more streamlined components used therein (in comparison with ordinary notebooks) may help reduce the emissions at the raw materials and user ends.



## Chromebook C740 Lifecycle Carbon Emissions



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## Sound Environmental and Health Management

Acer is a brand that operates under a global model, with our headquarters located in Xizhi's Eastern Science Park in an otherwise ordinary office building. Our other Taiwanese branch outlets, service centers, and distribution centers are all also ordinary office or industrial buildings.

We adhere to the Acer EHS Policy, implementing thorough EHS management systems to help us achieve our goals and commitments in this regard. These include regular monitoring of adherence to and applicability of Acer standards to manage potential risks to people and the environment and the environmental impact of our products. A range of measures have been put in place to help ensure employees have a comfortable working environment that values health and safety.

Since 2012, we have been expanding the scope of our EHS management mechanism until it covers all offices and operating locations in Taiwan. We continue to organize courses related to EHS, as well as organizing on-site guidance in our locations in the center and south of Taiwan. Additionally, our EHS Committee holds regular meetings and discussions regarding progress and issues in related areas. All business units located at Acer's Xizhi headquarters, along with all external business units elsewhere in Taiwan (excluding Nanpiao, Kaohsiung) and our office in Beijing, China, passed third-party audits in 2015, extending the validity of their ISO 14001:2004 certification. In 2017, Acer plans to introduce the latest environmental management system in line with the new ISO 14001:2015 guidelines, along with replacing the current OHSAS 18001:2007 with the new ISO 45001:2016 Occupational health and safety management systems.

We also require our suppliers to establish their own EHS management systems. At present, a vast majority of our suppliers of original design manufacturing (ODM) and key components have received ISO 14001 certification, as well as continuing to implement OHSAS 18001. To ensure our suppliers get ISO 14001 and OHSAS 18001 certification, we have implemented related items into our vendor CSR scorecard and worked with the EICC to conduct on-site audits. Through such measures, we are able to monitor the implementation and effectiveness of supplier's EHS management systems. At the 2015 supplier CSR communication meeting we formally announced our requirement that suppliers implement new ISO 14001:2015 Environmental Management Systems and replace the OHSAS 18001:2007 with the new ISO 45001:2016 standard.

## Staff Transportation and Commuting

In order to reduce the environmental impact of staff transport, Acer Taiwan has put in place an internal carpooling network to encourage employees to share vehicles to and from work. We also pushed for the establishment of a YouBike station in the park and a bicycle parking area in the parking lot to provide low-carbon commuting options for staff.

Due to the convenience of access to the Xizhi headquarters by public transportation, such public transportation tools have become the priority choice for Acer staff, and 2015 statistics show that company car fuel usage dropped by 2.65% over the previous year. Additionally, Aspire Park has purchased three electric vehicles for company use, supporting low-carbon transportation options. We also continue to promote the use of teleconference tools, providing them for usage in meetings between staff in different offices and/or countries, thus offering a replacement for international travel.

## Energy Conservation Projects



Aspire Resort wins silver in the ROC's Enterprises Environmental Protection Award for the second time

To protect and live with the environment, we continue to explore a variety of energy saving measures. In 2015, Acer's Aspire Resort again received the honor of a silver in the ROC's Enterprises Environmental Protection Award, as well as being invited by the EPA and Tourism Bureau to share our environmental experiences and demonstrate our dedication and commitment to environmental protection.

Acer's energy consumption primarily comes from office electricity usage. We are currently aiming to reduce energy usage through a three-pronged approach: the use of green electricity, improved electrical equipment, and adjustments of power consumption habits. In 2015,

Acer Taiwan's main energy saving measures included: Aspire Park's Aspire Research Complex, along with Aspire Resort, e-Enabling Data Center, and other large building complexes making continued use of solar power generation systems for green electricity; the Da'an office area making use of energy-saving LED bulbs throughout; and the Xizhi headquarters implementing an energy monitoring system. Compared with 2014, we were able to reduce total power consumption by some 1,452,205 units.

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Acer Taiwan's Major Energy Saving Measures in 2015

Target	Category	Energy Saving Measures	Implementation of Office Area
Green Electricity Usage	Production of Green Electricity	Solar Power Generation System	<ul style="list-style-type: none"> <li>▶ Aspire Research Complex</li> <li>▶ Aspire Resort</li> <li>▶ e-Enabling Data Center</li> </ul>
Improved Electrical Equipment	Air-conditioning System	Updated Air-conditioning System Pumping Equipment	▶ Acer Xizhi HQ
		Improved Cooling Tower Air Flow	▶ e-Enabling Data Center
		Established combined air-conditioning motor inversion control system	▶ Aspire Resort
		Updated air conditioning equipment to use models with variable frequency drives	<ul style="list-style-type: none"> <li>▶ WebLink Taipei HQ</li> <li>▶ WebLink Qingpu and Kaohsiung Warehouses</li> </ul>
	Lighting Equipment	Changed to energy-saving lamps	▶ Acer Xizhi HQ
			▶ Acer Taiwan Da'an Office
		Installed lighting timers in public areas with automated switching systems	▶ Acer Xizhi HQ
			▶ e-Enabling Data Center
Adjusted electricity usage habits	Employed electricity monitoring	Established energy monitoring system	▶ Acer Xizhi HQ
	Air-conditioning usage	Raised water cooler temperature	<ul style="list-style-type: none"> <li>▶ Acer Xizhi HQ</li> <li>▶ e-Enabling Data Center</li> </ul>
		Adjusted hours of air-conditioner control system operation	▶ Acer Xizhi HQ
	Lighting	Adjusted lamp circuits to reduce unnecessary lighting activation	▶ Acer Xizhi HQ
		Provided signage indicating optimal lighting setup for presentations in conference rooms, reducing unnecessary lighting usage	▶ Acer Xizhi HQ
	Other power saving measures	Turned off seat-warming function on toilets during summer	▶ Acer Xizhi HQ

## Water Resource Management



Colleagues, families, and friends join together at a water-saving event to cherish our water resources

As the global population continues to rise, water resources become more and more valuable. In response to this challenge, we not only continue exploring the feasibility of water saving methods, but also organized a volunteer event entitled "The Acer Family Fighting Drought Together." The aim of this event was to inspire members of the Acer family to cherish our water resources.

With Acer's global business model primarily focused on product sales and customer service, with none of our own manufacturing, our working environment is primarily that of office buildings. As such, there are no large-scale water uses, with the major use being daily-use water in the offices, which is drawn from municipal sources and thus has no significant impact on water resources. The waste water produced by our global offices is primarily ordinary sewage and waste water. Our waste water is discharged in accordance with local regulations into the local sewer systems and processed by local treatment plants, thus posing no significant threat to the environment.

In 2015, Acer Taiwan's water saving focus continued to be on water reclamation and reuse, improving water facilities, strengthening water usage inventory, and conducting regular inspections of the above. Our main water-saving measures include: the reuse of water used in Aspire Park for the irrigation of 172 ha of greenery; the collection and processing of waste water from swimming pools and paddling pools at Aspire Resort, with water passing through filtration systems and an ozone sterilization process for reclamation and reuse; the establishment of a condensate reclamation system for Aspire Resort's air conditioners; and e-Enabling Data Center's use of reclaimed rainwater and application of well-water for air conditioner cooling. Compared with 2014, we were able to reduce total water usage by some 9,045 cubic meters.

Acer Taiwan's Major Water Saving Measures in 2015

Aspire Park & Resort	e-Enabling Data Center
<ul style="list-style-type: none"> <li>▶ Used reclaimed water for irrigation of greenery(Park)</li> <li>▶ Waste water from swimming and paddling pools collected, processed, reclaimed, and reused(Resort)</li> <li>▶ Set up air conditioning condensate recovery system (Resort)</li> <li>▶ Promoted water saving efforts by encouraging guests to choose to have towels and linen changed every few days(Resort)</li> </ul>	<ul style="list-style-type: none"> <li>▶ Rainwater reuse and recycling</li> <li>▶ Used wells to provide water for air conditioner cooling</li> </ul>



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## Waste Management

With no manufacturing facilities, the primary source of waste products for Acer is daily office operations. We continue to strengthen our waste management, collecting statistics on common waste, recycling, and IT equipment at our office locations around the world to stay on top of any changes and investigate potential improvement measures.

In compliance with our corporate environmental policy, we are committed to adherence to waste management legislation, industrial guidelines, and our own commitments. For example, Acer Taiwan's common waste is handled in line with the building management committee's guidelines or handed over directly to local cleaning teams; recyclables are sorted and turned over to recycling plants or local recycling transport; and waste IT equipment are regularly turned over to qualified, contracted processing facilities.

## Every Acer location implements waste reduction and recycling measures



Recycling efforts in our office in Spain



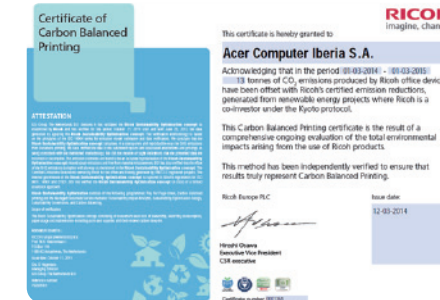
Recycling efforts in our office in Dubai



Recycling efforts in Spanish maintenance center



## Paper Reduction and Recycling

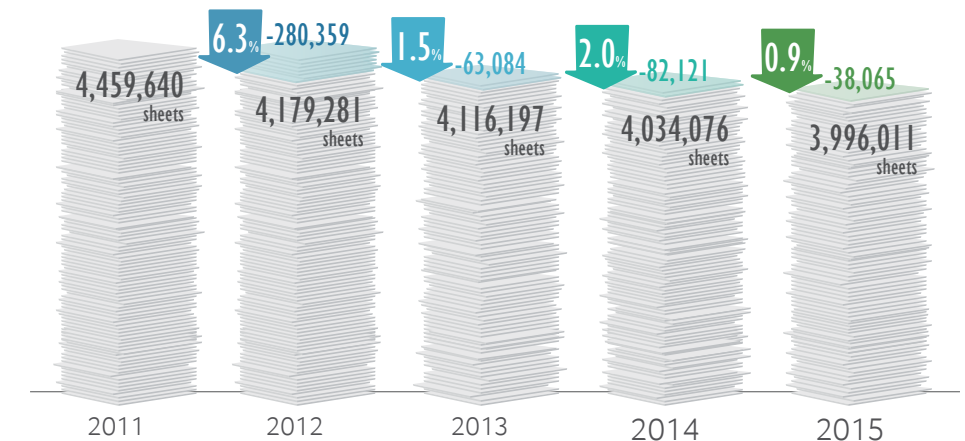


Every Acer location implements paper reduction measures. This photo shows Acer Iberica's Certificate of Carbon Balanced Printing.

In view of the serious impact of deforestation and loss of biodiversity on the ecosystem, in 2012 Acer formally announced the "Acer Group Sustainable Paper and Packaging Policy," continuing our pursuit of reduction in design, the usage of environmentally friendly materials, and reducing office paper usage. At the Q4 2015 Employee Representative Meeting, Corporate President and CEO Jason Chen announced that the company would continue exploring other possible improvements.

Acer Taiwan, for example, continued to specifically purchase only FSC-labeled copier paper in 2015, as well as encouraging double-sided printing/copying and reduction of overall printing and copying; since 2011, copier paper usage has continually dropped. We have also promoted paper recycling and the use of water-based destruction of confidential documents in place of incineration or burial, reducing air and soil pollution. According to 2015 statistics, Acer Taiwan destroyed a total of 15,326 kg of confidential documents during the year.

## Acer Taiwan Copier Paper Consumption, 2011-2015



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			2013	2014	2015
Total Input	Direct Energy and Resource Usage	Natural Gas (cubic meters)	1,100,986.51	1,093,260.41	1,726,991.867
		Gasoline (liters)	878,435.43	841,655.72	841,312.06
		Diesel (liters)	991,531.54	730,753.59	665,059.90
		Water (cubic meters) <sup>9</sup>	241,623.00	209,744.75	215,101.74
	Indirect Energy and Resource Usage	Electricity Consumption <sup>10</sup> (kWh)	54,243,958.12	48,729,267.43	48,276,132.31
Green Electricity Usage (kWh) (Including self-owned generation facilities and renewable energy certificates)		3,292,924.00	15,682,202.64	19,802,992.09	
Total Output	Greenhouse Gas Emissions (unit: tonnes CO <sub>2</sub> e)	Scope 1	7,801.41	6,899.26	7,920.46
		Scope 2 (market-based)	28,937.96	17,841.39	16,733.89
	Waste	Domestic Sewage (tonnes) <sup>11</sup>	193,298.00	167,795.80	172,081.39
		Common Waste (tonnes) <sup>12</sup>	835.00	888.00	681.15
		Recyclables (tonnes) <sup>13</sup>	1,172.00	2,557.00	2,267.77
	Electronic Waste (tonnes) <sup>14</sup>	651.00	1,831.00	1,443.57	

Note9: Water usage statistical scope: 2013 figures cover 87% of Acer global staff; 2014 figures cover 100% of Acer global staff; 2015 figures cover 100% of Acer global staff (some regional data uses per-capita estimates)

Note10: Global per-capita electricity usage: 7,346.15 kWh in 2013; 6,291.71 kWh in 2014; 6,346.2 in 2015

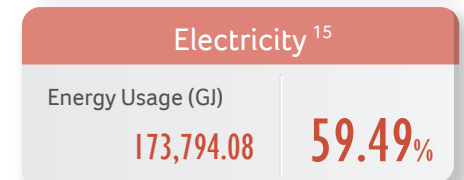
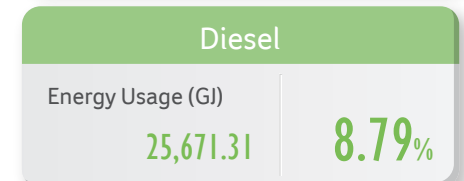
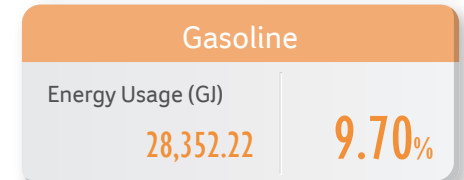
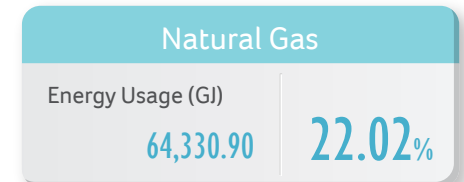
Note11: Sewage accounts for an estimated 80% of water usage, with the remaining 20% used for air conditioning. The scope of this data is consistent with annual water usage data scope.

Note12: Common waste statistical scope: 2013 figures cover 67% of Acer global staff; 2014 figures cover 100% of Acer global staff; 2015 figures cover 100% of Acer global staff (some regional data uses per-capita estimates)

Note13: Recyclables statistical scope: 2013 figures cover 74% of Acer global staff; 2014 figures cover 99% of Acer global staff; 2015 figures cover 100% of Acer global staff (some regional data uses per-capita estimates)

Note14: Electronic Waste statistical scope: 2013 figures cover 68% of Acer global staff; 2014 figures cover 89% of Acer global staff; 2015 figures cover 93% of Acer global staff

### Acer Group Energy Usage 2015



Note15: 48,276,132.31(kWh) \* 0.0036 = 173,794.08 GJ

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# 6

## Promoting Social Prosperity

We work fairly with outstanding suppliers from around the world to facilitate efficient global operations and cooperation, and to provide customers with high-quality products. We strive to ensure that our supply chain provides safe working environments, treats workers with respect and dignity, and exercises environmental responsibility and ethical compliance. Our goal is to lead the entire supply chain to world-class status in terms of social and environmental responsibility, and to continue strengthening the positive impact of Acer's supply chain on society and the environment.

Acer has strived to create a working environment that staff are passionate, positive, and dare to dream, and this entails consideration and communication that supports and encourages the team. Through competitive compensation, we are able to attract and retain talented people; through promoting work-life balance, we care for both the bodies and the souls of our staff; through systematic personnel training, we activate the power to change the world.

Acer is keenly aware that corporate development is built upon the community, and is deeply connected to communities and their people. The greatest value a business can create is that which is used to strengthen the community, and as such, by putting our core competencies to work toward community welfare, we strive to use our resources and influence as a stable force for progress.

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## Supplier Social and Environmental Management Structures

In order to fulfill our customers' desires for high quality, innovative products, Acer works with service and manufacturing partners from around the world. Our components suppliers are concentrated around our system ODM sites, and through just-in-time production, we can rapidly provide ICT products like personal computers, tablet computers, smartphones, servers, projectors, and displays, enabling us to quickly meet market demands with our products. Acer's tier one suppliers can be categorized according to the products or services they supply: ODM/OEMs, key components, assigned vendors, logistics, and services. Our manufacturing suppliers are distributed around the globe, including China, Malaysia, Thailand, the Philippines, Indonesia, Vietnam, India, Brazil, and Hungary, with our primary production base located in China. Looking at our vendors' production locations, we see that local procurement in the China region accounts for 83% of the total procurement value. In terms of our vendors' domicile, Taiwanese manufacturers account for more than 60% of procurement value.



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Acer has been a member of the Electronic Industry Citizenship Coalition (EICC) since 2008, and actively participates in the coalition's activities and conferences to better understand international trends in corporate social responsibility and share in the practical experience of its members. All Acer manufacturers and service providers are required to comply with both the EICC Code of Conduct and local regulations. In addition, since 2008 we carried out on-site EICC Code of Conduct supplier audits, gaining a deeper understanding of each location's working environment and the human rights conditions of the workers. We also encourage tier one suppliers to implement corporate responsibility and advocate for EICC code standards in their own suppliers, thus improving the working environment in the electronics supply chain worldwide.

We continue to communicate with suppliers and enhance their ability to respond to sustainability issues, as well as encouraging suppliers to incorporate sustainable development matters into their management agenda. We continue to hold annual supplier CSR communication meetings, providing the latest in CSR developments and trends, as well as analyzing supply chain issues and potential actions. These meetings also provide an opportunity for two-way communication between Acer's management and the suppliers, continue strengthening the capability of entire supply chain in terms of environment and social responsibility.

In 2013, we began implementing vendor CSR scorecard assessment in order to look at performance in CSR and with regard to the environmental, social, and governance aspects. In 2014, we began to include the assessment result into quarterly business reviews, providing suppliers' CSR evaluations to the senior management of Acer in the hopes that it becoming one of the driving force of the business relationship between Acer and suppliers. In 2015, we continued to integrate CSR scorecards into the quarterly business reviews for more suppliers.

In order to put into practice environmental and social responsibility in Acer's supply chain, since 2016 we have required our suppliers to implement risk assessment and management for their own suppliers based on the EICC Code of Conduct. For suppliers with higher risk, they should carry out on-site audits and management of follow-up improvement efforts.

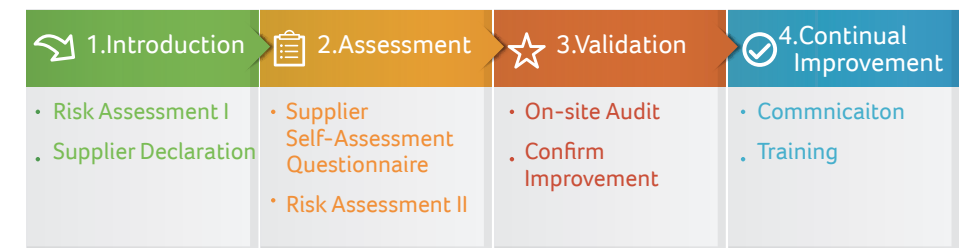


Note1: EICC audits of Acer's tier one suppliers are referred to as Acer EICC 1.0; such audits conducted by tier one suppliers on their suppliers are referred to as Acer EICC 2.0.

We remain committed to working closely with suppliers to develop management practices and guidelines, while also making use of our multipartite communications channels to provide assistance to those suppliers. We have adopted the EICC Code of Conduct as our standard, and refer to the EICC Supplier Engagement Process by dividing our suppliers' social and environmental management process into four stages: Introduction, Assessment, Validation, and Continual Improvement.

### Supplier Social and Environmental Management Process

#### Supplier Social and Environmental Management Process



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**Risk Assessment 1**

We conduct an initial risk assessment of the supplier in accordance with the factory location, manufacturing processes, basic factory data and business relations with Acer. We incorporate all suppliers with medium and high risks into the next stage of supplier management.


**Supplier Declaration**

Acer not only requires manufacturers and service providers to comply with the EICC Code of Conduct, but also to sign a Declaration of Compliance with the EICC Code of Conduct and adhere to our stipulation to provide social and environmental data. In addition, suppliers must also confirm that both their own operations and those of their suppliers comply with EICC Code of Conduct. We have also incorporated such stipulations into the contracts our new suppliers are required to sign.


**Supplier Self-Assessment Questionnaire**

As the basis of managing the social and environmental risks of our suppliers, all suppliers with medium and high risks identified in Risk Assessment 1 must complete the EICC-GeSI Self-Assessment Questionnaire (SAQ), including labor, health and safety, ethics and environmental dimensions.


**Risk Assessment 2**

With reference to the SAQ, previous audits, the level of risk associated with the factory location, Acer's business relationship with the supplier, and other issues of concern to stakeholders, as second stage of risk assessment is undertaken.

1 Stage One: Introduction

2 Stage Two : Assessment

4 Stage Four: Continual Improvement

3 Stage Three: Validation


**Communication**

Our close partnership with suppliers is also reflected in our work on social and environmental responsibility. We maintain two-way communication with our suppliers through workgroups, the annual Supplier CSR Communication Meeting, the quarterly business review meeting and CSR related discussions.


**Education and Training**

In addition to requiring suppliers to conform to local laws and Acer's guidelines, we also offer information and training regarding the latest trends and developments in social and environmental responsibility, thus helping improve their ability to confront the challenge of sustainable development.


**On-site Audit**

We primarily entrust responsibility for such audits to third-party verification agencies, led by Acer auditors, comprehensively adopting EICC auditing tools to satisfy the demands and expectations both of Acer leadership and third-party auditors. In addition, we encourage suppliers to participate in the EICC Validated Audit Process (VAP) to help reduce the burden of audits from various clients. From 2013 onwards, we have focused on the adoption of report review methods in low-risk suppliers.


**Corrective Action Verification**

We require suppliers to submit a Corrective Action Report (CAR) in response to the issues identified in the audit within 30 days of receiving the audit report. This CAR will be approved by management personnel and verified against the on-site audit the following year.

Through this four-stage process, Acer continues to work with suppliers on important social and environmental issues to establish a sustainable supply chain.

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## Management of Student Workers and International Trends in Labor Rights

More and more young people in China are pursuing vocational education. According to 2013 statistics from the Ministry of Education of the People's Republic of China, secondary vocational schools across China had total enrollments of over 19 million students. According to regulations, these secondary vocational education institutions shall provide students with practical training. However, lax supervision has meant that some employers consider such training only a means of making up for labor shortfalls rather than considering their educational purpose. Some even offer no special protections to students interning in plants, leading to educational institutions, students, and employers finding management of the rights and wellbeing of students a challenging issue. In view of this, in 2014 EICC sponsored Labor Education and Service Network (LESN) and Nanjing University Law School to publish "Responsible Management of Student Workers: From Compliance to Best Practice A Toolkit for Companies", providing electronics plant in China with a valuable tool regarding student worker management. In our supplier CSR communication meetings, Acer ensures that suppliers are aware that management of student workers involves not only management of the student workers, but also the planning of their internships, pre-employment training, plant management, and working closely with schools.

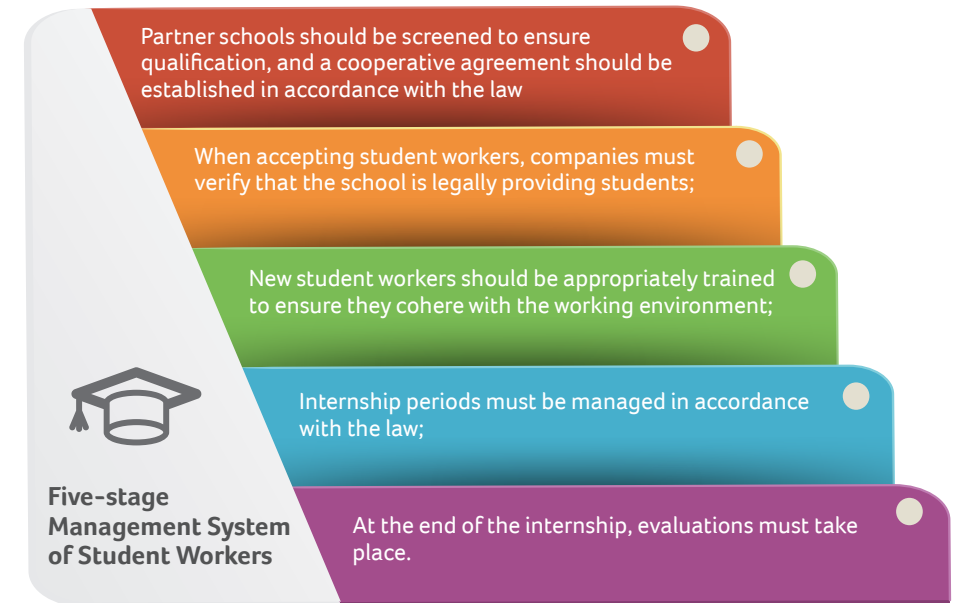


Senior trainer Ms. So, Sheung shares trends in student worker management and labor rights with suppliers.

To help the supply chain gain insight into issues around student workers, in 2015 we invited senior trainer from the Labor Education and Service Network Ms. So, Sheung to present case studies on student worker management and examples of how it could be done well. Ms. So also provided illustrations of the management framework of the

EICC's "Responsible Management of Student Workers." All of this aimed to give suppliers an understanding not only of their responsibilities in regard to student workers, but also those of schools, as well as addressing how to identify and select vocational schools that are qualified to engage in industry-academia cooperation, an aspect many companies overlook.

Not only do we insist that the use of student workers be in accordance with relevant laws and regulations, not involve the use of child labor, and provide the proper protections, we also insist that it adhere to the following five-stage management system:



Additionally, with labor rights gaining increasing attention on the global stage, not only have new laws been established in recent years to fight forced labor and human trafficking (e.g. the California Transparency in Supply Chains Act of 2010 and the United Kingdom's Modern Slavery Act 2015), public sector procurements have been required to incorporate environmental, social, and labor standards, fostering further sustainability in development. Ms. So also provided both Acer procurement staff and suppliers with an explanation of current international trends in labor rights law and management. Given developments in international human rights law, it is vital that both Acer procurement staff and suppliers understand that international trade and labor rights are inextricable from one another.

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## On-site Audit

Acer insists that all suppliers treat their workers in a respectful manner, using environmentally responsible manufacturing processes and providing safe working conditions. We have adopted the latest version of the EICC Code of Conduct, which covers the five major aspects of labor, health and safety, the environment, ethics, and management system. This system is used in our audits of suppliers with regard to both social and environmental responsibility. Our auditing methods include audits by Acer supplier management, audits by third parties, EICC Validated Audit Process (VAP) audits, and report review. Through these different auditing methods, we can verify any lapses we may find in the aforementioned five areas and require suppliers take corrective steps by a given deadline. Thus we are able to continually improve the social and environmental responsibility of Acer's supply chain.



Supplier management staff participating in on-site audits and discussions.

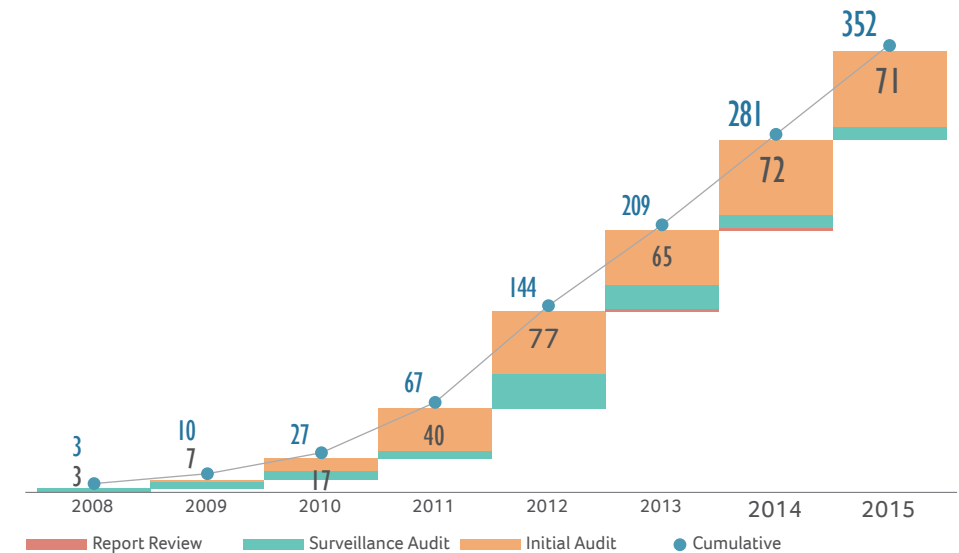


On-site audits ensure working environments are in line with regulations.

## On-Site Audit Results

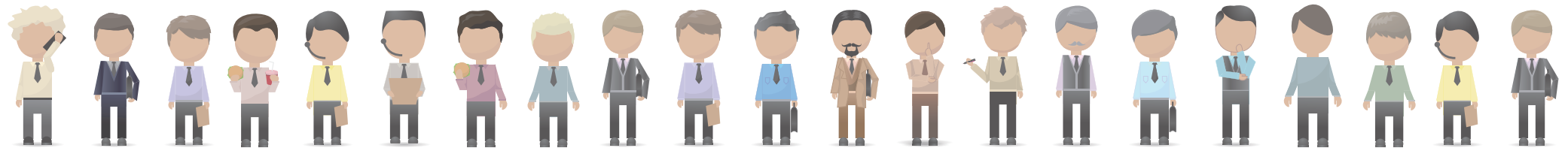
In 2015, we conducted on-site audits of the manufacturing plants of 71 suppliers<sup>2</sup> with higher risk. The workers at audited plants are over 100,000, of whom some 450 were interviewed. Between 2008 and 2015, a total of 352 supplier audits have been undertaken.

Number and Type of Supplier Audits, 2008-2015<sup>3</sup>



Note2: Supplier on-site audit statistics for 2015 (including number of organizations audited, audit method, and audit results) were drawn from the period 1/1/2015 to 12/31/2015.

Note3: Data covers all suppliers audited during 2015, including audits by Acer management, third parties, and VAP, a total of 71. Classifications here are done using ISO common classifications and not by supplier audit type.





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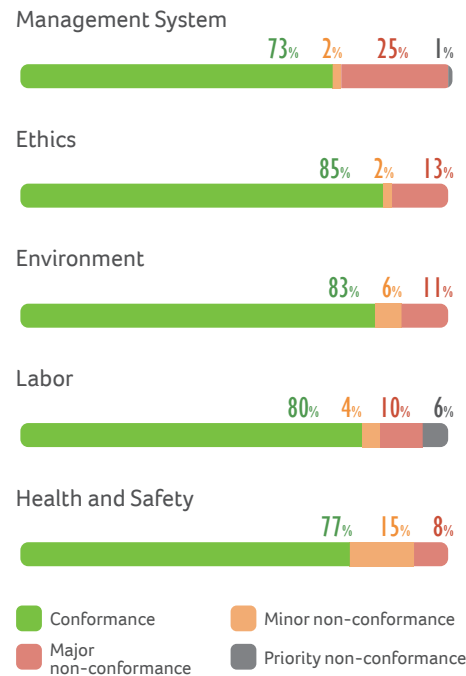
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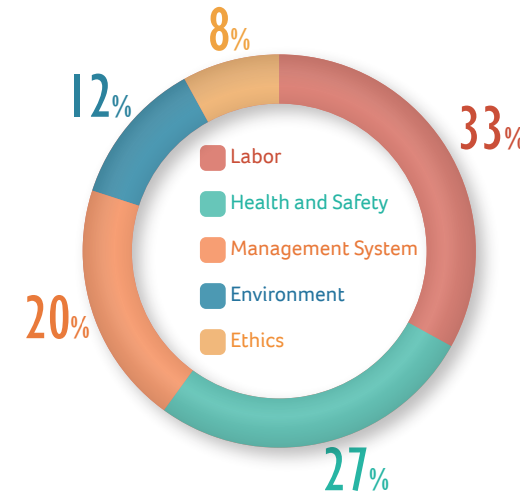
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 2015 Audit Results<sup>4</sup>


Note4: Data covers all suppliers audited during 2015 by Acer management, a total of 32.

From the audit results, we see that the greatest proportion of non-compliance occurred in labor issues, followed (in order) by health and safety, management systems, environmental issues, and ethics.

 Distribution of Non-Compliance Found in 2015 Audits<sup>5</sup>


From 2016, where we find too high a number of priority non-conformance, too low an audit score, or questions regarding child labor, falsification of records, or discrimination, Acer then undertakes an unannounced audit to put an end to violations of the EICC Code of Conduct and more strictly require such suppliers to improve their environmental and social responsibility management. Suppliers are informed of an upcoming unannounced audit 12 hours prior to the audit taking place, and are not informed of the content of said audit.

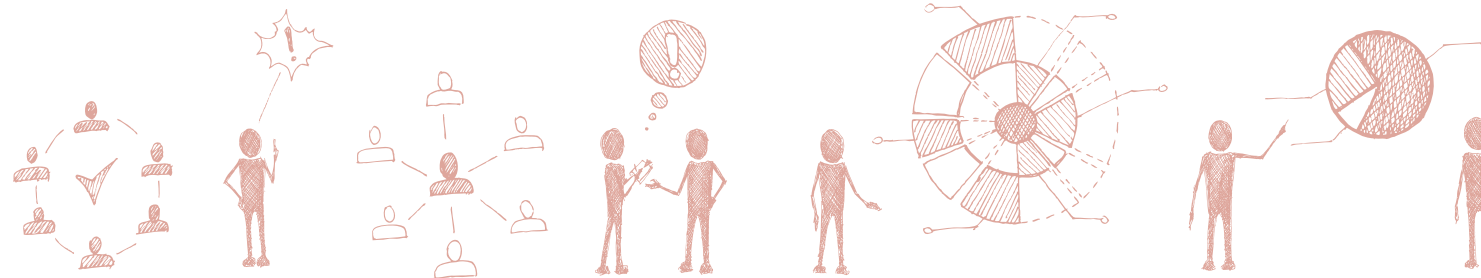
Note5: Data covers all suppliers audited during 2015 by Acer management, a total of 32.

## Improvement and Follow-up on Important Issues

We require suppliers<sup>6</sup> to submit a Corrective Action Report (CAR) in response to any issues of non-compliance identified in the audit within 30 days. This CAR will be approved by management personnel and verified against the on-site audit the following year. With regard to high-risk suppliers, as found in the audits, Acer will make the necessary adjustments to our purchasing strategy to manage the issue.

In 2015, we continued focusing on managing overtime figures for our ODM suppliers, as well as on ensuring all workers receive at least one day off every seven days. To this end, we undertook bimonthly tracking and monitoring, and should any deviations for the targets be found, we shall require the supplier to implement an effective solution. In addition, to ensure that Acer's suppliers clearly convey the EICC Code of Conduct to their own suppliers, and to ensure compliance with that same code in suppliers, from 2016 we require all tier one suppliers to conduct risk assessments of their suppliers. Where risk is found to be relatively high, our suppliers must also undertake review and tracking of improvement measures.

Note6: Refers to suppliers audited by Acer management.



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## Major Issues and Corrective Actions

	EICC Provision	Major Issue	Corrective Action
 Labor	Working Hours	Workweek exceeded 60 hours; Workers were not allowed at least one day off in seven days	<ul style="list-style-type: none"> <li>Overtime and “one day off in seven days” standards were set down and relevant key performance indicators for business units set, with regular reviews of progress toward set goals.</li> <li>Overtime and “one day off in seven days” standards were integrated into employee work tracking system, effectively under the control of a management.</li> <li>Sufficient workers shall be hired to meet production requirements, avoiding the need for overtime caused by understaffing.</li> </ul>
	Wages and Benefits	Have not provided a social security plan as required by local law  Deductions from wages were used as a disciplinary measure	<ul style="list-style-type: none"> <li>Must provide a social security plan as required by local law and retain payment records for future reference.</li> <li>Set out and implement remuneration policy clearly prohibiting disciplinary deductions.</li> </ul>
 Health and Safety	Machine Safeguarding	Machine safety plan and worker machine operation safety management were not implemented	<ul style="list-style-type: none"> <li>Identify machine safeguarding requirements</li> <li>Draft machine safeguarding plan</li> <li>Put in place appropriate safety and safeguarding measures</li> <li>Regularly review and implement measures</li> </ul>
	Emergency Preparedness	Did not properly maintain emergency exits and access ways	<ul style="list-style-type: none"> <li>Establish an effective supervision and inspection mechanism and retain complete records of maintenance checks.</li> <li>Strengthen education and awareness to ensure that emergency exits and access ways remain open.</li> </ul>
 Environmental	Hazardous Substances	Hazardous substances were not properly classified, stored, transported, and disposed of	<ul style="list-style-type: none"> <li>All hazardous substances (including waste) are to be labeled, stored, and disposed of in accordance with the law.</li> <li>Hazardous substances (including waste) are to be defined and periodically subject to supervision and management.</li> </ul>
 Management System	Supplier Responsibility	Main lower-tier suppliers were not audited in line with the EICC Code of Conduct	<ul style="list-style-type: none"> <li>Establish an evaluation/review procedure for main lower-tier suppliers</li> <li>Undertake evaluations/reviews and implement corrective measures, while also keeping records for future reference.</li> </ul>
 Ethics	Privacy	No policy and documentation on risk of disclosure of personal information	<ul style="list-style-type: none"> <li>Set out policy and procedures for protection of privacy, ensuring all who come to us for business have their personal information protected and we are able to maintain communication and training records.</li> </ul>

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## Conflict Minerals Management

We are deeply concerned about the social and environmental issues related to the materials contained within product parts and to the manufacturing process. The rich mineral resources in the Democratic Republic of Congo (DRC) have fueled one of the world's deadliest conflicts. Acer's Policy on Conflict Minerals<sup>7</sup> outlines our commitment to ensuring that working conditions in our supply chain are safe and that workers are treated with respect and dignity, while sourcing minerals from the Great Lakes Region.

Note7: Acer's Policy on Conflict Minerals  
[http://www.acer-group.com/public/Sustainability/pdf/Acer%20Conflict%20Minerals%20Policy\\_201310\\_Final%20clean\\_E.pdf](http://www.acer-group.com/public/Sustainability/pdf/Acer%20Conflict%20Minerals%20Policy_201310_Final%20clean_E.pdf)



## Progress in Conflict Mineral Management

Since 2009, Acer has engaged our suppliers to educate them on the issue of conflict minerals and begin tracing the sources of our cobalt, gold, palladium, tantalum, tin, and tungsten.

2009

In 2011, we participated in the template pilot by conducting a test-run with Acer's suppliers and gathering feedback for further refinement of the template, and in the same year, we began using the tool to launch surveys of our suppliers with regard to smelting of tantalum, tin, tungsten, and gold.

2011

In 2013, Acer joined the Public- Private Alliance (PPA) for Responsible Minerals Trade, and started to use the version 2 due diligence tool to launch a survey with our suppliers on smelting plants, including the use and sources of 3TG minerals (tungsten, tin, tantalite, and gold), along with gaining feedback through surveys of smelters.

2013

In 2015, we continued to publish our Smelter List, not only verifying smelter names and countries, but also disclosing the status of newly added smelters. This information increases the transparency of Acer's supply chain, while also providing stakeholders with information on the identification and compliance status of the company's smelters and refineries. We also published our 2014 Conflict Minerals Report<sup>10</sup>. Additionally, for the fourth year we continued to use the EICC's Conflict Minerals Due Diligence Template (CMRT) to undertake due diligence regarding suppliers. We have also incorporated conflict minerals management into our vendor CSR scorecard mechanism to ensure the effectiveness of our suppliers' due diligence efforts and help new suppliers understand our stance and requirements with regard to this issue. We have also sought to improve data evaluation methods for the CMRT, helping us find suppliers in need of improvement and follow-up. Our goal is to help members of the industry identify smelters in the collective supply chain through participation in the Conflict-Free Sourcing Initiative (CFSI), and to ultimately lead to smelters' participation in the Conflict-Free Smelter Program.

2015

In 2010, Acer began participation in the EICC/ GeSI Extractives working group and Extractives Due Diligence sub-working group. Acer also contributed to the development of the Conflict Minerals Reporting Template, which facilitates disclosure and communication of information regarding smelters that provide material to a company's supply chain.

2010

In 2012, following the initial identification of the smelters in our supply chain, we submitted our smelter lists into the EICC/GeSI Conflict-free Smelter program to facilitate the targeting smelter companies for CFS Program participation and verify the status of our major suppliers. We also published the initial results on the website. We have also joined efforts to promote and encourage suppliers to participate in the CFS program. Acer joined the "Implementation Programme of the Supplement on Gold to OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-affected and High-risk Areas" in November 2012. We will continue to participate by implementing the OECD Guidance and participating in discussions to build due diligence capacity in our supply chain and in the region, and to share our experiences in program implementation.

2012

In 2014, we analyzed the information provided by that tool to identify a list of smelters<sup>8</sup> and refiners of 3TG minerals, posting this list on our sustainability website. We believe that publishing this list of smelters provides stakeholders with a clearer overview and enhance awareness of and willingness to participate in the EICC's promotion of procurement of conflict-free minerals among smelters. In Q3, we published our 2013 Conflict Minerals report<sup>9</sup>, which included our due diligence efforts.

2014

Note8: Smelter List: <http://www.acer-group.com/public/Sustainability/pdf/2014-Smelter-List.pdf>

Note9: 2013 Conflict Minerals Report: [http://www.acer-group.com/public/Sustainability/pdf/ConflictMineralsReport\\_E.pdf](http://www.acer-group.com/public/Sustainability/pdf/ConflictMineralsReport_E.pdf)

Note10: 2014 Conflict Minerals Report: <http://www.acer-group.com/public/Sustainability/pdf/Conflict-Minerals-Report-2014.pdf>

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Acer continues to follow the OECD Due Diligence Guidance and participate in related discussions to establish due diligence capabilities in our supply chain and share our experience with them. We also continue to participate in the CFSI Smelter ID Team, as we believe that smelter/refinery identification and disposition are critical components of our due diligence procedure and of maintaining CFSI smelter data. Acer also monitors suppliers implementation of smelter management and has widely required suppliers to use smelters that are participants in the Conflict-Free Smelter Program. We also continue to hold meetings with suppliers to ascertain progress on the issue of conflict minerals, to explain Acer's commitments and supplier requirements, and to ensure they have a greater awareness and more thorough understanding of this issue. We will continue to make public the results of our surveys, and to work with government, industry, and civil groups to gain support in addressing the challenges in our supply chain and using only legal, conflict-free minerals. We also continue to look for opportunities to further due diligence and identify best practice methods, using effective methods to help ameliorate the conflict minerals situation in the Democratic Republic of the Congo and neighboring countries.

### Indonesia Tin Mining

Acer is aware of the poor labor conditions and environmental degradation associated with tin mining on the Indonesian Bangka and Belitung Islands. Therefore, Acer will commit to the following activities regarding addressing this situation in Indonesia.

Continue to use our current conflict minerals due diligence program to gain additional visibility of the tin smelters/refiners in our supply chain that may be sourcing tin from within Indonesia.



Support and follow the lead of the Tin Working Group/ Sustainable Trade Initiative (IDH) as the situation is investigated and methods are developed to support sustainable growth through responsible sourcing.



Require our suppliers to only use responsibly sourced tin from Indonesia once the methods above are identified and sufficient sources of responsibly sourced tin are made available.



Provide periodic updates on our progress related to the above activities via our publicly-available website.



### Improving Supplier Capabilities

Acer offers information and training regarding the latest trends and developments in social and environmental responsibility, thus helping improve their ability to confront the challenge of sustainable development. We continue to invite suppliers to participate in annual supplier CSR communication meetings, CDP project briefings, and major training programs on social and environmental responsibility. This helps them get access to the latest information on global trends, while also presenting opportunities for suppliers to engage in multidirectional communication with Acer senior management or relevant industry experts. In 2015, we focused on areas including training related to the latest EICC code provisions, the management of student workers and interns, and international trends in labor rights.

### New EICC Provisions Training

In order to deepen the implementation of the EICC Code of Conduct in our supply chain, and to expand these efforts to upstream suppliers, in 2015 we worked with EICC-member supply partners to hold three “2015 Acer Supplier EICC Conferences”, one each in Dongguan, Guangdong; Chongqing; and Kunshan, Jiangsu. At these, we not only provided explanations of new EICC Code of Conduct provisions, announced the focal points of our audits, explained common oversights, and communicated Acer's targets and evaluation methods, but also encouraged our suppliers to take responsibility for managing audits of their own suppliers. These three conferences were very well attended by supply partners, with a total of 165 participants from 67 suppliers in attendance, helping greatly in the promulgation and implementation of the EICC Code of Conduct.



Supply partners eagerly participate in a conference.



Supply partners eagerly participate in a conference.

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## International Trends in Labor Rights

The California Transparency in Supply Chains Act (SB 657) was passed in 2010, coming into effect on January 1, 2012. The Act requires all major retailers and manufacturers operating in California to independently disclose efforts to eliminate slavery and human trafficking in their supply chains. Similarly, in 2015 the United Kingdom passed the Modern Slavery Act 2015, requiring businesses operating in the United Kingdom to ensure the elimination of potential slave labor in their supply chains. With labor rights gaining increasing attention internationally, Acer requires the management processes related to supplier risk evaluations, on-site audits, and education and training be in accordance with Acer's requirements for social and environmental responsibility. We use the following methods to ensure that our supply chain is free from the possibility of slavery or human trafficking:

### Supplier Risk Assessments

Acer's risk assessments of its suppliers include the following items: results of supplier self-assessment, level of risk regarding plant location, supplier business relationship with Acer, and past audit results. We also strive to take into consideration the concerns of stakeholders.

### Supplier Audits

After the risk assessment – based on the above criteria – has been conducted, Acer then draws up a list of suppliers that require an on-site social and environmental responsibilities audit to be undertaken by an accredited 3rd party verification agency. We also take part in EICC's VAP. Adopting a variety of audit models allows us to see the strengths and weaknesses of each model and more accurately uncover discrepancies in our suppliers' implementation of their social and environmental responsibilities. We can then suggest what improvements can be made.

### Supplier Declaration

Acer requires all components suppliers to sign our Declaration of Compliance with Acer Supplier Code of Conduct. Suppliers must not only provide us with relevant information on social and environmental responsibilities, but must also verify that their own and their suppliers' operations conform to Acer's human rights standards, meaning that their workers are treated with respect and dignity.

### Supplier Training

In order to uphold our responsibility to educate our suppliers and help them understand international trends, Acer holds annual supplier CSR communication meetings and related training sessions. This not only communicates international trends to suppliers, but also helps them uphold their own social and environmental responsibilities. Through our communication and cooperation with our suppliers, we are able to harness the power of an integrated Acer supply chain and create improvements in all aspects of labor rights.

### Internal Professional Training

Acer requires all employees to comply with the Acer Group Standards of Business Conduct (SBC). The SBC includes provisions relating to supply chain issues, including the use of child and forced labor. Any offense or violation against the articles in the SBC will result in corrective action proceedings according to the gravity of the offense committed. Serious offenders will face disciplinary action or be asked to leave the company accordingly. This set of standards is the highest-level behavioral criteria for all Acer employees engaged in corporate activities and is incorporated in our employee performance assessments. Furthermore, all new employees are enrolled in orientation training and asked to honor these behavioral requirements when they first join the company.

Additionally, we have set out clear remedial measures regarding child labor and forced labor, ensuring that as soon as any incidence of forced labor or child labor is found in our supply chain, the affected laborers will receive the protections granted them by fundamental human rights.

### Child Labor

Child labor refers to the employment of children in any work that deprives the children of their childhood, interferes with their ability to attend regular school, and that is mentally, physically, socially or morally dangerous and harmful. The term "child" refers to any person under the age of 15, or under the age for completing compulsory education, or under the minimum age for employment in the country, whichever is greatest. Acer believes that the well-being and education of our future generations are of utmost importance. Therefore, Acer prohibits child labor in its supply chain and conducts routine audits to verify conformance to these requirements. If child labor is discovered in the supply chain, Acer will remedy the impacts of this atrocious condition by implementing the following measures.

#### Child Labor Remediation Measures

- If child labor is found at an Acer supplier factory, the factory must immediately remove the child from the workplace.
- The factory where the child labor was found must send the child to have special labor health check to make sure his/her health is not affected by the work. If affected, all the fees, including medical treatment cost and living cost, must be covered by the factory.
- The factory where the child labor was found must contact the family and send the child home. All expenses related to transporting the child home must be covered by the factory.
- The factory where the child labor is found shall continue to pay the wages until the child is of legal working age.
- The factory where the child labor is found shall make sure that the child completes compulsory schooling. The factory shall provide Acer with the name and address of the school in which the child is enrolled.
- The Corporate Sustainability Officer of Acer should notify the related head of the Acer BU and BG to discuss this core non-conformance situation.
- Acer shall identify the risk of repeated child labor conditions through an unannounced audit of the affected factory within 6 months.

### Forced Labor

Forced labor refers to situations in which persons are coerced to work through the use of violence or intimidation. Forced labor takes on many forms that included debt bondage, human trafficking, and other forms of modern slavery. Acer believes that all work shall be voluntary and workers shall be free to leave work at any time or terminate their employment. Through its Code of Conduct, Acer prohibits any form of forced labor in its supply chain. Acer requires its suppliers to adhere to its Code of Conduct and verifies the conformance with routine audits. If forced labor is identified in the supply chain, Acer will take action to remedy the situation through the implementation of the following measures.

#### Forced Labor Remediation Measures

- Acer shall review and investigate the findings and relevant regulation to find the gaps and problems.
- Acer shall communicate with supplier factory management and collect supplemental information.
- If confirmed that human trafficking, slavery and/or any form of forced labor exists at an Acer supplier factory, Acer will work with experts and authorities to ensure that the worker is offered a safe place to live and provided with financial assistance, the cost of which shall be covered by the factory for a period of time deemed to be sufficient by the authorities
- The Corporate Sustainability Officer of Acer should notify the related head of the Acer BU and BG to discuss this core non-conformance situation.
- Acer shall identify the risk of repeated forced labor conditions through an unannounced audit of the affected factory within 6 months.

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## Staff Structure

### Employment

As of the end of December 2015, Acer employs 6,863 people full-time worldwide, including 1,474 executive officers, 2,154 professional staff, 944 administrative staff, and 2,291 technicians. Of these, 2,695 are working in the Taiwan region, 1,741 in the EMEA region, 1,126 in the Asia Pacific region, 671 in China, and 630 in the Pan America region. The average age was 37.6 years old, with an average seniority of 7.1 years. Contracted and temporary staff number 744, of which 463 are male and 281 female.



Note11: Due to local privacy regulations, the ages of a total of 15 employees cannot be disclosed and thus are not included in these statistics.

Note12: Due to local privacy regulations, the genders of a total of 54 employees cannot be disclosed and thus are not included in these statistics.

### Recruitment

Wherever we are in the world, we strive to adhere to labor laws when hiring employee and focus primarily on recruiting locally. We insist on being an equal opportunity employer, hiring through an open selection process that does not discriminate on the basis of ethnicity, gender, age, religious belief, nationality, or political affiliation. We neither tolerate nor accept child labor, and by offering talented people opportunities to make use of their skills in the most appropriate ways, we have assembled a diverse team of outstanding people. In 2015, our average employee turnover rate was 22.71%, primarily due to corporate restructuring, organizational readjustment, and a reduction in required manpower.

Where there are major changes in our operations, Acer will always notify employee of any impact such changes may have on them in accordance with local laws. At Acer's Taiwan headquarter, for example, employee who have worked for more than three months, but less than 12, are given 10 days' notice; those who have worked for more than one year, but less than three, receive 20 days' notice; and those who have worked for more than three years receive 30 days' notice.

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## Data for turnover and employment rates by region, 2015



Note13: Turnover rate is calculated as the number of departures in a month divided by the number of current staff in that month; annual turnover rate is calculated across 12 months.

Note14: Employment rate is calculated as the number of new hires in a month divided by the number of current staff in that month; annual employment rate is calculated across 12 months.

## Parental Leave at Acer Taiwan in 2015



Note15: Number of Employees Who Took Parental Leave during the Year/ Number of Employees Entitled to Parental Leave during the Year\*100

Note16: Number of Employees that Returned to Work After Parental Leave during the Year/ Number of Employees Expected to Return to Work After Parental Leave\*100

Note17: Number of Employees Still Employed 12 Months After Return / Number of Employees that Took Parental Leave the Previous Year \*100

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### Recruitment Platform

In response to this era of global talent mobility, as well as to maintain our competitive advantage, in 2015 Acer introduced a global talent recruitment system, integrating our personnel data to support global competitiveness. This system brings together various sources of recruitment and performance information, collecting them in an established data warehouse to enhance further employee data analyzing, helping the company understand staffing trends and impact on business operations and human resource, ensuring we can optimize our talent attraction and retention strategies.

### Summer Internship Program

To maintain our employee's competitive edge, Acer strives to nurture and develop rising new talent. In 2015 we held the "Acer YES!" summer internship program, opening not only our hardware departments to internship applications by undergraduate and graduate students, but also new business groups like BYOC and e-Business Group. These internships run two months, 40 hours per week, and pay a basic wage of approximately NT\$20,000. Through the summer internship program and industry-academia cooperative projects, we work closely with schools to help students get an earlier experience of the industry environment and work style.



Corporate President and CEO Jason Chen (front row, fourth from left) and CHO Andy Lin (front row, second from left) with student interns.



Summer Internship Program Logo

### Reaching Out to Future Talent



In Spain, Acer has opened its office and service center to student visits, answering questions and helping students understand how the ICT industry runs. This also gives them a deeper understanding of Acer, and plants the seeds of future ICT talent.





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## Competitive Compensation Packages

### Remuneration Policy

Competition is fierce in the technology market, and competition for talent is much the same. To attract and retain outstanding employees, we provide competitive, comprehensive salary packages. When developing remuneration policies, we comply with labor laws of each location and do not discriminate on the basis of gender, religion, race or political affiliation. We consult salary survey information from management consultancies to ensure our compensations are competitive in each region's job market. To reward outstanding employees, we issue bonuses based on company profit and both unit and individual performance; in Taiwan, for example, we provides both performance and profit-sharing bonuses.

#### Acer Remuneration Policy Principles



### Incentives System

Acer has established internal awards for colleagues who have made significant contributions in sales, management, and R&D. These awards are presented at public ceremonies, simultaneously rewarding excellent performance and sharing their results with all employees.

#### Green Heart Medal

In recognition of colleagues with groundbreaking achievements in business development and operations management, we have established the Green Heart Medal to set examples for and from our employees. In 2015, two Green Heart Medals were awarded:



Their outstanding performance earned the e-Business Group the Acer Green Heart Medal

Hsinchu branch of the Taiwan Region under the Pan Asia Pacific Region was awarded a medal for winning a major server procurement tender and reaching a new level of performance in 2015

E-Business Group was awarded a medal for realizing the "hardware + software + services" vision of the New New Acer.

#### Recognizing Achievement in R&D

In addition to providing bonuses for R&D employees receiving patents, Acer also recognizes outstanding achievement in this regard with awards at the annual meetings.

#### Rewarding Product and Business Teams

We also give public recognition to business and product teams who have shown outstanding performance or developed a breakthrough product.

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## Employee Benefits

In addition to the benefits as stipulated by law, we also provide group medical insurance and outstanding employee benefits based on local customs. For example, the Taiwan Employee Welfare Committee - Acer Welfare Committee provided the following three major employee benefits in 2015:



### Recreation and Entertainment Benefits

The company organized numerous activities, including 2-3 day tours, family day and art appreciation activities participated in by over 23,000 people, which gave colleagues the chance to relax and spend time with their families. We also provided recreational subsidies with which colleagues can make their own plans, allowing them to choose their own recreation and entertainment, promoting the balanced development of body and spirit.



Colleagues and their families loved the Acer Family Day



Through active participation, deep friendships are built across teams

### Social Development Activities

We provide funds for a variety of social activities and facilities to promote interaction between colleagues, including massage chairs, video games, and sporting facilities. There are also a range of places for employees to relax, including break rooms and cafes.

### Cash Benefits

We provide vouchers for the three major festivals (Chinese New Year, Dragon Boat Festival, and Mid-Autumn Festival) as well as birthdays, along with scholarships and cash subsidies for weddings and funerals.

## Employees Interactions and Team Building



In Thailand, to create greater unity and better communication between management and staff, we planned a series of activities that encouraged teamwork, supported by management giving reports that helped the employees better understand the company's direction.



In Spain, Acer's employees split into groups competing to complete the best tapas in 60 minutes, practicing teamwork, leadership, and time management



In Switzerland, Acer holds annual excursions and various other fun activities for employees, using this to create a tighter team relationship.

## Retirement System

Acer's retirement system adheres to the regulations for each of the Company's global locations. In Taiwan, for example, employee pensions are contributed to in line with the Labor Standards Act and the Labor Pension Act. Staff who were employed by Acer on or before June 30, 2005, and were covered by the old system may freely opt into the new system and enjoy the new benefits. As of the end of 2015, the Company's deposits with the Central Trust of China under the old system totaled approximately NT\$334 million. As for the new system, the Company currently contributes 6% of employee pay, while the employees may contribute anything between 0% and 6%. The company has also established an "Early Retirement System," wherein any employees who are 50 years of age or over and have worked for the company for 15 years may apply for retirement and start planning for their futures as early as possible.

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## Employee Relations

### Employee Communication

As the company has undergone its transformation, we have employed the following methods to strengthen communication, build consensus and commitment among employees, and get everyone on the same page regarding our transformational efforts:

#### "Appreciating Life" Talks

Chairman George Huang has conducted talks on "Appreciating Life", sharing with employees from all units ways to pursue professional development, dedication, and enjoyment, as well as discussing the future direction of the company. In 2015, 15 such talks were given to a total of 929 people.

#### Appointment with Jason

Over the course of 2015, Corporate President and CEO Jason Chen has held two "Appointment with Jason" communication meetings, sharing in face-to-face discussions the company's results and future direction, as well as answering questions from the employees. He has also held face-to-face meetings with employees in our various global locations, explaining new policies to our global employees.

#### Acer Daily News

Acer Daily News, which enables colleagues get prompt access to media information relating to the Company.

#### Acer Good News

Acer Good News also reports the awards the company's products have received, along with news on the company's growth.

Acer Taiwan organizes quarterly Employee Representative Meetings, headed by the Corporate President and CEO. At these meetings, the President meets face to face with elected employee representatives to discuss and implement resolutions for matters relating to operations management, work environment, and employees' rights. In 2015, employees in Taiwan reported the following major resolutions through the Employee Representative Meetings. We have formulated and are carrying out improvement plans for each resolution.

#### Major Resolutions of the 2015 Employee Representative Meetings (Taiwan Region)

Strengthen the performance management and promotion system

Clarify and make recommendations regarding new and old benefits system for employees dispatched from Taiwan to China

Possibilities of increasing flexible working hours

Recommend increase in number of dedicated internet conference stations in some conference rooms to be used in online conferencing via Lync

Establish an open, transparent product trial and experience platform, with employees the best testers

Recommend establishing "Intrapreneurship Review Committee" to create an environment conducive to intrapreneurship

Avoid wasting company resources and money on localization of product documentation into languages of countries to which the product will not be shipped

Making recommendations regarding 2016 benefits budget

Recommend company encourages more employees to join corporate MVPN

### Promoting Core Values



In Switzerland, to help Acer's core values take deeper root in employees, we organized six cakes, each themed for one of our core values. The sharing of the cakes served as an opportunity to answer questions and create a positive environment conducive to internalization of these values.

### Human Rights and Freedom of Association

Acer believes that every employee has the right to receive respect and fair treatment. In addition to its commitment to respecting internationally recognized human rights (such as the United Nations Declaration of Human Rights and the International Labor Organization's Fundamental Conventions), the company has formulated the Standards of Business Conduct (SBC). The SBC sets down related human rights policies including respect for diversity, fair treatment, and anti-discrimination and harassment. The company has also never prevented nor hindered the freedom of association of any employee. The percentage of employees covered by collective agreements in countries with unions is 3%, mainly in the United States and France.

In order to protect gender equality and human dignity and provide a work environment free of sexual harassment and gender discrimination, the Taiwan region has specifically drawn up the Subject Regulations of Prevention, Complaint and Punishment of Sexual Harassment, clarifying complaints channels, operating procedures, and disciplinary regulations. The company also provides training courses for the prevention of sexual harassment to increase employee awareness and preventing sexual harassment. The company received no complaints of sexual harassment for 2015.

### Celebrating International Women's Day



In Dubai, Acer celebrated International Women's Day with an event for female employees, paying tribute to their outstanding performance and taking concrete measures to support gender equality.

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## Continuous Learning and Growth

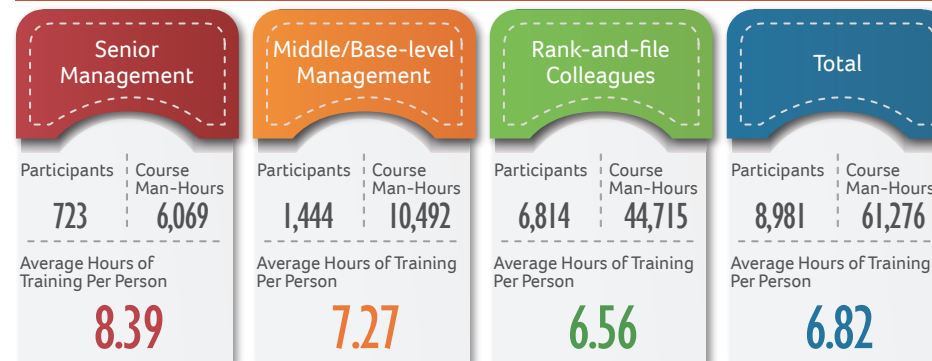
### Personnel Training and Career Development

The primary focus of our training plans in 2015 was on helping the company more quickly transform into a brand oriented around hardware + software + services, with an emphasis on helping employees stay on top of industry trends, technologies, and opportunities while also boosting their digital marketing capabilities. In addition, such training helped encourage the implementation of the core values of the New New Acer in daily work.

Management training, meanwhile, worked to improve people management skills, equipping management employees with excellent performance management methods, the ability to skillfully use motivational tools, and the skills to improve both team and individual performance. Regarding specialist courses, we offered a systematically planned series of seminars on popular science and industry trends to help employees stay on top of the latest technologies and apply this knowledge to product development. As for general education and training, by guiding employees in their application of the latest technological trends to marketing and sales, we can make them more effective and more efficient. Guided by our core values, we continue to promote the full range of skills, including fostering innovation, improving cross-team cooperation, encouraging “5C” (communication, communication, communication, consensus, commitment) communication, and promoting integrated project promotion.

To ensure the quality implementation of such training, all training is done in accordance with the “Management Process of Internal and External Training”. In 2015, for example, a global total of 8,981 attendees participated in such training, accounting for 61,276 man-hours. All training was done in accordance with the principles of operational necessity, gender equality, and equal opportunity.

#### Data on Employees Trained and Training Hours Worldwide, 2015



### Personnel Training and Career Development Courses



Case study and sharing in problem analysis and solution training



At Acer Consumer Academy, global product and marketing employees came together to share the behaviors and preferences of consumers in their respective regions



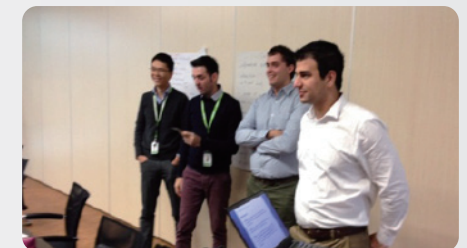
Colleagues in Vietnam training their negotiation skills



Colleagues in Thailand studying telephone customer service skills



Colleagues in the Philippines taking part in a group dynamics course



Colleagues in Switzerland participating in conflict management training

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## Development of Diversified Learning

The continuing promotion of Wangdao thinking has been accomplished through several channels, including talks by Honorary Chairman Stan Shih and Chairman George Huang. We also invited well-known figures to share their insights into industry trends and innovation, helping hone the management vision of our management team. On top of this, working with the My Acer internal communications platform, we have been able to share Wangdao thinking with all of our employees.

Concerning the improvement of professional competencies, development opportunities within the company include job training, coaching, job transfers, seminars, and online learning. Employees can also participate in professional seminars and short-term training courses at prestigious foreign universities and training organizations. To encourage colleagues to obtain professional certification and improve their professional capabilities, we formulated the Incentives for Professional Certification to provide subsidies and bonuses to cover test fees for professional certification.

## Training System



### Management Training System

To further hone the management of personnel and capabilities in our base-level management employees, Acer has held a series of people management classes. These classes covered five areas: interview and selection skills, goal setting, delegation of responsibility and authority, work instruction and improvement, performance management interviews and motivational skills. Every leader was required to complete this series of classes. Senior management training focuses on how to combine Wangdao thinking with performance management through team-based creation of value, including training in strategic platforms and lessons from Wangdao Business Leader Program.

At our EMEA headquarter, senior management was dispatched to a leadership course run by London Business School and a senior management training program at Lausanne's International Institute for Management Development (IMD). Middle management, meanwhile, was dispatched to a conference held by the Instituto de Empresa Business School (IE) in Spain.



Colleagues in Netherlands attending talent selection and interview training



An EMEA Sales and Marketing Excellence Workshop held in cooperation with the Instituto de Empresa Business School



## Professional Occupational Training System

This system provides the technical training required by the Company's various departments, as well as seminars by specialist speakers given to help keep employees up on the latest trends in product development. Our series of popular science seminars began in 2015, with internal managers or R&D employees with substantial experience to hold seminars on technological trends. Topics over the 10-plus lessons included wireless networking, touch technology, cloud applications, smart home sensor/control technologies, and forecasts for the future applications of big data. We also invited the Institute for Information Industry to provide seminars on consumer trends analysis and observation in the ICT industry for our production line employees. These seminars have covered topics including global development trends and business opportunities in the Internet of Things, innovation analysis of mobile apps, the future of 4G smart cities and the associated business opportunities, and trends and opportunities in the mobile industry. Each department also held its own experience sharing sessions, with many focusing on implementing consumer insights in product concepts or discussing how to make business opportunities through product innovation.



## General Education Courses

The focus of our general education courses has been on how technology can be leveraged to improve business performance, such as looking at digital marketing tools and the innovative use of them, the strategies and tactics employed by successful social marketing, and an advanced course on Microsoft Outlook. We also continue to promote stronger core competencies and basic professional skills through courses covering areas like project promotion and communication, successful presentation skills, creative brainstorming workshops, and patent protection and use.



## New Staff Training

On their first day of work, new employees are given orientation training to help them quickly come to grips with the Company's basic operating processes. Within their first month, new employees are put through training to better understand the company's mechanisms, regulations, core values, brand values, corporate culture, and the Standards of Business Conduct (including instruction on labor rights, freedom of expression, individual privacy rights, sexual harassment prevention, and corruption prevention), thus helping them become fully integrated parts of the team. New employees working in product-related positions also receive training on patent protection, CSR (including green products, EICC, and greenhouse gasses), and electrostatic discharge (ESD). We also actively encourage employees to take training in CPR and automated external defibrillator (AED) use.

## Performance Management and Development

The goal of Acer's performance management and development system is to improve performance at individual, departmental and organizational levels and includes goal setting, delegation, communication and coaching, the link between performance and remuneration, and career development. In 2015, the proportion of Acer Taiwan employees involved in performance evaluations reached 100%.

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## Health and Safety in the Work Environment

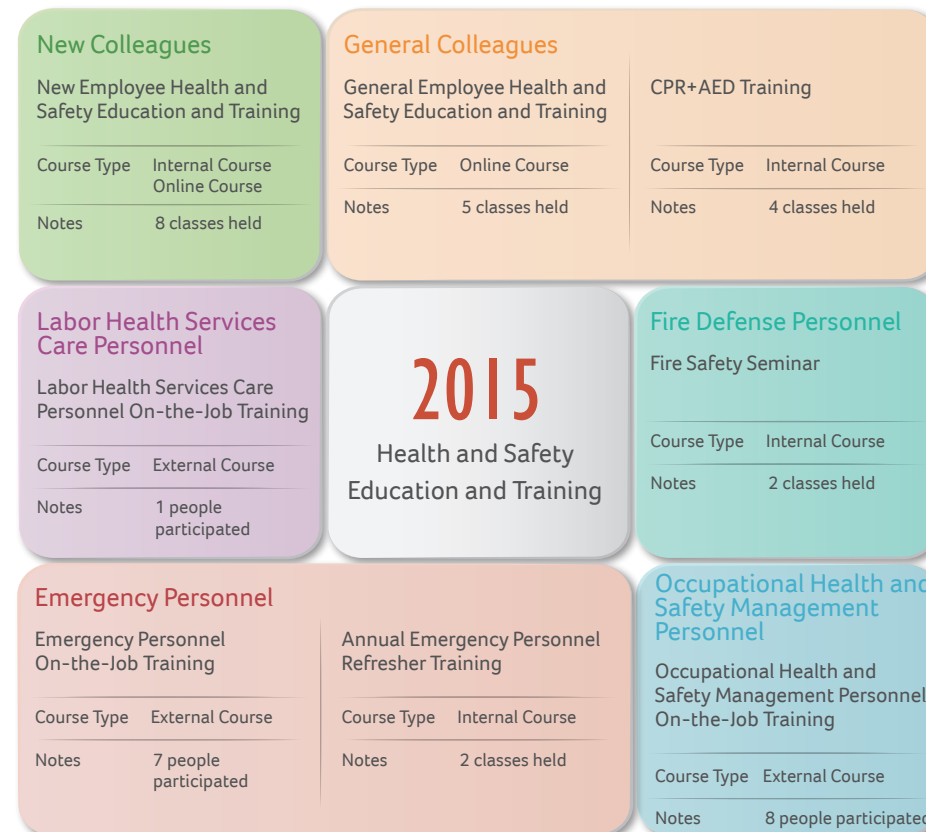
### Healthy Workplace Certification

In 2014, we received the Health Promotion Administration's "Badge of Accredited Healthy Workplace". For our continued efforts to promote health and safety, in 2015 we were honored as Outstanding in Friendly Workplace Section, Mother-Child Goodwill Category of the New Taipei City Excellent Breastfeeding Room competition.

### Health and Safety Training

In order to implement our health and safety policies, Acer has planned a series of training and education programs tailored to different groups, aiming to create a corporate culture of health and safety.

#### 2015 Health and Safety Education and Training



CPR+AED training class

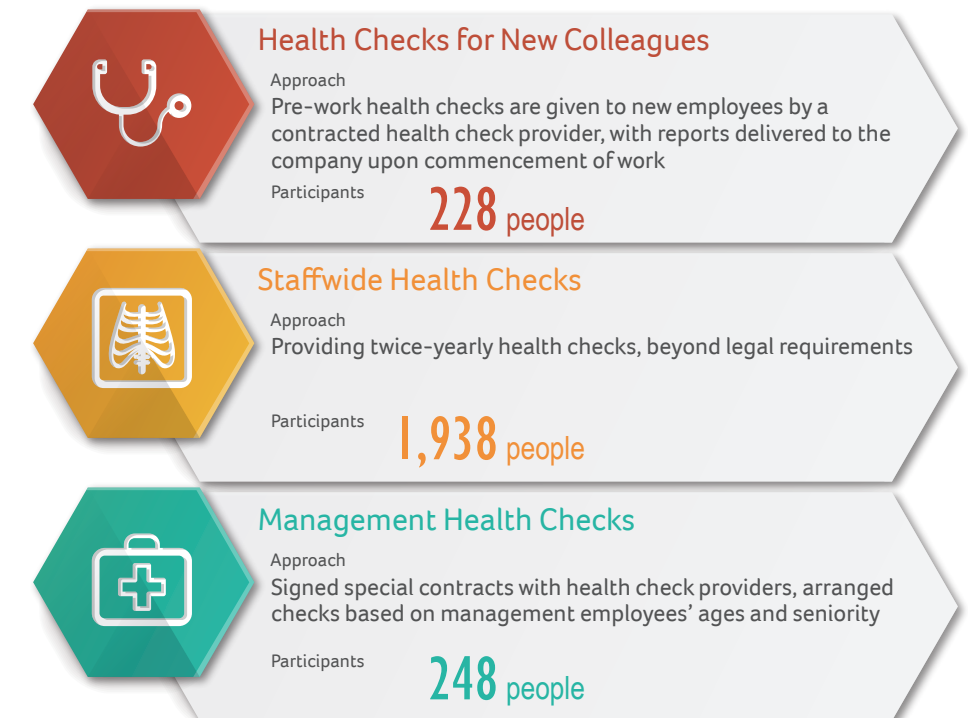


Fire drill with fire equipment in use

### Health Checks, Health Management and Health Promotion

Our employees are an essential asset for the company, and to help them keep their health in check, we have established an internal health management system called "Heath Care". In cooperation with healthcare professionals and contracted examination organizations, we provide health checks for a range of employees. The reports are graded for management and any major anomalies are provided with follow-up to help the employees concerned address their situation.

#### Health Checks in 2015



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Beginning in 2015, Acer is employing doctors of occupational medicine to provide monthly on-site services and help improve workplace health and safety. Out of concern for the well-being of our employees and to prevent occupational disease outbreaks, in accordance with the Occupational Safety and Health Act and in concert with the Ministry of Labor we have carried out three projects “Human Factors Hazard Prevention”, “Preventing Diseases Triggered by Abnormal Workloads”, and “Health Protection for Working Mothers”. Analyzing health check reports and health questionnaires, we select mid-level risk employees for health education and high-risk employees for health counseling and tracking. With the guidance and help of these medical professionals, we hope to reduce the number of at-risk staff in our employ.



Colleagues receiving medical checks

In 2015, we continued to work together with Xizhi’s Cathay General Hospital to organize smoking cessation, healthy weight loss, and cancer screening events. On the passive side, we worked with government agencies and healthcare organizations to hold 14 physical and mental health seminars. On the more active side, at our Xizhi headquarter, Da’an office, Aspire Resort, e-Enabling Data Center, and other office spaces we held physical fitness checks, helping employees understand their own physical conditions and develop the habit of exercise.

We encourage our employees to set up and/or join sport and recreation clubs to help cultivate the good habit of exercise. In 2015, Acer helped hold the New Taipei City Wan Jin Shi Marathon, encouraged employees to challenge themselves in the Mt. Waimu Ocean Swim, and held the Acer Climbing Race. Through these and other sporting events, we were able to engage our employees’ passion for sport, with 1,657 colleagues and family members taking part over 2015.



An aerobic boxing lesson, part of a healthy weight loss class



Fitness testing events help employees understand their own bodies and physical conditions better

Health Promotion Activities



At our EMEA headquarter, Acer holds a variety of sporting and other activities for employees and their friends and families, including marathons, breath training, and yoga classes. All of these help promote physical and mental balance, while also facilitating group interchange.



In Poland, Acer holds quarterly sporting events, including skiing, squash, soccer, and running, supporting work-life balance and promoting team spirit.



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### Improving Hardware and Software Facilities

Acer Taiwan organizes regular Employee Representative Meetings, with representatives elected by employees from all departments. Meetings are held quarterly to discuss topics including health and safety issues and improvement follow-up. To continue building a good working environment and ensure employee health and safety, Acer Taiwan has launched an ESH management system. The ESH management group is comprised of 42 members. Apart from the management representatives and promotional groups, the remaining 39 members are suitable employees elected from each unit (the proportion of labor representatives is 93%). To ensure the effective implementation of systems, meetings are held every two months with reports on environmental health and safety issues given and proposals discussed. Each year, workplace hazard risk identification and environmental impact consideration assessment were conducted, with any significant risks or high-impact items put forward for improvement.

Over 2015, Acer Taiwan carried out a number of office environment improvement measures. Every year, offices undergo full cleaning and maintenance, along with disinfection. We also continue to implement tests of drinking water potability, interior carbon dioxide levels, cooling tower legionella, and other environmental factors, as well as monitoring and maintaining the office environment.

#### Major Office Environment Improvement Measures for 2015



● Xizhi HQ    ● Acer Taiwan Da'an Office    ● Acer Taiwan Offices

#### Improving the Work Environment



In Spain, Acer employees have taken the initiative to use recycled furniture and materials to create a refreshing space for relaxation in an unused part of the office area, working together to create a better working environment.



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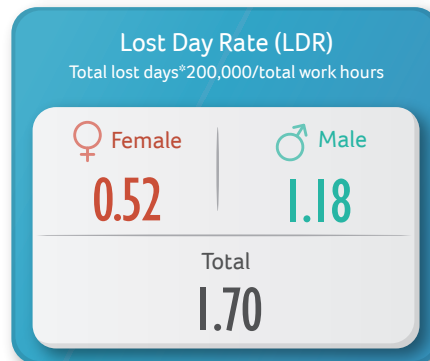
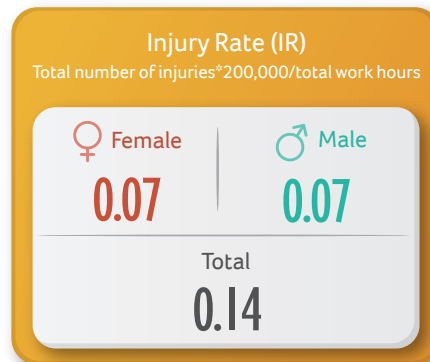
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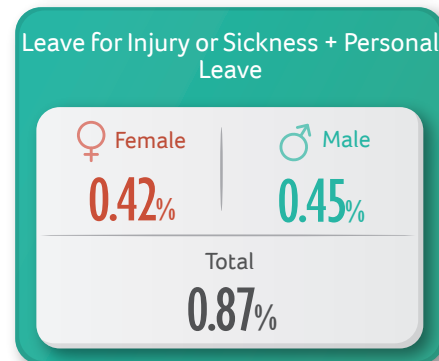
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 Injury and Lost Day Rates for Acer Taiwan in 2015<sup>18</sup>


## Absence Rates in 2015 for Acer Taiwan



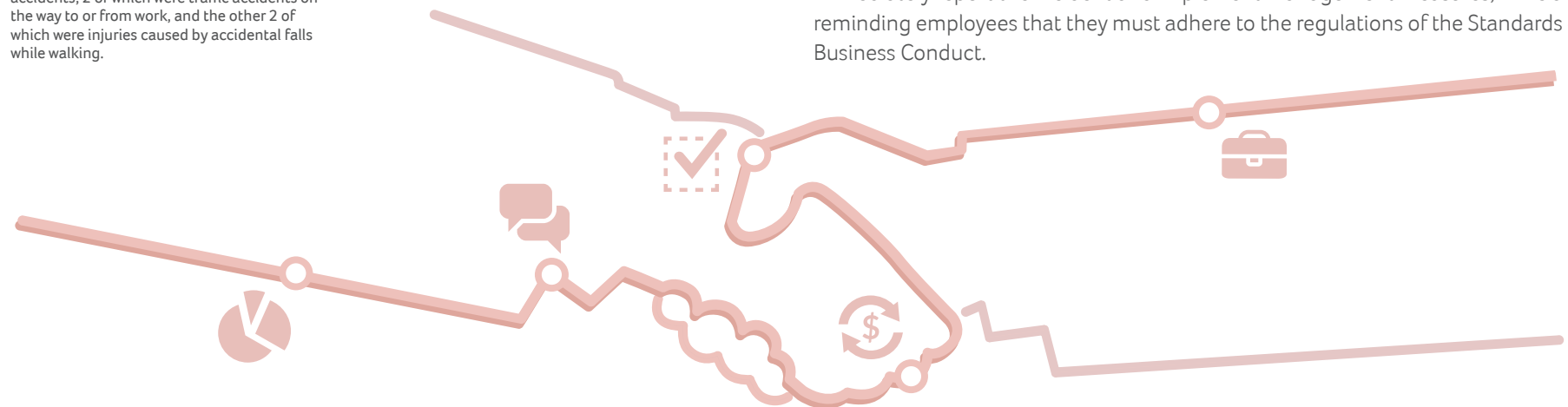
Note<sup>18</sup>: In 2015, Acer Taiwan suffered 4 workplace accidents, 2 of which were traffic accidents on the way to or from work, and the other 2 of which were injuries caused by accidental falls while walking.

## Standards of Business Conduct

In addition to carefully abiding by relevant laws and regulations, Acer requires employees to demonstrate integrity and exceed the public's expectations for Acer. For this reason, we drafted the Standards of Business Conduct (SBC) in 2009. Acer management, Global HR, and Global Legal are available for both employee inquiries and external inquiries, and should employees or outside partners have any questions regarding potential breaches of SBC or possible unethical behavior, they may directly contact the units mentioned above. In the event that the SBC is violated, the situation will be handled according to the severity of the violation, with serious cases subject to disciplinary action and even dismissal.

The SBC requires all Acer employees to carry out business activities to the highest standard of conduct, and every new employee receives training to ensure compliance with these standards. The SBC is integrated into performance appraisals to remind colleagues of their obligation to adhere to the code, and management is expected to supervise to ensure that all employees under their leadership follow the code.

The SBC also clearly states our rules on conflicts of interest, the banning of inappropriate interests, business entertainment and bestowing of gifts, as well as detailing mechanisms to address potential corruption. The company regularly carries out audits of day-to-day operational processes, using effective internal control mechanisms to reduce the possibility of corruption occurring. All new employees are required to undergo training regarding anti-corruption measures. During annual performance reviews, we require management and colleagues to review their adherence to the SBC. In the event of corruption being found, the company must immediately report the incident and implement management measures, while also reminding employees that they must adhere to the regulations of the Standards of Business Conduct.



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## Strategy and Contributions

With a focus on education, the environment, and charity, Acer engages in community work and charitable efforts by providing volunteer services and resources like products, technologies, and capital. We emphasize the value of local experience, and as such have developed long-term cooperative relationships with stakeholders including local governments, schools, and non-profit organizations to ensure resources are put to the most effective use. In 2015, Acer's global community engagement investments amounted to over NT\$36 million. We continue to value the feedback and shared values that come through such efforts, and intend to move forward alongside society.

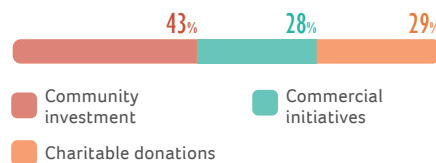
### The Core of Acer's Community Involvement



### Contribution Form<sup>19</sup>



### Type of Community Activities



Note<sup>19</sup>: Conversions of product donations into monetary values are based on quoted prices given by each location. Time investments are converted into monetary values based on hourly wages at each location. Other in-kind donations are converted into monetary values based on estimates calculated using local commodity prices.

## Education

Education provides people with the knowledge to find and seize opportunities. Technology is an essential tool for education, as it can accelerate access to information and deepen connections with the world. By putting to use our core competencies, we hope to achieve the following goals:

**Increasing digital inclusion, offering more people knowledge about and access to technology**

**Cultivating the next generation of scientists and technologists, creating opportunities for the youth**

**Deepening the application of technology in education, using technology to transform education**

**Addressing the lack of educational resources to help children continue their education**

### Digital Inclusion

Technology can hugely improve quality of life and open up new possibilities. Helping everyone enjoy the convenience and opportunities technology brings is one of our goals, we continue to cooperate with non-profit organizations around the world to help bring technology to every corner of the globe.

### Digital Mobile Vans—Providing Free Computer Education

Since 2010, Acer and the Hanguang Education Foundation have been partners in the Digital Mobile Vans project, which aims to bridge the information divide by bringing free computer education to groups in Yilan and Hualien that rarely have opportunities to engage with technology, including children, Aboriginal peoples, immigrants, and the elderly. By the end of 2015, the vans had gone out on a total of 3,232 trips, serving as many as 44,321 people and the accumulated miles are enough to travel around Taiwan 1.6 times per month. To better understand the long-term impact of this project, in late 2015 we began introducing the concept of “social return on investment” (SROI). Through methods including identifying stakeholders, estimating inputs and outputs, and measuring results and impacts, we have obtained some preliminary results; through follow-up in 2016, we will be better able to grasp the qualitative and quantitative value of this project, helping us optimize future resource investment strategies.



Kids use Digital Mobile Vans to learn about notebook computer



Seniors use Digital Mobile Vans to learn about tablet computers

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### Dubai blue-collar computer education

In Dubai, we work with NGOs to donate notebooks and help local blue-collar workers learn to use technology to get the information and knowledge they need and to encourage their ongoing learning.



Students in class focused on learning to use computers

### Tablet computer course for the elderly in Switzerland

In Switzerland, we created a course aimed at teaching over-60s to use tablet computers. Through teaching materials published in local magazines, our aim was to make technology less strange to seniors and boost their confidence and interests in technology.

### Creating Opportunities for Young Students

Today's students are tomorrow's leaders and innovators. We want to help them tap their potential, accumulate experience in problem-solving to fertilize their future development. Through organizing and sponsoring events and providing internship opportunities, we foster outstanding talent by providing students with awards, training, and exchange opportunities.



Corporate president and CEO Jason Chen announces Acer's official IT infrastructure sponsorship of the IOI at a global press conference in Berlin

efforts earned unanimous praise from competing teams. The founding objectives of the IOI are a close match with the core spirit of Acer, in that both hope to use the power of technology to break down barriers and create greater possibilities. As such, in 2015 Acer announced that it had become the official IT infrastructure sponsor for the IOI from 2017 through 2021, providing the hardware, networking equipment, and on-site maintenance and services required by the various host countries. Doing so, we hope, will help these passionate young people develop their gifts.

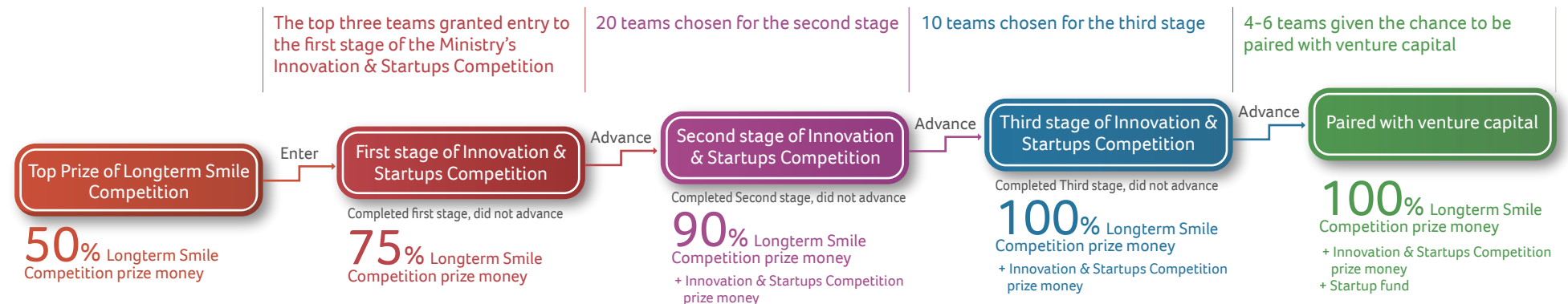
### Official IT Infrastructure Sponsorship for International Olympiad in Informatics

The International Olympiad in Informatics (IOI), which counts UNESCO as a patron, is a youth-oriented information sciences competition, one of the world's top five science competitions. In 2014, Acer providing some 800 computers and the necessary hardware and software support as Taiwan served as host country. These

### Longterm Smile Competition

The Longterm Smile Competition is aimed at tertiary and postgraduate students and encourages the creation of innovations with market value by providing entrepreneurial guidance and a mechanism for innovation teams, industry, and academia to cooperate. Since its founding, the competition has attracted entries from 1,768 teams and become the collegiate entrepreneurship competition in Taiwan that offers the biggest prize. The 10th Longterm Smile Competition continued our cooperation with the Ministry of Science and Technology, with the top three teams granted entry to the first stage of the Ministry's Innovation & Startups Competition. There, together with 40 shortlisted teams, they will receive guidance and the opportunity to be among the 20 teams chosen for the second stage. After completing further training, 10 teams are selected for the third stage, where they will get expert mentorship. Finally, 4-6 teams are selected and given the chance to be paired with venture capital.

#### Cooperation between the 2015 Longterm Smile Competition and the Ministry of Science and Technology's Innovation & Startups Competition



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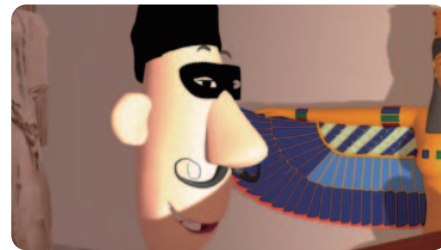
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### Digital Creation Awards

The Digital Creation Awards are focused on secondary school students, aiming to provide them with a stage upon which to fully explore their creative skills. The 12th Digital Creation Award had as their theme “Flip”, encouraging students to take everyday resources and “flip” them, freeing them from the limitations of old models. Once again we worked with the Taiwan Digital Archives, using a selection of artistic, historical, natural, and literary items to provide creative food for thought and inspiration to go beyond these original works. A total of 1,235 teams took part, producing outstanding works and showcasing the maturity of their ideas and techniques.



Winner of the Grand Prize “Stolen Painting”



The first winner of the senior high vocational section, “Flip Your Thinking, Flip the World”



The winning team from the Acer BYOC Application Category with BYOC Product and Solutions General Manager Robert Wang

of BYOC technology, for the second consecutive year the awards have included an “Acer BYOC Application Category.” This category aims to encourage innovation in IoT and cloud-based applications and open up new avenues for innovative commercial developments, helping fill the needs for talent and technology in the industry.



On behalf of Acer, founder Stan Shih presents NCTU president Ms. Wu Yan-Hwa with Acer’s donation of an aBeing Lab.

Huang, donated to the school an “aBeing Lab,” including developer accounts for Internet of Beings and BYOC development platforms and a two-year competition incentive, a total donation valued at NT\$3 million. Acer has also provided necessary support in the commercialization of R&D results, working with promising teams to help push Taiwanese innovation and technology toward the global stage.



### International ICT Innovative Services Awards

In 2015, this competition entered its 20th year, celebrating its continued role as an innovative force in Taiwanese ICT and an important incubator for outstanding talent. To help boost Taiwan’s competitive application of ICT, foster industry-academia cooperation, and deepen the development and application

### aBeing Lab donated to National Chiao Tung University

The rise of the Internet of Things and cloud services have spurred a wave of technological innovation, but this innovation needs to be backed up with solid R&D. National Chiao Tung University is the cradle of Taiwan’s technology elite. Acer, together with NCTU alumni Acer founder Stan Shih and chairman George

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### Fostering Professional and Career Development

We continue to use our products and expertise to provide youth with better development opportunities. In 2015, our investments in this regard included:



The Home Run Scholars

In Canada, Acer worked for the second year running with the Home Run Scholars program, which is run by the Toronto Blue Jays' Jays Care Foundation. Through this program, we provided notebook computers to outstanding students from target communities, helping them complete high school and pursue their dreams of higher education and successful careers.

In the Netherlands, Acer worked with local governments to provide resume writing and interview guidance to students who have had to cut short their studies. By working with members of our HR department, these youths improved their job-seeking skills while also becoming more confident. Such guidance also helps them secure apprenticeships and cooperative vocational education opportunities.

In Spain and Poland, we opened our maintenance centers to students of electronics and at vocational schools, giving them the chance to see the practical applications of their studies and understand how the company operates, contributing to their future career development.



### Using Technology to Transform Education

Not only do we provide the educational world with hardware that is both high-quality and reasonably priced, through skilled application of our products and technologies, we help with the creation of digital education resources and the development of smart educational concepts.



Orlando Pirates Learning Center students use IT equipment to connect with study partners in the United Kingdom

#### South African digital learning center

Since 2012, Acer has worked with South Africa's Ministry of Basic Education, Microsoft, and the Orlando Pirates Football Club to run a digital learning center in the team's stadium, helping local students improve their math and English grades as well as boosting their ICT skills.

In the years since its establishment, the center has attracted participation by thousands of teachers and students from 14 schools, significantly enhancing the students' academic performance.

It is our hope that young students will learn that through technology they can connect to the world and explore endless possibilities. As such, we began working with the learning center of a British professional soccer team Queens Park Rangers Football Club. Through coordination between partners, the students at the two centers have been able to link up as study partners, using the software and hardware provided to open new windows on the world, build self-confidence, and learn respect for different cultures. We also select outstanding students for the chance to travel to the other country in person, inspiring the dreams and potential of these young people.

For more, please see the video at: <https://www.youtube.com/watch?v=58MHINK0hQc>

#### Building smart classrooms in Chongqing

Following the establishment in 2014 of the first BYOC Smart Classroom in Chongqing's Yubei District, Acer has gone on to set up smart classrooms in 13 schools, helping create a digital learning environment. Acer has also worked with the Yubei District and school authorities to establish the Chongqing Smart Classrooms Outcomes Presentation and Outstanding Lessons Competition," inviting teachers to share their experiences while also strengthening the application of smart education.

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## Meet the Needs for Educational Resources

Education is the key to change, but the lack of resources in some areas can negatively impact the quality of education available, impacting children's ability to access schooling. In 2015, through donations of products, study items, and funds, we helped improve educational quality in several ways:

In Spain, Acer staff provided products included projectors, notebooks, and tablets to local schools. They also donated second hand furniture from office, including cupboards and chairs, for the use of public sports centers and schools.



Colleagues in Vietnam visit primary school students, bringing them with much needed resources



Students pose happily with donated notebooks and tablets

Some residents of Ninh Thuan Province in Vietnam have found themselves in dire straits due to long-term drought. Acer staff donated book bags, stationery, and other study items to local children, helping encourage them to keep up their studies.

In Italy, Acer donated notebooks and tablets to local schools and the non-profit organization Mission Academy, helping educational efforts in schools in both Italy and Zambia.

## Environmental Protection

In addition to exercising prudent management of energy and resources in our operations and striving to develop environmentally friendly products, Acer is also committed to using volunteer work and participation in environmental advocacy to raise awareness of environmental issues in the public and inspire action.

### Supporting the Creative Reuse Center

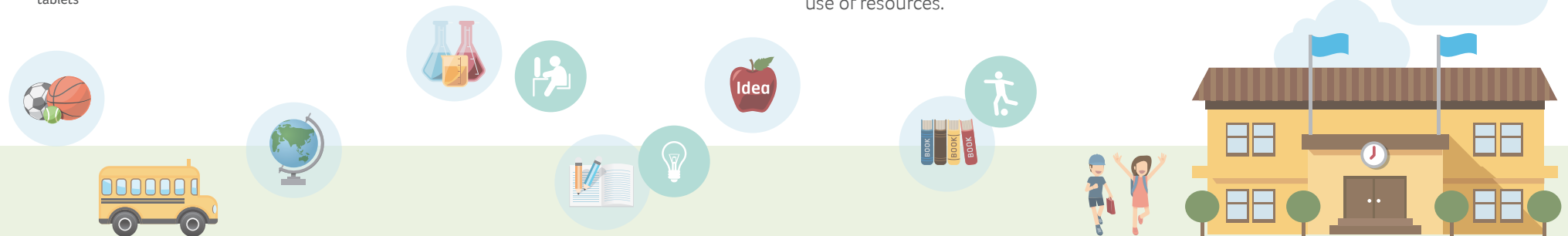
Established by the Lovely Taiwan Foundation, the Creative Reuse Center brings together creative artists and runs hands-on creative courses with leftover materials. Through the process of creating works from former-unwanted materials, these courses provide participants with creative inspiration, artistic education, and the Earth with more room to breathe. Acer supports the center through financial donations, in the hopes that through the promotion of these ideas and the provision of practical experience, the Creative Reuse Center will be able to change people's habits regarding their use of resources.

### Voluntary Mountain Cleaning

In 2015, a team of volunteers from Acer Taiwan headed for Mt. Xue shouldering heavy gear, ready to help clear trash from the mountain environment and ensure the ecological sustainability of this beautiful area. We have also participated in the Baxianshan Nature Center's "Companies Giving Back to the Forests" project, helping repair trails and maintain the natural environment, protecting nature with sweat and passion.



Acer volunteer clearing trash in Mt. Xue



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## Charity

The global distribution of our operating locations enables Acer to develop strong connections to local communities around the world, inspiring us to contribute toward addressing the challenges these local communities face. Acer's location teams have fostered long-term relationships with local organizations, working with them to put our resources to their most effective use.

### Bringing Together Resources for Fundraising

Acer hopes to bring all levels of society together to make shared contributions. Through various events and promotional practices, we get more people involved, bringing together even more resources for those in need.



Corporate President and CEO Jason Chen personally participated in the Heart Across America bicycle ride

#### Heart Across America Bicycle Ride

Every year in the United States some 800,000 people die from stroke or heart disease while 80% of strokes and heart attacks are preventable. Former executive vice president of Intel Corporation Sean Maloney recovered from a serious stroke, and since then has been committed to raising public

awareness of the prevention of cardiovascular disease. In 2015, part of these efforts included the "Heart Across America" cross-American bicycle ride. A journey of 85 days across more than 5,000 miles, all money raised by Heart Across America was donated to the American Heart Association to support sufferers and further research. Not only did Acer support this event through a donation, Corporate President and CEO Jason Chen participated in a section of the ride, taking practical action to draw the attention of more people to the issue of cardiovascular disease.

For more, please see the video at: <https://www.youtube.com/watch?v=-meiZaSK9Rc&feature=youtu.be>

#### Czech Republic Charity Cycling Event

SOS Children's Villages is an international non-profit organization dedicated to promoting children's rights and well-being. In the Czech Republic, Acer has worked with this organization for four years, holding a fundraising bicycle ride that has been well received by staff and their friends and family, as well as donating tablets and notebooks to support the organization's efforts to help children.



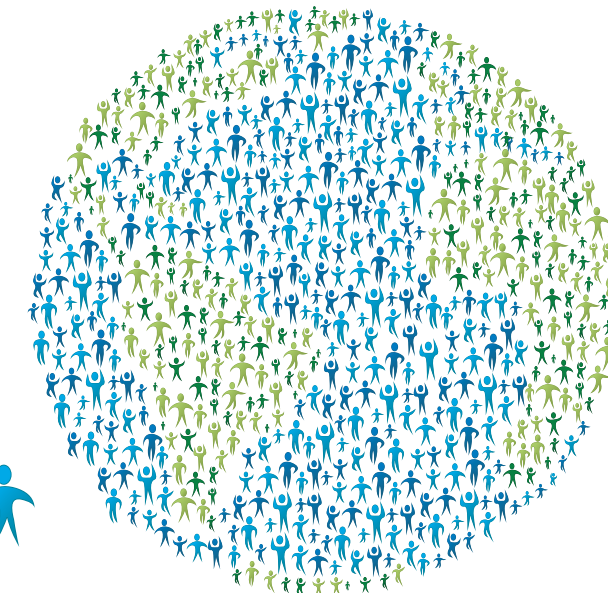
Czech colleagues enthusiastically participate in their charity cycling event

#### Spanish Christmas Gift Collection

Our colleagues in Spain have launched an event to collect donations of toys which are then sent through charitable organizations to children in low-income families. Echoing the charity of our staff, Acer has also donated three times the value of the donated toys to the United Nations Refugee Agency. Funds have also been donated to the United Nations International Children's Emergency Fund to aid a project to build schools in Africa.



Donated toys fill the shelves



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### French Charity Relay

In France, Acer staff formed two teams to participate in a charity relay organized by Special Olympics France. By doing so, they took concrete action to support the organization's fundraising efforts, helping those with special needs participate in sports and gain a sense of achievement through it.



Colleagues in France give their all during the charity relay

### Caring for the Homeless in Australia

Acer Australia has participated in fundraising activities organized by local communities and businesses, showing support for and understanding of the homeless through dining and sleeping outdoors and specialist talks on relevant issues. Not only does Acer donate money, we also provide products to serve as prizes in charity raffles, along with donating other items like clothes and blankets. Donated items are then used by the St. Vincent de Paul Society to provide care and assistance to the homeless.



Colleagues in Australia take part in the event even in the cold of night

### Disaster Relief

The Formosa Fun Coast dust explosion of June 2015 injured over 500 people. The road to recovery has not been easy for victims or their families, who need all the support we as a society can provide. Acer has not only donated cash, but also announced program to help victims find suitable work opportunities in the hopes of helping these young people return to normal lives and reintegrate into society.

### Caring for the Community

There are people around the world in need of care, and Acer's global locations work with local institutions to use our products, funds, and volunteers to provide support and assistance.



Colleagues in Dubai hand out iftar meals to hard-working laborers

### Caring for Foreign Workers

In Dubai, many foreign workers find themselves laboring in the hot climate for meager pay and living in a densely crowded setting. During Ramadan, people do not eat or drink during the day, with most people eating only one meal a day. Acer and our staff value the contribution of these workers, and as

such prepare some 1,500 iftar meals (the meals with which Muslims end their daily Ramadan fasts each evening) as a token of our respect.





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## Caring for Underprivileged Children

We are engaged in ongoing efforts to support the needs of underprivileged children. In 2015, such efforts included:

In Finland, we worked with local organizations and hospitals, donating two-in-one notebooks for use by children undergoing cancer treatment. These help them transcend the limitations of distance, interact with their families, and keep up their schooling, giving peace of mind during the postoperative observation period.

In South Africa, to help underprivileged children we donated money and products to four charitable organizations concerned with children's welfare: Kids Haven, Magical Moments, Santa Shoebox, and Dylan Wood.



Colleagues in Thailand have fun with children during their visit to a care center for the disabled

In Thailand, colleagues visited a care center for children with disabilities, leading the children in activities and preparing lunch for them, which they then enjoyed together. We also donated all-in-one PCs, desktops, notebooks, and monitors to the center, along with some money, to help in the care of the children.

In the United States, Acer donated products to St. Peter & Paul School, the Boys & Girls Club of Huntington Valley, Ronald McDonald House, and Los Alamitos Youth Center, four organizations committed to working with children and young adults.

In Italy, Acer has an ongoing, long-term involvement in providing funding and marketing support to two organizations that work with disabled youth: Africa Dream Onlus and Associazione Agres.



Children pose happily with their Christmas gifts

In Poland, Acer's work with the Fantazja Foundation, which cares for seriously ill children, entered its fifth year as we donated notebooks and tablet computers to provide comfort and entertainment to those children. In addition, in cooperation with a local community center we gave the children of the center Christmas gifts.



Monitors given to a kindergarten

In Russia, we donated products to kindergartens and families in need, offering a little warmth during the Christmas season.



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## Volunteering

We encourage all Acer employees to participate in volunteer activities to gain new experiences and ideas, as well as the energy and skills needed to face the challenges presented by their jobs. Since its 2003 inception, the Acer Taiwan Volunteer Team has continued to go from strength to strength. Every employee of Acer Taiwan enjoys two days of paid volunteer leave each year. Current services cover four major areas including "digital inclusion", "charity and philanthropy", "international volunteering", and "environmental conservation". Starting in 2015, Acer America staff will also enjoy two days of paid volunteer leave to enable them to get involved with company-organized charitable activities.

### Digital Inclusion

To help bridge the digital divide, since 2010 Acer has put into action the Digital Mobile Van program. We encourage our staff to serve as volunteers, teaching members of the public how to effectively use hardware, software, and the Internet. Through front-line interaction with users, we not only help improve their technological skills, but also gain for ourselves a better understanding of their needs, providing inspiration for our work.

## Charity and Philanthropy

Acer Taiwan's volunteer team organizes a variety of community service activities each year, such as:

- Working with the World Peace Association we launched a "piggy bank donation" activity for staff, helping feed hungry children around Taiwan.
- Our long-term efforts to help underprivileged children in the Xizhi area, home to Acer headquarter, through tutoring, outdoor education, collecting Christmas gifts, and other activities that help provide the children suitable guidance and encouragement.
- Working with the Old Five Old Foundation, for the past five years we have organized distribution of festive meals and accoutrements for Chinese New Year's Eve to elderly people living alone, providing them a sense of care and warmth.
- We are also long-time supporters of the Chinese Association of Early Intervention Program for Children with Developmental Delays' (CAEIP) efforts to provide healthcare to sick children in the Hualien-Taitung area.
- Every year, Company staff also hold regular money donation and blood drives at our Xizhi headquarter. In 2015, a total of 1,689 people participated, donating a total of 2,666 bags at 250cc per bag, as well as NT\$2,700,700 in monetary donations.
- In cooperation with the AAEON Foundation, for the third year we participated in their "Art Spotlight" project to broaden the artistic horizons of children in rural areas.



Acer staff delivery Chinese New Year meals to the homes of elderly people living alone



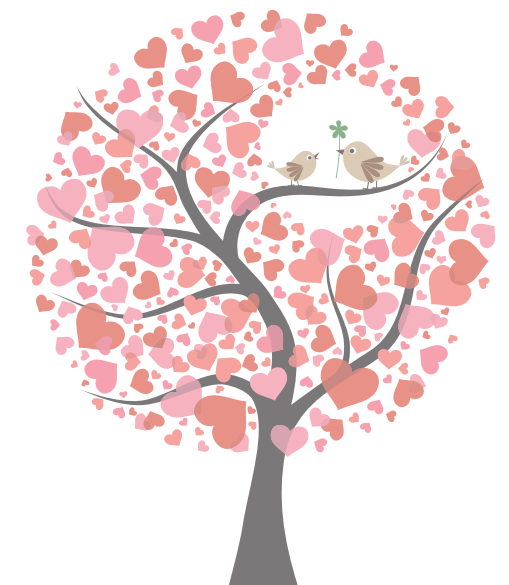
Acer staff accompany children from rural Taiwan on a trip to Taipei to journey into the world of the arts

## International Volunteer Work

Since 2011, Acer has been actively involved in promoting international volunteer work, working with the Taiwan Dental Association to hold regular dental clinics for impoverished children in Cambodia and assisting with distribution of goods.



Colleagues providing charitable service in Cambodia



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## Environmental Protection

Every year, Acer offers staff a number of opportunities to volunteer in environmental work, opportunities that have been warmly embraced, including:



Activities promoting LOHAS and environmental awareness are held during Earth Month; in 2015, this included a special water saving, drought resistance event



Quarterly second-hand goods drives, with items then donated or sold in charity auctions



Eco-working holiday activities at Mt. Baxian and Mt. Xue clean-up work



Occasionally holding charitable speeches on conservation and the environment

## Acer America Volunteering Efforts



Colleagues help out with packaging food



A colleague hard at work cutting wood for playhouses

Feed My Sheep is a charitable organization based in Texas and dedicated to providing food, healthcare, personal hygiene, and other services to those with no homes to return to. Acer's staff in Texas have helped with preparing and serving meals, as well as with cleaning work, helping over 300 people and making a practical difference to the community.

Habitat for Humanity is an international non-profit organization focused on solving the problem of housing the poor. In the Californian city of San Jose, the organization has been committed not only to building appropriate, affordable housing, but also to providing tailor-made playhouses for the children of underprivileged families.

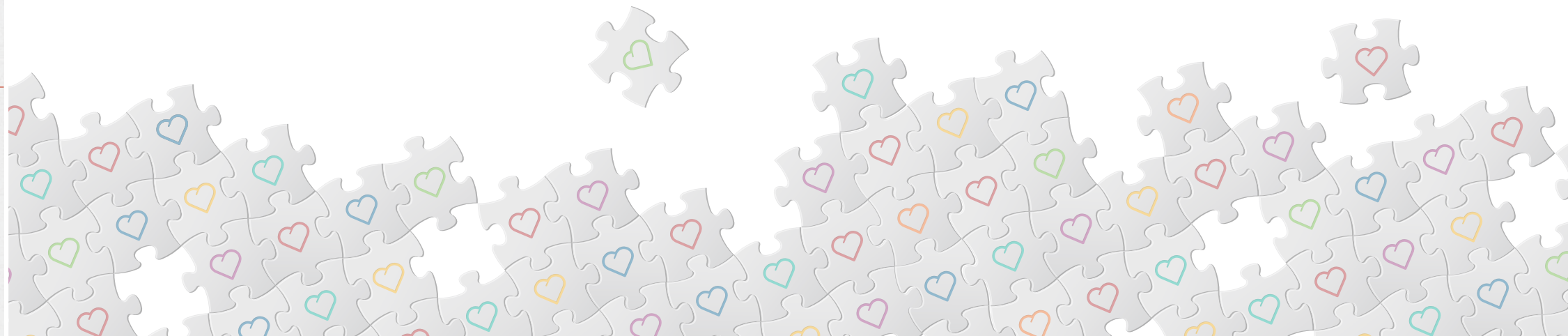
Acer staff have helped with the construction, cutting, and painting of the wood needed for these, and with installing windows, doors, and other components.



Colleagues help out with organizing materials



Colleagues lend a hand in painting a wall



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		2013	2014	2015
Employment <sup>20</sup>	Number of Employees <sup>21</sup>	8,395	7,745	7,607
	Average Age (years)	37.2	37.6	37.6
	Average Seniority (years)	6.4	6.7	7.1
	Turnover Rate (%)	22.8	16.4	22.71
	Employment Rate (%)	7.3	9.7	18.41
	Applicants for Parental Leave (%)	13.9	14.8	13.5
	Post Parental Leave Return-to-Work Rate (%)	47.4	42.1	66.7
	Post Parental Leave Retention Rate (%)	87.5	100.0	100.0
Learning and Growth <sup>22</sup>	Average Number of Training Hours for Employees (hours)	4.5	4.07	6.82
Health and Safety in the Workplace <sup>23</sup>	Injury Rate	0.28	0.14	0.14
	Lost Day Rate	3.11	0.35	1.70
	Absence Rate (%) <sup>24</sup>	0.78	0.90	0.87
Monetary Value of Community Involvement Inputs	--	NT\$50 million (approx.)	NT\$41 million (approx.)	NT\$36 million (approx.)
Community Contribution Form	Cash (%)	50	67	87
	Time, Products, and Other In-kind Donations (%)	50	33	13
Type of Community Activities	Community Investment (%)	16	42	43
	Charitable Donations (%)	12	25	29
	Commercial initiatives (%)	72	33	28

Note20: Aside from Applicants for Parental Leave, Post Parental Leave Return-to-Work Rate, and Post Parental Leave Retention Rate, statistics for which cover only employees in Taiwan, all other statistics are for global employees.

Note21: Including contracted and temporary employees.

Note22: Statistics for 2013 and 2014 cover only employees in Taiwan; 2015 statistics cover global employees.

Note23: Statistics cover employees in Taiwan.

Note24: Including leave for sickness or injury and personal leave.

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安侯建業聯合會計師事務所  
KPMG

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Xinyi Road, Taipei City 11049, Taiwan (R.O.C.) Internet 網址 kpmg.com/tw

## Independent Limited Assurance Report

### To Acer Incorporated

We have been engaged by Acer Incorporated ('Acer') to provide limited assurance on the Corporate Responsibility Report ('the Report') of Acer for the year ended December 31, 2015.

### Acer's Responsibilities

Acer is responsible for the preparation and presentation of the Report, and for the information and assertions contained within it. It is also responsible for determining Acer's objectives in respect of sustainable development performance and reporting, including the identification of stakeholders and material issues, as well as for establishing and maintaining appropriate performance management and internal control systems from which the reported performance information is derived.

In preparing the Report, Acer applied the Global Reporting Initiative's ('GRI') Sustainability Reporting Guidelines (G4) Core option as set forth in "About This Report" section of the Report.

### Our Responsibilities

We conducted our engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000: "Assurance Engagements other than Audits or Reviews of Historical Financial Information" issued by the International Auditing and Assurance Standards Board, which requires that we comply with the applicable ethical requirements, including independence requirements, and that we plan and perform the engagement to obtain limited assurance about whether the Report is free from material misstatement.

Our engagement was designed to carry out a limited assurance engagement and to express a conclusion on whether the information in the Report is free from material misstatement based on GRI G4 Core option, excluding Report section "Greenhouse Gas Inventory" and "Greenhouse Gas Reductions and Strategy" on greenhouse gas emissions (Scope 1, 2 and 3), and associated energy, electricity consumption related data. The above mentioned data and performances will be verified (and modified if necessary) independently by a third party verification company. This assurance engagement will not express any conclusion on the greenhouse gas emissions (Scope 1, 2 and 3), and associated energy, electricity consumption related data.

### Summary of Work Performed

A limited assurance engagement on a corporate responsibility report consists of making inquiries, primarily of persons responsible for the preparation of information presented in the corporate responsibility report, and applying analytical and other evidence gathering procedures, as appropriate. Our procedures included:

- Inquiries of management to gain an understanding of Acer's processes for determining the material issues for Acer's key stakeholders;
- Interviews with management and relevant staff at Acer concerning sustainability strategy and policies for material issues, and the implementation of these across its business;



- Interviews with relevant staff at Acer who are responsible for providing the information in the Report;
- Inquiries about the design and implementation of key systems and methods used to collect and process the information reported, including the aggregation of data into information as presented in the Report;
- Comparing the information presented in the Report with the corresponding information in the relevant underlying sources on a sample basis to determine whether the relevant information contained in such underlying sources has been included in the Report;
- Reading the information presented in the Report to determine whether it is in line with our overall knowledge of, and experience with, the sustainability performance of Acer.

A limited assurance engagement is substantially less in scope, based on the extent of evidence-gathering, than a reasonable assurance engagement conducted in accordance with the International Standards on Assurance Engagements or an audit conducted in accordance with the International Standards on Auditing. Therefore, the extent of evidence gathering procedures performed in a limited assurance engagement is less than that of a reasonable assurance engagement, thus, a lower level of assurance is provided, and consequently, does not enable us to obtain assurance that we would become aware of all significant matters that might be identified in an audit or a reasonable assurance engagement.

### Conclusion

Based on the procedures performed, as described above, nothing has come to our attention that causes us to believe that the Report of Acer for the year ended December 31, 2015 is not presented fairly, in all material respects, in accordance with GRI G4 Core option.

Our limited assurance report is made solely for Acer in accordance with the terms of our engagement. Our work has been undertaken so that we might state to Acer those matters we have been engaged to state in this limited assurance report and for no other purpose. We do not accept or assume responsibility to anyone other than Acer for our work, for this limited assurance report, or for the conclusions we have reached.

KPMG

Taipei, Taiwan  
June 03, 2016

### Notice to reader

The assurance report and the accompanying Corporate Responsibility Report are the English translation of the Chinese version prepared and used in the Republic of China. If there is any conflict between, or any difference in the interpretation of, the English and Chinese language assurance report and Corporate Responsibility Report, the Chinese version shall prevail.

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Statement TW16/00034GG

## Greenhouse Gas Verification Statement

The inventory of Greenhouse Gas emissions in year 2015 of

### Acer Incorporated

8F, No. 88, Sec. 1, Xintai 5th Rd., Xizhi Dist.,  
New Taipei City 221, Taiwan, R.O.C.

has been verified in accordance with ISO 14064-3:2006 as meeting the requirements of

### ISO 14064-1:2006

Direct emissions	7,920.461 tonnes of CO <sub>2</sub> e
Energy indirect emissions (Market Base)	16,733.886 tonnes of CO <sub>2</sub> e
Other indirect emission (Scope 3)	217,011.877 tonnes of CO <sub>2</sub> e
<b>Direct emissions and energy indirect emissions</b>	<b>24,654.347 tonnes of CO<sub>2</sub>e</b>

Authorized by

Dennis Yang  
Chief Operation Officer of Eastern Asia  
Date: 05 May 2016  
Version 1

TGP 5615 0216  
SGS Taiwan Ltd.  
No. 136-1, Wu Kung Road, New Taipei Industrial Park, Wu Ku District,  
New Taipei City 24803, Taiwan  
t (02) 22993279 f (02)22999453 www.sgs.com

This Statement is not valid without the full verification scope, objectives, criteria and findings available on pages 2 to 17 of this Statement. Page 1 of 17

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## General Standard Disclosures

Parts	Indicators	Location	Page No./Description	Omissions	External Assurance
Strategy and Analysis	G4-1	Provide a statement from the most senior decisionmaker of the organization about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	Message from the Chairman Message from the Corporate President and CEO	4 5	Assured by KPMG
	G4-2	Provide a description of key impacts, risks, and opportunities.	Current Status and Development	11	Assured by KPMG
			Identification and Management of Sustainability Risks Risk Management Risks and Opportunities of Climate Change	17 38 59	
Organizational Profile	G4-3	Report the name of the organization.	Acer Overview	10	Assured by KPMG
	G4-4	Report the primary brands, products, and services.	Acer Overview	10	Assured by KPMG
	G4-5	Report the location of the organization's headquarters.	Acer Overview	10	Assured by KPMG
	G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	Current Status and Development	11	Assured by KPMG
			Current Status and Development	11	
	G4-7	Report the nature of ownership and legal form.	Acer Overview	10	Assured by KPMG
	G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	Current Status and Development Operation Overview Staff Structure	11 40 78	Assured by KPMG
	G4-9	Report the scale of the organization.	Staff Structure	78	Assured by KPMG
	G4-10	Report the total number of employees by employment contract, employment type, region, broken by gender	Employee Relations	83	Assured by KPMG
	G4-11	Report the percentage of total employees covered by collective bargaining agreements.	Supplier Social and Environmental Management Structures	68	Assured by KPMG
	G4-12	Describe the organization's supply chain.	Acer Overview Supplier Social and Environmental Management Structures	10 68	Assured by KPMG
	G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	No significant changes took place during 2015		
	G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	Risk Management Identification and Management of Sustainability Risks	38 17	Assured by KPMG
	G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Stakeholder Identification and Communication Major Initiatives and Participation Managing Greenhouse Gases in the Supply Chain Conflict Minerals Management	19 30 61 75	Assured by KPMG
	G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization holds or participates	Stakeholder Identification and Communication Major Initiatives and Participation	19 30	Assured by KPMG
Identified Material Aspects and Boundaries	G4-17	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	About this Report	3	Assured by KPMG
			Please refer to Ace's 2015 annual report for details on the Company's related entities.		
	G4-18	a. Explain the process for defining the report content and the aspect boundaries. b. Explain how the organization has implemented the reporting principles for defining report content.	Material Aspects and Boundaries Identification	23	Assured by KPMG
			Material Aspects and Boundaries Identification	23	
G4-19	List all the material aspects identified in the process for defining report content.	Material Aspects and Boundaries Identification	23	Assured by KPMG	
G4-20	For each material aspect, report the aspect boundary within the organization	Material Aspects and Boundaries Identification	23	Assured by KPMG	

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Parts	Indicators	Location	Page No./Description	Omissions	External Assurance
Identified Material Aspects and Boundaries	G4-21	For each material aspect, report the aspect boundary outside the organization	Material Aspects and Boundaries Identification	23	Assured by KPMG
	G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	About this Report	3 No restatement of information provided in previous reports	Assured by KPMG
	G4-23	Report significant changes from previous reporting periods in the scope and aspect boundaries.	About this Report Material Aspects and Boundaries Identification	3 23 No significant changes in the scope and aspect boundaries	Assured by KPMG
Stakeholder Engagement	G4-24	Provide a list of stakeholder groups engaged by the organization.	Stakeholder Identification and Communication	19	Assured by KPMG
	G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	Stakeholder Identification and Communication	19	Assured by KPMG
	G4-26	Report the organization's approach to stakeholder engagement.	Stakeholder Identification and Communication	19	Assured by KPMG
	G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded.	Stakeholder Identification and Communication	19	Assured by KPMG
Report Profile	G4-28	Reporting period (such as fiscal or calendar year) for information provided.	About this Report	3	Assured by KPMG
	G4-29	Date of most recent previous report (if any).	About this Report	3	Assured by KPMG
	G4-30	Reporting cycle (such as annual, biennial).	About this Report	3	Assured by KPMG
	G4-31	Provide the contact point for questions regarding the report or its contents.	About this Report	3	Assured by KPMG
	G4-32	GRI content index	About this Report GRI Index	3 103	Assured by KPMG
	G4-33	Report the organization's policy and current practice with regard to seeking external assurance for the report.	About this Report	3	Assured by KPMG
Governance	G4-34	Report the governance structure of the organization.	Corporate Governance Structure	33	Assured by KPMG
	G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	Corporate Responsibility Governance	16	Assured by KPMG
	G4-36	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	Corporate Responsibility Governance	16	Assured by KPMG
	G4-37	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics.	Corporate Governance Structure Corporate Responsibility Governance Employee Relations	33 16 83	Assured by KPMG
	G4-38	Report the composition of the highest governance body and its committees	Corporate Governance Structure	33	Assured by KPMG
	G4-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	Corporate Governance Structure	33	Assured by KPMG
	G4-40	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members	Corporate Governance Structure	33	Assured by KPMG
	G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders	Corporate Governance Structure	33	Assured by KPMG
	G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	Corporate Governance Structure Internal Audits Risk Management Corporate Responsibility Governance	33 37 38 16	Assured by KPMG



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Parts	Indicators	Location	Page No./Description	Omissions	External Assurance	
Governance	G4-43	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	Corporate Governance Structure Corporate Responsibility Governance	33 16		Assured by KPMG
	G4-44	Report the processes for evaluation of the highest governance body' performance with respect to governance of economic, environmental and social topics.	Corporate Governance Structure	33		Assured by KPMG
	G4-45	Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities.	Corporate Governance Structure Internal Audits Risk Management Corporate Responsibility Governance	33 37 38 16		Assured by KPMG
	G4-46	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	Internal Audits Risk Management Corporate Responsibility Governance	37 38 16		Assured by KPMG
	G4-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	Internal Audits Risk Management Corporate Responsibility Governance	37 38 16		Assured by KPMG
	G4-48	Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	Corporate Responsibility Governance	16		Assured by KPMG
	G4-49	Report the process for communicating critical concerns to the highest governance body.	Corporate Governance Structure Corporate Responsibility Governance Employee Relations	33 16 83		Assured by KPMG
	G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	Corporate Governance Structure Corporate Responsibility Governance Employee Relations	33 16 83		Assured by KPMG
	G4-51	Report the remuneration policies for the highest governance body and senior executives	Corporate Governance Structure	33		Assured by KPMG
	G4-52	Report the process for determining remuneration	Corporate Governance Structure	33		Assured by KPMG
Ethics and Integrity	G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	Code of Ethics Standards of Business Conduct	37 89		Assured by KPMG
	G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity	Internal Audits	37 Acer has established a contact channel for stakeholders to submit complaints: <a href="mailto:whistleblower@acer.com">whistleblower@acer.com</a>		Assured by KPMG
	G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity.	Internal Audits	37 Acer has established a contact channel for stakeholders to submit complaints: <a href="mailto:whistleblower@acer.com">whistleblower@acer.com</a>		Assured by KPMG

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Economic							
Aspects	DMA and Indicators		Location	Page No./Description	Omissions	External Assurance	
Economic Performance	G4-DMA	Generic DMA	Operation Overview	40		Assured by KPMG	
	G4-EC1	Direct economic value generated and distributed	Operation Overview Community Involvement and Philanthropy	40 90		Assured by KPMG	
	G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Identification and Management of Sustainability Risks Risks and Opportunities of Climate Change	17 59		Assured by KPMG	
	G4-EC3	Coverage of the organization's defined benefit plan obligations	Competitive Compensation Packages	81		Assured by KPMG	
	G4-EC4	Financial assistance received from government		No government financial assistance received.		Assured by KPMG	
Indirect Economic Impacts	G4-DMA	Generic DMA; Aspect-specific DMA	Community Involvement and Philanthropy	90		Assured by KPMG	
	G4-EC7	Development and impact of infrastructure investments and services supported	Community Involvement and Philanthropy	90		Assured by KPMG	
	G4-EC8	Significant indirect economic impacts, including the extent of impacts	Community Involvement and Philanthropy	90		Assured by KPMG	
Procurement Practices	G4-DMA	Generic DMA; Aspect-specific DMA	Supplier Social and Environmental Management Structures	68		Assured by KPMG	
	G4-EC9	Proportion of spending on local suppliers at significant locations of operation	Supplier Social and Environmental Management Structures	68		Assured by KPMG	
Environmental							
Aspects	DMA and Indicators		Location	Page No./Description	Omissions	External Assurance	
Materials	G4-DMA	Generic DMA	Prudent Management of Chemicals in Materials	53		Assured by KPMG	
	G4-EN1	Materials used by weight or volume	Towards Sophisticated Packaging Design	55		Assured by KPMG	
	G4-EN2	Percentage of materials used that are recycled input materials	Use of Post-Consumer Recycled Plastics Towards Sophisticated Packaging Design	54 55		Assured by KPMG	
Energy	G4-DMA	Generic DMA; Aspect-specific DMA	Greenhouse Gas Reductions and Strategy Energy Conservation Projects	60 63		Assured by KPMG	
	G4-EN3	Energy consumption within the organization	Environmental Information	66		Assured by KPMG	
	G4-EN5	Energy intensity	Environmental Information	66		Assured by KPMG	
	G4-EN6	Reduction of energy consumption	Greenhouse Gas Reductions and Strategy Energy Conservation Projects Staff Transportation and Commuting	60 63 63		Assured by KPMG / Verified by SGS	
	G4-EN7	Reductions in energy requirements of products and services	Improving Product Energy Efficiency Products and Services that Respond to Society	56 43		Assured by KPMG	
	Water	G4-DMA	Generic DMA	Water Resource Management	64		Assured by KPMG
		G4-EN8	Total water withdrawal by source	Environmental Information	66		Assured by KPMG
G4-EN9		Water sources significantly affected by withdrawal of water	Water Resource Management	64	Acer's global business model primarily focused on product sales and customer service and its facilities are largely officebuildings; as such, the water used is drawn from municipal sources and has no significant impact on water resources.	Assured by KPMG	
G4-EN10		Percentage and total volume of water recycled and reused	Water Resource Management	64		Assured by KPMG	

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Environmental						
Aspects	DMA and Indicators		Location	Page No./Description	Omissions	External Assurance
Emissions	G4-DMA	Generic DMA; Aspect-specific DMA	Greenhouse Gas Inventory Greenhouse Gas Reductions and Strategy	59 60		Verified by SGS
	G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Greenhouse Gas Inventory	59		Verified by SGS
	G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Greenhouse Gas Inventory	59		Verified by SGS
	G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Greenhouse Gas Inventory	59		Verified by SGS
	G4-EN18	Greenhouse gas (GHG) emissions intensity	Greenhouse Gas Inventory	59		Verified by SGS
	G4-EN19	Reduction of greenhouse gas (GHG) emissions	Greenhouse Gas Reductions and Strategy	60		Verified by SGS
	G4-EN21	Nox, sox, and other significant air emissions			Acer's global operations are primarily focused on product sales and customer service, and its facilities are largely office buildings; as such, the company produces no volatile organic compounds	Verified by SGS
Effluents and Waste	G4-DMA	Generic DMA	Water Resource Management Waste Management	64 65		Assured by KPMG
	G4-EN22	Total water discharge by quality and destination	Water Resource Management Environmental Information	64 66		Assured by KPMG
	G4-EN23	Total weight of waste by type and disposal method	Waste Management Environmental Information	65 66		Assured by KPMG
Products and Services	G4-DMA	Generic DMA	Incorporating Environmental Considerations into Product Design	53		Assured by KPMG
	G4-EN27	Extent of impact mitigation of environmental impacts of products and services	Incorporating Environmental Considerations into Product Design	53		Assured by KPMG
Compliance	G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	Improving Product Recycling Channels	57		Assured by KPMG
	G4-DMA	Generic DMA	Legal Compliance	37		Assured by KPMG
Transport	G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Legal Compliance	37		Assured by KPMG
	G4-DMA	Generic DMA	Refining Product Transport Efficiency Staff Transportation and Commuting	56 63		Assured by KPMG
Supplier Environmental Assessment	G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	Refining Product Transport Efficiency Staff Transportation and Commuting	56 63		Assured by KPMG
	G4-DMA	Generic DMA; Aspect-specific DMA	Supplier Social and Environmental Management Structures On-site Audit	68 72		Assured by KPMG
	G4-EN32	Percentage of new suppliers that were screened using environmental criteria	Supplier Social and Environmental Management Structures On-site Audit	68 72		Assured by KPMG
Environmental Grievance Mechanisms	G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Supplier Social and Environmental Management Structures On-site Audit	68 72		Assured by KPMG
	G4-DMA	Generic DMA; Aspect-specific DMA	Internal Audits	37	Acer has established a contact channel for stakeholders to submit complaints: ✉whistleblower@acer.com Communication on CSR issues can be directed to ✉cr@acer.com	Assured by KPMG
	G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	Internal Audits	37	Acer has established a contact channel for stakeholders to submit complaints: ✉whistleblower@acer.com Communication on CSR issues can be directed to ✉cr@acer.com In 2015, no grievances relating to environmental impact were filed.	Assured by KPMG

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Social						
Aspects	DMA and Indicators		Location	Page No./Description	Omissions	External Assurance
<b>Labor Practices and Decent Work</b>						
Employment	G4-DMA	Generic DMA; Aspect-specific DMA	Staff Structure Competitive Compensation Packages Health and Safety in the Work Environment	78 81 86		Assured by KPMG
	G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender, and region	Staff Structure	78		Assured by KPMG
	G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Competitive Compensation Packages	81		Assured by KPMG
	G4-LA3	Return to work and retention rates after parental leave, by gender	Staff Structure	78		Assured by KPMG
Labor/Management Relations	G4-DMA	Generic DMA	Employee Relations	83		Assured by KPMG
	G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	Staff Structure	78		Assured by KPMG
Occupational Health and Safety	G4-DMA	Generic DMA; Aspect-specific DMA	Health and Safety in the Work Environment	86		Assured by KPMG
	G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	Health and Safety in the Work Environment	86		Assured by KPMG
	G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Health and Safety in the Work Environment	86		Assured by KPMG
Training and Education	G4-DMA	Generic DMA	Continuous Learning and Growth	84		Assured by KPMG
	G4-LA9	Average hours of training per year per employee by gender, and by employee category	Continuous Learning and Growth	84		Assured by KPMG
	G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Continuous Learning and Growth	84		Assured by KPMG
	G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Continuous Learning and Growth	84		Assured by KPMG
Diversity and Equal Opportunity	G4-DMA	Generic DMA	Staff Structure	78		Assured by KPMG
	G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	Staff Structure	78		Assured by KPMG
Equal Remuneration for Women and Men	G4-DMA	Generic DMA; Aspect-specific DMA	Staff Structure	78		Assured by KPMG
	G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Staff Structure	78		Assured by KPMG
Supplier Assessment for Labor Practices	G4-DMA	Generic DMA; Aspect-specific DMA	Supplier Social and Environmental Management Structures On-site Audit	68 72		Assured by KPMG
	G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	Supplier Social and Environmental Management Structures On-site Audit	68 72		Assured by KPMG
	G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	Supplier Social and Environmental Management Structures On-site Audit	68 72		Assured by KPMG
	G4-DMA	Generic DMA; Aspect-specific DMA	Internal Audits	37	Acer has established a contact channel for stakeholders to submit complaints: <a href="mailto:whistleblower@acer.com">whistleblower@acer.com</a> Communication on CSR issues can be directed to <a href="mailto:cr@acer.com">cr@acer.com</a>	Assured by KPMG
Labor Practices Grievance Mechanisms	G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	Internal Audits	37	Acer has established a contact channel for stakeholders to submit complaints: <a href="mailto:whistleblower@acer.com">whistleblower@acer.com</a> Communication on CSR issues can be directed to <a href="mailto:cr@acer.com">cr@acer.com</a> In 2015, no grievances relating to labor practices were filed.	Assured by KPMG

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Aspects	DMA and Indicators		Location	Page No./Description	Omissions	External Assurance
Human Rights						
Investment	G4-DMA	Generic DMA; Aspect-specific DMA	Employee Relations Continuous Learning and Growth	83 84		Assured by KPMG
	G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Employee Relations Continuous Learning and Growth	83 84		Assured by KPMG
Non-discrimination	G4-DMA	Generic DMA	Supplier Social and Environmental Management Structures Employee Relations	68 83		Assured by KPMG
	G4-HR3	Total number of incidents of discrimination and corrective actions taken	Supplier Social and Environmental Management Structures On-site Audit Employee Relations	68 72 83		Assured by KPMG
Freedom of Association and Collective Bargaining	G4-DMA	Generic DMA; Aspect-specific DMA	Supplier Social and Environmental Management Structures Employee Relations	68 83		Assured by KPMG
	G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	Supplier Social and Environmental Management Structures On-site Audit Employee Relations	68 72 83		Assured by KPMG
Child Labor	G4-DMA	Generic DMA	Supplier Social and Environmental Management Structures Staff Structure	68 78		Assured by KPMG
	G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	Supplier Social and Environmental Management Structures On-site Audit	68 72		Assured by KPMG
Forced or Compulsory Labor	G4-DMA	Generic DMA	Supplier Social and Environmental Management Structures	68		Assured by KPMG
	G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	Supplier Social and Environmental Management Structures On-site Audit	68 72		Assured by KPMG
Supplier Human Rights Assessment	G4-DMA	Generic DMA; Aspect-specific DMA	Supplier Social and Environmental Management Structures Conflict Minerals Management	68 75		Assured by KPMG
	G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Supplier Social and Environmental Management Structures On-site Audit	68 72		Assured by KPMG
	G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Supplier Social and Environmental Management Structures On-site Audit Conflict Minerals Management	68 72 75		Assured by KPMG
Human Rights Grievance Mechanisms	G4-DMA	Generic DMA; Aspect-specific DMA	Internal Audits	37	Acer has established a contact channel for stakeholders to submit complaints: <a href="mailto:whistleblower@acer.com">whistleblower@acer.com</a> Communication on CSR issues can be directed to <a href="mailto:cr@acer.com">cr@acer.com</a>	Assured by KPMG
	G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	Internal Audits	37	Acer has established a contact channel for stakeholders to submit complaints: <a href="mailto:whistleblower@acer.com">whistleblower@acer.com</a> Communication on CSR issues can be directed to <a href="mailto:cr@acer.com">cr@acer.com</a> In 2015, no grievances relating to human rights impacts were filed.	Assured by KPMG

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Social						
Aspects	DMA and Indicators		Location	Page No./Description	Omissions	External Assurance
Society						
Social	G4-DMA	Generic DMA; Aspect-specific DMA	Internal Audits Standards of Business Conduct	37 89		Assured by KPMG
	G4-SO4	Communication and training on anti-corruption policies and procedures	Internal Audits Continuous Learning and Growth Standards of Business Conduct	37 84 89		Assured by KPMG
	G4-SO5	Confirmed incidents of corruption and actions taken	Internal Audits Standards of Business Conduct	37 89		Assured by KPMG
Public Policy	G4-DMA	Generic DMA; Aspect-specific DMA		Acer made no political contributions in 2015		Assured by KPMG
	G4-SO6	Total value of political contributions by country and recipient/beneficiary		Acer made no political contributions in 2015		Assured by KPMG
Anti-competitive Behavior	G4-DMA	Generic DMA	Code of Ethics Standards of Business Conduct	37 89		Assured by KPMG
	G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	Legal Compliance	37		Assured by KPMG
Compliance	G4-DMA	Generic DMA	Legal Compliance	37		Assured by KPMG
	G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Legal Compliance	37		Assured by KPMG
Supplier Assessment for Impacts on Society	G4-DMA	Generic DMA; Aspect-specific DMA	Supplier Social and Environmental Management Structures Conflict Minerals Management	68 75		Assured by KPMG
	G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	Supplier Social and Environmental Management Structures On-site Audit	68 72		Assured by KPMG
	G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	Supplier Social and Environmental Management Structures On-site Audit Conflict Minerals Management	68 72 75		Assured by KPMG
Grievance Mechanisms for Impacts on Society	G4-DMA	Generic DMA; Aspect-specific DMA	Internal Audits	37 Acer has established a contact channel for stakeholders to submit complaints: <a href="mailto:whistleblower@acer.com">whistleblower@acer.com</a> Communication on CSR issues can be directed to <a href="mailto:cr@acer.com">cr@acer.com</a>		Assured by KPMG
	G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	Internal Audits	37 Acer has established a contact channel for stakeholders to submit complaints: <a href="mailto:whistleblower@acer.com">whistleblower@acer.com</a> Communication on CSR issues can be directed to <a href="mailto:cr@acer.com">cr@acer.com</a> In 2015, no grievances relating to impacts on society were filed.		Assured by KPMG

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Social						
Aspects	DMA and Indicators		Location	Page No./Description	Omissions	External Assurance
<b>Product Responsibility</b>						
Customer Health and Safety	G4-DMA	Generic DMA; Aspect-specific DMA	Prudent Management of Chemicals in Materials	53		Assured by KPMG
	G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Prudent Management of Chemicals in Materials	53		Assured by KPMG
	G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	Legal Compliance	37		Assured by KPMG
Product and Service Labeling	G4-DMA	Generic DMA; Aspect-specific DMA	Prudent Management of Chemicals in Materials	53		Assured by KPMG
	G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	Acer Group Service Model	48		Assured by KPMG
	G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	Legal Compliance	37		Assured by KPMG
	G4-PR5	Results of surveys measuring customer satisfaction	Customer Satisfaction Survey	50		Assured by KPMG
Marketing Communications	G4-DMA	Generic DMA	Marketing Communication	12		Assured by KPMG
	G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	Legal Compliance	37		Assured by KPMG
Customer Privacy	G4-DMA	Generic DMA	Protection of Customer Privacy	51		Assured by KPMG
	G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Protection of Customer Privacy	51		Assured by KPMG
Compliance	G4-DMA	Generic DMA	Legal Compliance	37		Assured by KPMG
	G4-PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services	Legal Compliance	37		Assured by KPMG

## About this Report

## Message from the Chairman

## Message from the Corporate President and CEO

## Important Achievements and Recognition in 2015

## 2015 Goals and Achievements

## 2016 Goals and Commitments

## 1 Acer Overview

## 2 Corporate Responsibility Commitment and Implementation

## 3 Deepening Corporate Governance

## 4 Creating Economic Growth

## 5 Implementing Environmental Management

## 6 Promoting Social Prosperity

## 7 Appendix

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[Greenhouse Gas Verification Statement](#)
[GRI G4 Index](#)

## Other Standard Disclosures

Aspects	DMA and Indicators		Location	Page No./Description	Omissions	External Assurance
Customer Service	DMA	Generic DMA	Acer Group Service Model	48		Assured by KPMG
			Enhancing Service Quality	49		
	Acer-EC1	Multiple service channels	Acer Group Service Model	48		Assured by KPMG
Innovative Research and Development	Acer-EC2	Enhancing service quality	Enhancing Service Quality	49		Assured by KPMG
	DMA	Generic DMA	Innovative Research and Development	41		Assured by KPMG
	Acer-EC3	Innovative technology and application	Innovative Technology Products and Services that Respond to Society	42 43		Assured by KPMG
	Acer-EC4	Open source and collaborative innovation	Open Source and Collaborative Innovation	47		Assured by KPMG
	Acer-EC5	Acquisition and protection of intellectual property rights	Innovative Technology	42		Assured by KPMG
Environmental programs related to cost saving and value creation	DMA	Generic DMA	Towards Sophisticated Packaging Design	55		Assured by KPMG
			Refining Product Transport Efficiency	56		
Management of Hazardous Substances	Acer-EN 1	Environmental programs of cost saving and revenue generation	Innovative Technology Products and Services that Respond to Society	42 43		Assured by KPMG
			Towards Sophisticated Packaging Design	55		
Social programs related to cost saving and revenue generation			Refining Product Transport Efficiency	56		
			Innovative Technology Products and Services that Respond to Society	42 43		
Corporate Citizenship and Philanthropy	DMA	Generic DMA	Prudent Management of Chemicals in Materials	53		Assured by KPMG
	Acer-EN 2	Halogen-free products launched	Prudent Management of Chemicals in Materials	53		Assured by KPMG
Digital Inclusion	DMA	Generic DMA	Enhancing Service Quality	49		Assured by KPMG
			Products and Services that Respond to Society	43		
			Customer Satisfaction Survey	50		
Talent Attraction and Retention	Acer-SO1	Social programs related to cost saving and revenue generation	Enhancing Service Quality	49		Assured by KPMG
			Products and Services that Respond to Society	43		
			Customer Satisfaction Survey	50		
Conflict Minerals	DMA	Generic DMA	Community Involvement and Philanthropy	90		Assured by KPMG
	Acer-SO2	Donations	Community Involvement and Philanthropy	90		Assured by KPMG
	Acer-SO3	Activities of corporate citizenship and philanthropy	Community Involvement and Philanthropy	90		Assured by KPMG
Conflict Minerals	DMA	Generic DMA	Community Involvement and Philanthropy	90		Assured by KPMG
			Education	90		
Conflict Minerals	Acer-SO4	Digital inclusion activity	Education	90		Assured by KPMG
	DMA	Generic DMA	Staff Structure	78		Assured by KPMG
	Acer-SO5	Compensation packages and incentives	Competitive Compensation Packages	81		Assured by KPMG
Conflict Minerals	Acer-SO6	Investment in and development of talent pool	Staff Structure	78		Assured by KPMG
			Continuous Learning and Growth	84		
Conflict Minerals	DMA	Generic DMA	Supplier Social and Environmental Management Structures	68		Assured by KPMG
			Conflict Minerals Management	75		
	Acer-SO7	Publish of Smelter List and annual Conflict Minerals Report	Conflict Minerals Management	75		Assured by KPMG



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